



# LEADING THE WAY TOWARDS SUSTAINABILITY & GROWTH

SUSTAINABILITY REPORT 2019

# TABLE OF CONTENTS

Chairman and CEO Statement	01
Sustainability Management	03
Stakeholder Engagement	05
Materiality Assessment	06
Environmental Protection	08
Social Responsibility	12
Regulatory Compliance	23
Awards and Certifications	25
Notes to the Sustainability Report	25
GRI Index	26
Copyright and Disclaimers	27



# CHAIRMAN AND CEO STATEMENT

## DEAR STAKEHOLDERS,

On behalf of the board of directors ("Board") of Moya Holdings Asia Limited (the "Company" or "Moya", and together with its subsidiaries, the "Group"), we are pleased to present stakeholders with the Company's sustainability report for the financial year ended 31 December ("FY") 2019.

## ENHANCING OUR TEAM

At the start of 2019, the Board pushed for the Group to deepen and better internalise our sustainability strategies. The Group's sustainability team was then expanded from previously a task force to a dedicated full division within the Group. The goal is for every business unit within Moya to work together with the Group's senior management to meet the rising sustainability performance standards.

## SUSTAINABILITY MEETS OPERATIONS

As the Group's senior management re-orientates itself towards higher sustainability goals across the Group, it was equally critical that the effort cascaded down to the operational levels. This was facilitated by a rigorous sustainability training program for senior and mid-level operation teams. The operation teams were introduced to the United Nations Sustainable Development Goals, GRI Standards Reporting Framework and how sustainability creates economic value for various stakeholders. Sustainability training is now a key component in our human resource development.

Importantly, the training and knowledge-transfer set the foundation for more informed discussions and planning at the operational levels. Our goal is for more effective and result-oriented dynamic between the Group's operations and management as we refine our sustainability strategy and implementations.

## EFFICIENCY-DRIVEN PROFITABILITY

Sustainability is not sustainable without alignment with economic goals. As the Group expanded sales volumes, it continued its efficiency-driven initiatives across its operating companies and improved overall governance. The Group's initiatives included adopting new technologies, streamlining business processes, and centralising supply chain.

The Group achieved an admirable performance in FY2019. Revenue increased by 8.7% year-on-year ("YoY") to S\$205.8 million in FY2019, mainly attributed to an increase of water sales volume.

The higher revenue brought better profitability, in which the Group's gross profit increased by 13.1% YoY to S\$96.4 million in FY2019, and adjusted earnings before interest, tax, depreciation and amortization charges ("Adjusted EBITDA") increased by 18.4% YoY to S\$82.2 million in FY2019.

## MINIMISING ENVIRONMENTAL IMPACT

We are mindful that as the Group expands, so will its resource consumption and environmental impact. We are pleased to note that the Group's energy intensity is maintained at 2.46 megajoules per dollar of revenue in FY2019, despite the 12.5% increase in the Group's energy consumption to 391,850 gigajoules in FY2019.

Following the Group's industry-leading investments in sludge management in 2016, it experienced significant capacity enhancements whereby its sludge treatment facilities were able to respond quickly and efficiently to different water intake conditions. As sludge is one of the most significant adverse factors in the water treatment industry, the Group is committed to drive improvements further up and down the process chain.

## COMBATING COVID-19 ON ALL FRONTS

At the end of 2019, the world faced a new pandemic, a corona virus disease or COVID-19. It has now spread to every country with devastating human and economic impact. The situation is still evolving and the effects are unpredictable.

# CHAIRMAN AND CEO STATEMENT

The Group responded early and rapidly by activating our business continuity plans to safeguard our employees, customers and our assets. By end of January 2020, management instituted restrictions on international travel, followed by health-screening, access controls and safe distancing at all our offices and facilities. We also implemented a work from home policy and clustering policy since early March 2020. All employees have received extensive training on personal hygiene practices to protect themselves and their families against COVID-19.

At our water treatment facilities, we have taken enhanced safety and security measures to ensure that our output is not endangered and disrupted. With re-engineered work processes, we ensured that all our plants continued to operate at full capacity with significantly smaller onsite teams.

The emergence of COVID-19 has severed the flow of goods and people in Jakarta and Indonesia. The Group, through its subsidiary, Aetra Air Jakarta ("AAJ") has supported the Jakarta government efforts to slow down the spread of the COVID-19 by supplying water to the public hand wash facilities at various public transportation hubs. AAJ also donated 20,000 packages of basic food to the government of Jakarta through Jakarta Development Collaboration Network (KSBB program) and PMI (Indonesian Red Cross). The Group made additional donations of food packages, hospital beds, bunk beds, hazmat suits, face masks, hospital linens and other supporting requirements for hospitals, and shelters for COVID-19 patients in Tangerang City and Tangerang Regency.

## 2019 APEX CORPORATE SUSTAINABILITY AWARD BY GCNS

One of the major highlights of FY2019 was the Group's win at the prestigious 2019 Apex Corporate Sustainability Award in the Sustainable Solutions category. This award, held in Singapore on an annual basis, is organised by Global Compact Network Singapore (GCNS), the local chapter of the United Nations Global Compact (UNGC). The award was given for excellence in corporate sustainability. Winners are selected after rigorous evaluation and judging by industry experts and business leaders.

This award is a testimony to the Group's valuable mission in investing in projects with wide social impacts that extend beyond financial returns. Undoubtedly, the award has spurred the Group to continually excel in its contributions to the community. It will also raise our standards to regional and international benchmarks of sustainability performance.

## ACKNOWLEDGEMENT

As the Group continues to expand, the Board and management recognise that sustainability is about the widest possible engagement with our stakeholders. Therefore, our sustainability success, is by definition an inclusive team effort. We would like to express our heartfelt appreciation to our management, staff, and partners who contributed directly and indirectly to this report.

The Board and management would also like to welcome Mr Kuntoro Mangkusubroto as the new chairman of the Board, who with his wealth of experience, will provide valuable guidance to the Group.

The efforts and achievements of FY2019 has continued to pave the way forward for the Group, in not only identifying opportunities, but also to embrace all the environmental and sustainability challenges with confidence and a can-do spirit.

## KUNTORO MANGKUSUBROTO

*Chairman*

## MOHAMMAD SYAHRIAL

*Chief Executive Officer*



# SUSTAINABILITY MANAGEMENT

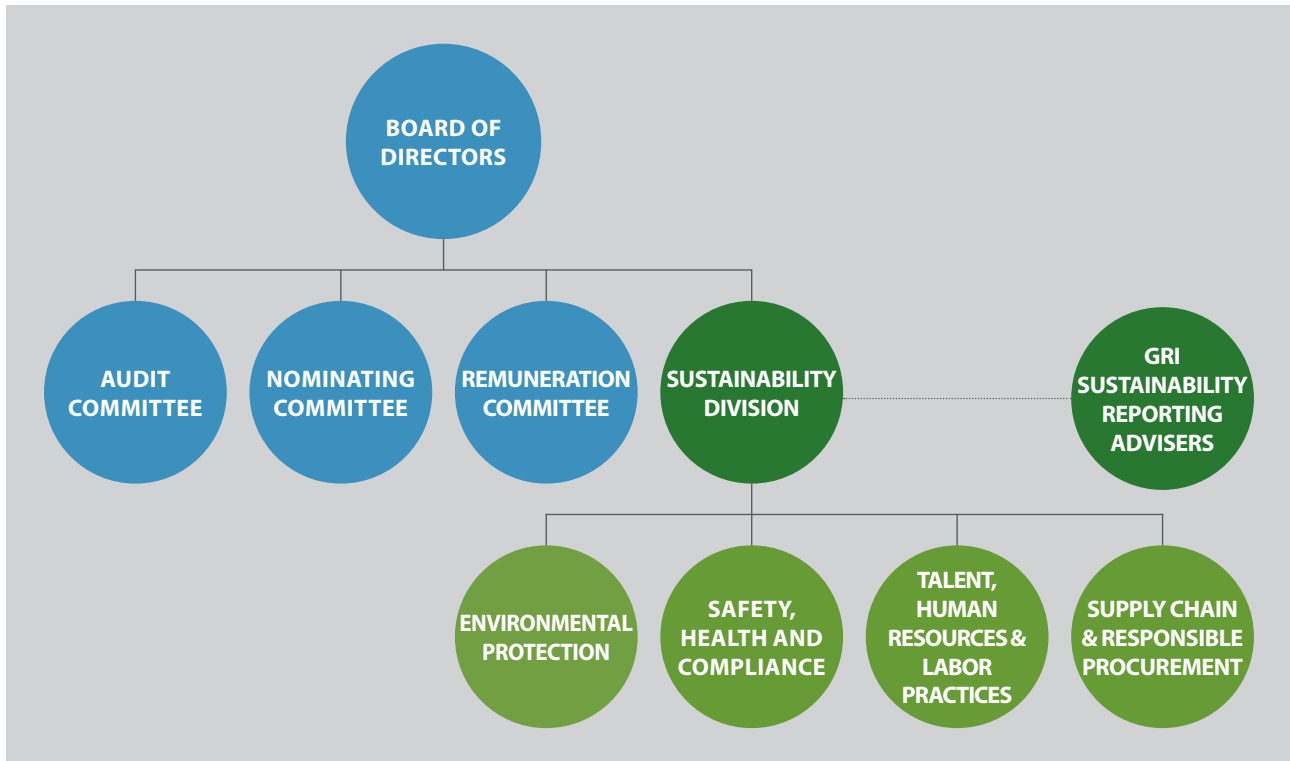


Chart 1. Sustainability Organisation Chart.

## SUSTAINABILITY DIVISION

Our sustainability strategy is directed by the Board and operationalised through the Group's Sustainability Division, which was assembled as a Sustainability Task Force in FY2017 and enhanced in FY2018, and further fine-tuned in FY2019.

The Sustainability Division consists of members from each operational group, namely Environmental Protection, Safety and Health, Human Resources, Supply Chain Management, Production, Distribution, Customer Service, and Corporate Communication.

The Sustainability Division is headed by Ms Ivy Santoso, Managing Director of Moya Indonesia Holdings Pte Ltd (a wholly-owned subsidiary of the Company), and supported by external qualified GRI Sustainability Reporting Advisers.

## SUSTAINABILITY MANAGEMENT: OUR APPROACH

In addition to the Economic factors impacting shareholders, Moya has identified material Environmental, Social and Governance (ESG) topics to be assessed accordingly.

The Sustainability Management Approach of the Group to all material ESG topics comprises the following:

### PURPOSE

To enrich positive impacts and mitigate negative impacts through the efficient allocation of deployable resources in the shortest possible timeframe.

### MANAGEMENT

- Identify our stakeholders that our businesses impact and identify where we can work together to push for our sustainability strategy
- Engage in ESG centric discussions to actively involve our stakeholders regarding material topics

# SUSTAINABILITY MANAGEMENT

- Develop and improve current policies and reporting procedures using a staggered approach to improve disclosure going forward
- Review latest data gathering methods in accordance with management set criteria, and in compliance with international standards to help augment management judgements
- Review past and current performances in respect of targeted goals, and innovate accordingly to achieve long term goals through a mix of qualitative and quantitative data gathered
- Improve the speed and scale of delivery regarding negative impact mitigation methods
- Continual increase in investment towards our human resource to raise standard of living
- Implement training of contractors to educate them on material ESG topics
- Monitor closely and update of management approach where necessary to enable sustainable attainment of long-term goals
- Obtain feedback from internal and external stakeholders

## THE GRI STANDARDS

The Group's sustainability report for FY2019 is presented with reference to the GRI standards, similar to previous years in FY2017 and FY2018, to allow for continuity. This report builds on the performances from previous years' to provide context of our efforts towards achieving long-term sustainable goals.

GRI standards are adopted in our sustainability reports as it is internationally renowned and is a widely used reporting framework among the world's largest corporations. More importantly, the GRI standards are continually reviewed and revised to encompass the ever-changing issues surrounding sustainability. These standards maintain an extensive scope of reporting surrounding major economic, social and environmental issues under its reporting framework.

Material ESG topics identified are assessed and presented with data, where available. Reference to specific GRI standard and disclosures are mentioned throughout the report.



# STAKEHOLDER ENGAGEMENT

With stakeholders being of upmost importance to our operations over at Moya, we maintain close relations and active engagement with them through various avenues such as conferences, focus group discussions, interviews and surveys. This enables us to maintain important dialogue and ear-to-ground awareness with all our stakeholders, allowing us to assess, plan, and mitigate risks with regards to sustainability issues.

After rounds of evaluation, we have identified six keyholders which have been highlighted in the diagram below. Improvements have been made since FY2018 after continuous engagement and review of our work which enabled us to bolster our coverage on material ESG topics. Key topics and concerns are addressed in the table below. In addition, engagement methodology such as human resource development and training are further elaborated in the respective topic disclosures.






KEY STAKEHOLDERS	ENGAGEMENT METHODS	TOPICS OF INTEREST
 <b>INVESTORS</b>	<ul style="list-style-type: none"> <li>Timely financial results and updates through announcements, business developments, press releases and other relevant disclosures via SGXNet and Company's website</li> <li>Investor and Analyst briefings</li> <li>Annual General Meeting and Extraordinary General Meeting</li> </ul>	<ul style="list-style-type: none"> <li>Transparency in reporting</li> <li>Sound and well-thought-out governance practices</li> <li>Sustained profitability and enhanced value-added shareholder returns</li> </ul>
 <b>CUSTOMERS</b>	<ul style="list-style-type: none"> <li>Customer satisfaction surveys</li> <li>Regular meetings with the Drinking Water Customer Committee (Komite Pelanggan Air Minum)</li> <li>Direct outreach with customers</li> </ul>	<ul style="list-style-type: none"> <li>Affordable and high-quality water supply</li> <li>Reasonable pricing for services received</li> <li>Release of new products and services</li> <li>Improved engagement of the Company to queries and complaints</li> </ul>
 <b>EMPLOYEES</b>	<ul style="list-style-type: none"> <li>Internal communication meetings</li> <li>Training and development programmes</li> <li>Performance appraisals and career development initiatives</li> <li>Employment questionnaires</li> <li>Employee gatherings</li> </ul>	<ul style="list-style-type: none"> <li>Fair and equitable treatment</li> <li>Learning via training and development programmes to enhance skill sets</li> <li>Health and safety practices</li> <li>Market-competitive wages, remuneration and corporate benefits</li> <li>Progressive and innovative working culture</li> </ul>
 <b>COMMUNITIES</b>	<ul style="list-style-type: none"> <li>Maintain direct communication channels</li> <li>Community outreach efforts</li> </ul>	<ul style="list-style-type: none"> <li>Positive engagement of company to local conditions</li> <li>Improved living conditions directly through the Company's actions and outreach</li> </ul>
 <b>GOVERNMENT AND REGULATORS</b>	<ul style="list-style-type: none"> <li>Meetings and dialogue sessions with government bodies</li> <li>Meetings and round table discussions with industrial bodies and interest groups</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with all relevant laws and regulations</li> </ul>
 <b>SUPPLIERS</b>	<ul style="list-style-type: none"> <li>Operational reviews</li> </ul>	<ul style="list-style-type: none"> <li>Fair and respectful treatment</li> <li>Responsible procurement practices</li> <li>Fulfilment and adherence to contractual obligations such as payments</li> </ul>

Table 1. Stakeholder Engagement.

# MATERIALITY ASSESSMENT

Our Sustainability Division has reviewed the material ESG factors considered in our previous reports in FY2017 and FY2018, and considered stakeholder comments and feedbacks, employee involvement, and industrial group standards. By encompassing these factors into consideration, we can then precisely determine the material impacts of our group assessment and fill up the voids in our approaches to long-term sustainability.

Our Sustainability Division has reviewed all ESG factors that had been identified in previous two fiscal years and concluded that all factors remain imperative in FY2019 for the progress of Moya as a whole.

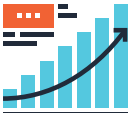


SUSTAINABILITY FOCUS AREAS	MATERIAL FACTORS (GRI STANDARDS)	RANKING OF IMPORTANCE	OWNERSHIP BY IMMEDIATE DEPARTMENT
 <b>ECONOMIC</b>	Anti-Corruption (GRI 205)	6	Internal Control Division
 <b>ENVIRONMENT</b>	Energy (GRI 302)	3	Operational Division
	Water and Effluents (GRI 303)	1	Operational Division
	Emissions (GRI 305)	5	Operational Division
	Effluents and Waste (GRI 306)	4	Operational Division
	Environmental Compliance (GRI 307)	2	Governance Relation, License and HSE (Health Safety and Environmental) Division
 <b>SOCIAL</b>	Employment (GRI 401)	12	Human Resource and General Affair Division
	Occupational Health & Safety (GRI 403)	8	Governance Relation, License and HSE Division
	Training and Education (GRI 404)	9	Human Resource and General Affair Division
	Diversity and Equal Opportunity (GRI 405)	11	Human Resource and General Affair Division
	Local Communities (GRI 413)	7	Governance Relation, License and HSE Division
	Socioeconomic Compliance (GRI 419)	10	Governance Relation, License, Human Resource and General Affair Division

Table 2. Materiality Assessment.

# MATERIALITY ASSESSMENT






SUSTAINABILITY DEVELOPMENT GOALS				
 <b>GENDER EQUALITY</b>	 <b>CLEAN WATER AND SANITATION</b>	 <b>DECENT WORK AND ECONOMIC GROWTH</b>	 <b>CLIMATE ACTION</b>	 <b>PEACE, JUSTICE AND STRONG INSTITUTIONS</b>
SUSTAINABILITY DEVELOPMENT GOALS				
<ul style="list-style-type: none"> <li>Diversity and Equal Opportunity (GRI 405)</li> </ul>	<ul style="list-style-type: none"> <li>Water and Effluents (GRI 303)</li> <li>Effluents and Waste (GRI 306)</li> </ul>	<ul style="list-style-type: none"> <li>Employment (GRI 401)</li> <li>Occupational Health &amp; Safety (GRI 403)</li> <li>Training and Education (GRI 404)</li> <li>Local Communities (GRI 413)</li> </ul>	<ul style="list-style-type: none"> <li>Energy (GRI 302)</li> <li>Emissions (GRI 305)</li> </ul>	<ul style="list-style-type: none"> <li>Anti-Corruption (GRI 205)</li> <li>Environmental Compliance (GRI 307)</li> <li>Socioeconomic Compliance (GRI 419)</li> </ul>

Table 3. GRI Standards congruent with United Nations SDG Goals.

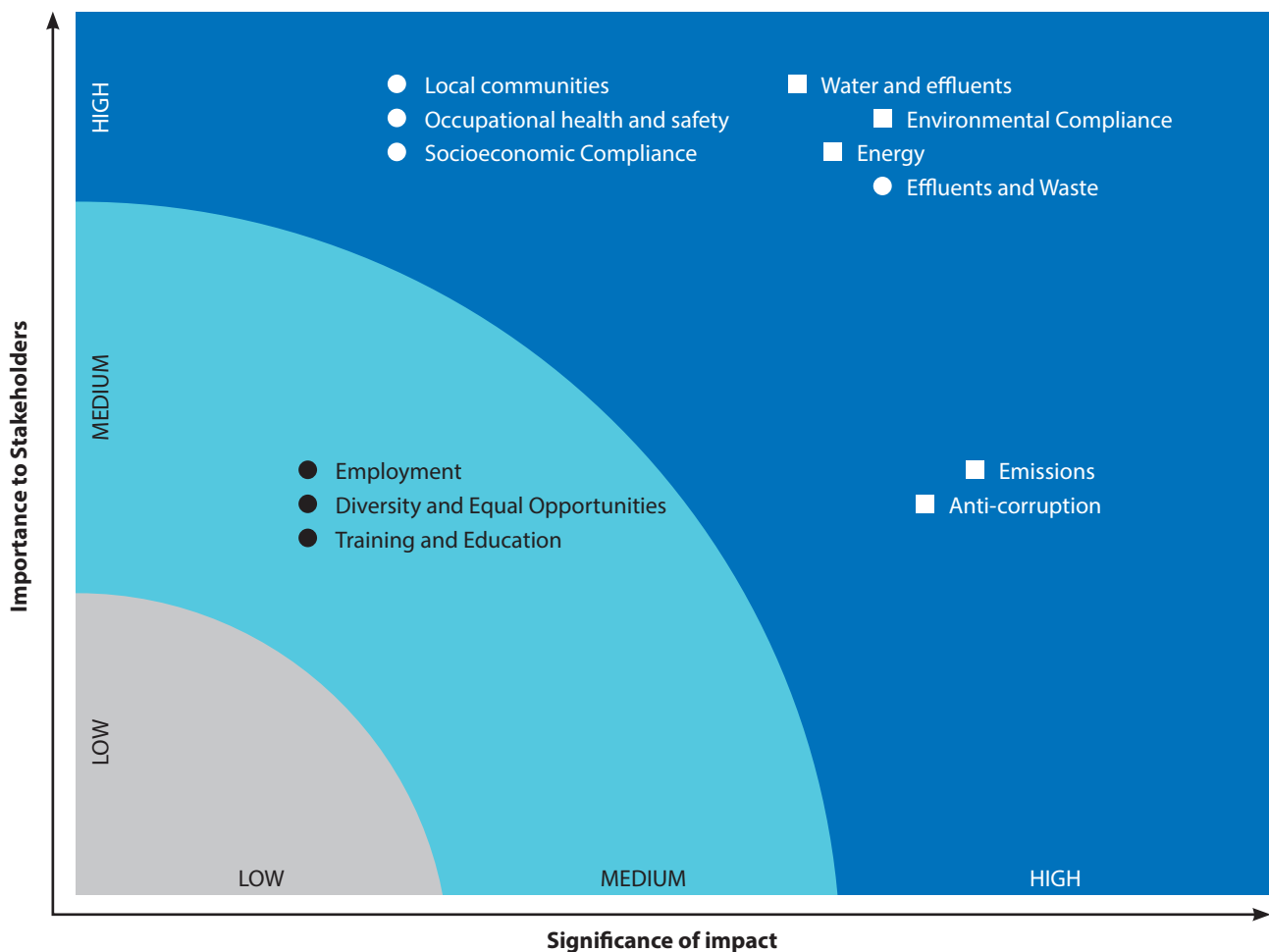


Table 4. Materiality Matrix to showcase the Group's resource prioritisation.

## ENVIRONMENTAL PROTECTION





# ENVIRONMENTAL PROTECTION

## WATER AND EFFLUENTS (GRI 303)

With water being an extremely scarce resource, water shortage is slowly manifesting to a problem in Asia. Back at Moya, we offer cutting edge water treatment processes for water to be consumed in offices. Due to our dependence on water, we embrace the environmental, social and economic impacts that follows our usage. By doing so, we are able to tackle this rising concern with a multifaceted risk management approach.

As a role model in this industry, Moya sets high standards via our strict compliance to all governmental regulations regarding the withdrawal of water from approved bodies. This compliance stems from an ecological point of view as these water bodies serve as a key habitat to enrich and protect our local flora and fauna. The rich biodiversity blessed in our bodies may also serve as a source of livelihood for our locals who depend on fishing and tourism as a source of income. Therefore, it is integral for our management to consider the material and non-material standards of living of these local communities as well. By taking all these factors into consideration, Moya ensures the amount of water we draw remains sustainable to our community.



Figure 1. Site Visitation from Singapore Water Association.

FISCAL YEAR	VOLUME OF WATER WITHDRAWN (M <sup>3</sup> )
2017	389,431,057
2018	409,715,753
2019	415,858,704

Table 5. Volume of water withdrawn.

WATER TREATMENT PLANT	MAXIMUM PERMITTED WITHDRAWAL (LITRES PER SECOND)
Acuatico Air Indonesia	85
Aetra Air Tangerang	900
Aetra Air Jakarta	10,200
Moya Tangerang	1,500
Moya Bekasi Jaya	1,300

Table 6. Water body withdrawal limit.

COMPLIANCE WITH STATUTORY WATER WITHDRAWAL LIMIT			
FY2018 Performance	FY2019 Target	FY2019 Performance	FY2020 Target
Zero cases of non-compliance	Maintain zero cases of non-compliance	Zero cases of non-compliance	Maintain zero cases of non-compliance

Table 7. Breach in water body withdrawal limit.

# ENVIRONMENTAL PROTECTION

## EFFLUENTS AND WASTE (GRI 306)

During the process of removing impurities to obtain purified water, waste is generated as an inevitable by-product. Effluents are defined as facility-treated water that is then discharged back into the environment.

Proper disposal and treatment of waste generated from our operation is of great importance in our work culture. A sub-par effort in the dealing of waste may potentially result in negative consequences to both the health of locals exposed to such waste as well as the environment. In conjunction with the continuous efforts and investments to develop safer effluent and waste management processes, Moya strictly complies with extensive operational rules and regulations.

With major investments in our sludge management in 2016, our sludge treatment facilities were able to respond quickly and efficiently to different input conditions through FY2019. Moya will drive improvements further through the entire process chain so that we continually minimise our Group's adverse environmental impact due to sludge.

GRI STANDARD 306: EFFLUENTS & WASTE	FY2017 OUTPUT	FY2018 OUTPUT	FY2019 OUTPUT
Total Weight of Sludge Waste (Tons)	17,596	39,950	21,707

Table 8. Effluents and Waste disposal.

We have sludge processing installed in all of our water treatment plants. The amount of sludge processed is a function of the condition of the raw water coming into our processing plants.

Moya's ability to deliver clean water from our facilities for consumption stems from rounds of rigorous testing and development to ensure that our product is in line with standards set. Moya remains committed to continue to look for and invest in innovations and processes that are environmentally responsible and friendly.

In order to nurture a sense of environmental conscientiousness, our staff undergo continuous education on improvements that are regularly executed after undertaking regular operational reviews. In addition, Moya exemplifies the need to stay updated on the latest regulatory changes and the importance of strict adherence to policies and procedures.



Figure 2. Cisadane Riverbank.



Figure 3. Site Inspection.

# ENVIRONMENTAL PROTECTION

## ENERGY AND EMISSIONS (GRI 302 AND 305)

Moya ensures that our continual expansion in the water treatment industry is in adherence to key operating principles. With Moya's gradual expansion through acquisitions, facilities enhancement, and opening of new treatment plants, the importance of prudent planning remains critical to our management. Despite an increase in energy consumption from FY2018 to FY2019, Moya prioritizes energy efficiency as one of its key factors of growth, resulting in stable energy intensity.

Moya will strive to provide more value through improvements in operational quality and energy utilisation along the operational chains.



Figure 4. Technology Advancement in Water Treatment.

GRI STANDARD 302 & 305: ENERGY & EMISSIONS	FY2017 PERFORMANCE	FY2018 PERFORMANCE	FY2019 PERFORMANCE
Direct Emission (Tons CO <sub>2</sub> )	27	76	66
Indirect Emission (Tons CO <sub>2</sub> )	87,312	86,210	96,983
Total emissions (Tons CO <sub>2</sub> )	87,339	86,286	97,049
Energy consumption (Gigajoule)	352,776	348,322	391,850
Energy intensity (Megajoule/Revenue (S\$))	2.73	2.46	2.46

Table 9. Energy Consumption & Greenhouse Gas Emissions ("GHG").

Note: MOYA's GHG emissions are mainly attributed to electricity usage. Electricity is purchased from PLN (Indonesian state-owned electricity utility company).

## SOCIAL RESPONSIBILITY



## SOCIAL RESPONSIBILITY

Achieving gender equality and improving minority representation in the workforce enables the Group to generate fresh ideas and improve quality of life for new participating members. Equality is attained when both genders are viewed the same; with equal opportunities offered to both parties. In Moya, we prioritise the matching of skills and competencies such as offering our staff with quality career opportunities to excel in their field of work with the purpose for them to reach their maximum potential. Equality in the workplace will boost the confidence prospective employees have in us, inculcating a sense of inclusiveness, and nurturing the talents of tomorrow.



Figure 5. Training Team.

GRI 405-1: DIVERSITY OF GOVERNANCE BODIES AND EMPLOYEES				
	FY2018 PERMANENT EMPLOYEES	FY2019 PERMANENT EMPLOYEES	FY2018 TEMPORARY EMPLOYEES	FY2019 TEMPORARY EMPLOYEES
Male	1,087	1,019	43	42
Female	198	195	2	6
Total	1,285	1,214	45	48

Table 10. Number of Employees by Gender.

DIVISIONS	FY2018 PERCENTAGE OF TOTAL PERMANENT MALE WORKFORCE	FY2019 PERCENTAGE OF TOTAL PERMANENT MALE WORKFORCE	FY2018 PERCENTAGE OF TOTAL PERMANENT FEMALE WORKFORCE	FY2019 PERCENTAGE OF TOTAL PERMANENT FEMALE WORKFORCE
Board of Directors of the Company and Subsidiaries	2%	2%	1%	2%
Operational	72%	70%	48%	42%
Office	21%	24%	47%	52%
Project	5%	4%	5%	4%

Table 11. Percentage of Employees by Division.

In our ever-growing family in Moya, we have representations from all age groups to encompass the various needs of our Company. While we ensure the development of our young talents, Moya concurrently looks after the welfare of our older employees.



# SOCIAL RESPONSIBILITY

## EMPLOYEE REPRESENTATION CHART

No. of Employees

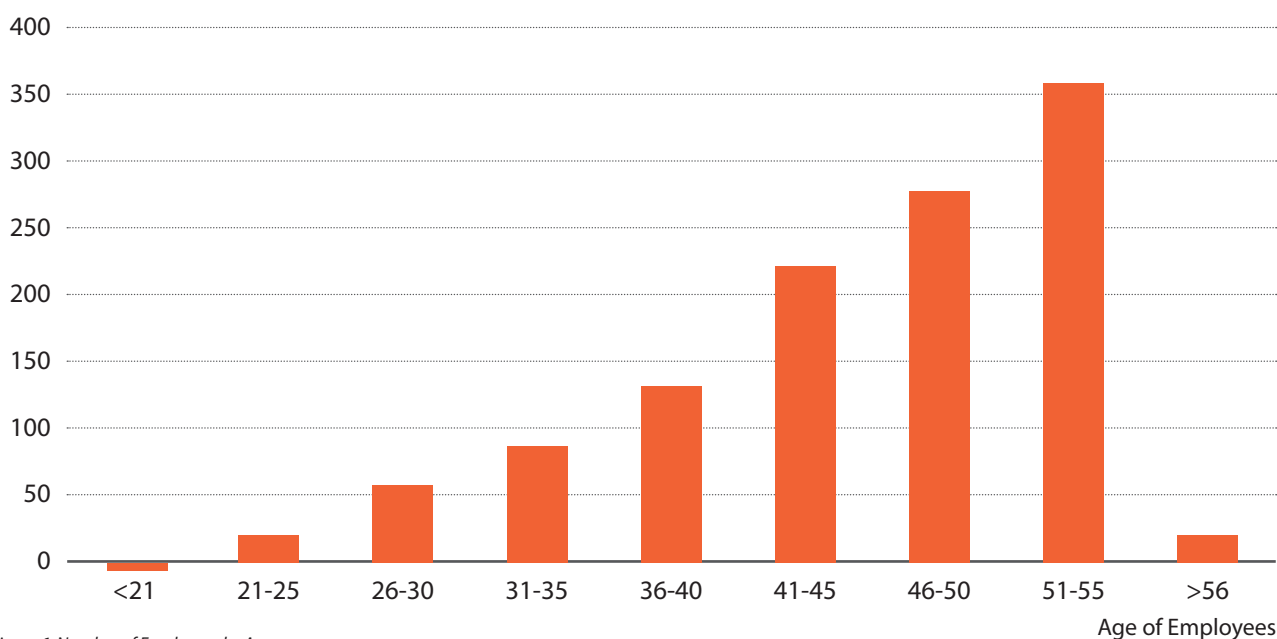


Figure 6. Number of Employees by Age

## HUMAN RESOURCE DEVELOPMENT

Continual skills upgrading and training at Moya ensures that all employees stay relevant and competitive in this ever-changing industry. Classes, workshops, and talks by industrial experts are regularly conducted to foster a lifelong learning culture as we continue to recruit and nurture young talents in our industry while retaining our senior staff members. Partnership with government bodies and recruitment of top talents from educational institutions also allows for potential expansion in new growth areas.



Figure 7. Experts Gathering, Ground Water Conservation Session.

HUMAN RESOURCE DEVELOPMENT	FY2018 PERFORMANCE	FY2019 PERFORMANCE	FY2020 TARGETS
<b>GRI STANDARD 404: AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE</b>			
Total hours of training	33,362	35,590	20,000 Reduced target due to COVID-19 and tightened social distancing measures
Average hours of training per employee	29.3	28.20	15.85

Table 12. Hours of Training Provided.



## SOCIAL RESPONSIBILITY

We strive to adopt enhanced training models and methodologies to cater towards the different and specific needs of our operation. By utilizing such training methods, we can achieve greater improvements for both our staff's interpersonal and technical skills.

TYPE OF TRAINING	FOCUS	TRAINER	HOURS PER SESSION	NUMBER OF SESSIONS
<b>GRI 404-2: PROGRAMS FOR UPGRADING EMPLOYEE SKILLS AND TRANSITION ASSISTANCE PROGRAMS</b>				
Internal Training	Hard Skills	Internal	8	Dependent on Training Material
In-House Training	Soft and Hard	External	8	
External Training	Soft and Hard	External	8	
Sharing Session	Experience-based	Internal	4	

Table 13. Type of Training.

As intense competition for the recruitment of new talents persists, Moya offers competitive wages to its employees, with remuneration schemes that are not purely based on monetary benefits. These benefits include medical coverage (See Operational Health and Safety Segment) and annual leave. Offering such inclusive schemes allows for Moya to attract a continuous pool of talents.

GRI STANDARD AND DISCLOSURES	FY2018 PERFORMANCE	FY2019 TARGET	FY2019 PERFORMANCE	FY2020 TARGET
<b>GRI 401-1: EMPLOYEE TURNOVER</b>				
Total Rate of Employee Turnover	3.5%	Maintain employee turnover rate below 10% based on Moya's Quality Objective Policy	5.2%	Maintain employee turnover rate below 10% based on Moya's Quality Objective Policy

Table 14. Employee Turnover Rate.

To promote work life balance, employees gather frequently to participate in leisure activities such as excursions, short vacations, and lifestyle classes in an effort to help them rediscover their personal passions in life. Through this, Moya provides a holistic approach to the development of its workforce.

# SOCIAL RESPONSIBILITY

## OCCUPATIONAL HEALTH AND SAFETY (GRI 403)

In our line of work, our staff may be exposed to health and safety risk in the production process. Therefore, Moya has put in place rigorous “work health safety” initiatives to mitigate, if not minimize breaches of Occupational Health and Safety (OSH). These initiatives undergo regular reviews to assess operational relevance and effectiveness, based on performance data. Occupational Health and Safety measures ensure the well-being of our staff while providing assurance to our clients and investors.

GRI STANDARD AND DISCLOSURES	FY2018 PERFORMANCE	FY2019 TARGETS	FY2019 PERFORMANCE	FY2020 TARGETS
<b>GRI 403-9: WORK-RELATED INJURIES</b>				
Number of Injuries	0	Zero accidents resulting in employee permanent disability or fatality Zero occupational illnesses	2	Zero work related injuries or fatalities
Number of Fatalities	0		0	
Lost time Injury Rate	0		0.68	
Lost time Severity Rate	0		3.75	

Table 15. Number of safety incidents.

Moya is pleased to report that we have yet again met our zero-fatality target in FY2019, resulting in no work-related fatalities for two consecutive years. The Group establishes an Occupational Safety and Health Management Committee (P2K3) which has full authority on the management of OSH and the Environment. The Group is committed to implementing and improving the performance of OHS and Environmental management systems and international standards (OHSAS 18001: 2007) through its HIRADC (Hazard Identification, Risk Assessment and Determining Controls) policy. In 2018, PT. Moya Indonesia and Acuatico Pte Ltd obtained the OHSAS 18001: 2007 occupational health and safety management system certificates, after a series of internal and external audits. OHSAS requires that organisations establish, implement and maintain procedures for ongoing hazard identification, risk assessment, and the determination of necessary controls. These areas may include, but not limited to:

1. The design of work areas, processes, installations, machinery/equipment, operating procedures, and work organization
2. The adaptation to human capabilities
3. Modifications to the OHS management system
4. Temporary changes and their impacts on operations, processes and activities

Consistent with our value of promoting a safe work culture, Moya regularly conducts training and safety lessons such as hazard identification. An extensive knowledge of equipment in our plants will allow for early identification of malfunctioning equipment, preventing accidents from happening since they will be sent for repair before resuming their respective operations. In addition, our staff are well updated on standard operating procedures and regulations through our many seminars to ensure safety. Staff are always welcome to clarify any doubts, queries, and offer constructive feedback in an open manner, removing the excessive reliance on red tape and bureaucracy. This practice allows for efficient problem solving in Moya, further improving upon our current policies.



Figure 8. Employee Welfare.

## SOCIAL RESPONSIBILITY

In ensuring that our employees remain healthy, we adhere strictly to Indonesian manpower regulations. This requires employers to arrange for annual medical check-ups with approved hospitals or clinics as well as attending occupational disease programs. These check-ups consist of medical health assessment, physical examination and specific screening including several medical tests such as X-ray, electrocardiogram (ECG), and Urine Analysis. Staff are also granted medical benefits including outpatient care and inpatient coverage of hospitalization, in accordance to their position.

### CASE STUDY 1: GLOBAL REPORTING INITIATIVE (GRI) STANDARDS TRAINING WITH CAPITAL GOVERNANCE

In 2019, Moya invited Paul R. Chan, Principal and a GRI certified trainer from Capital Governance (member of Foo Kon Tan Group) to conduct a two day course on GRI standards. Global Reporting Initiative (GRI), is an established format of writing practiced by 74% of the world's largest corporations. The course is segmented into 5 different parts, starting with introduction and background of GRI, Overview of the GRI standards, GRI standards, Reporting processes using the GRI standards and finally Application of additional resources.

GRI standards can further be broken down into 4 categories: Foundation, Economic, Environment and Social.

With Moya's key area of business being in water, the environment plays a huge role in its establishment and growth. The course identified several environment specific modules: Water and Effluents (303), Effluents and Waste (306), and Emission (305) where an in-depth analysis was provided to guide Moya on how the Group could encompass its continual effort in environmental conservation in report writing.

In addition to that, economic and social reporting formats were also covered to provide Moya with a comprehensive coverage on report writing in accordance with the GRI format. In return, this course had provided the Group with a deeper insight and clarity on sustainability report writing.



Figure 9. GRI standards training by Capital Governance in 2019.

## SOCIAL RESPONSIBILITY

### CASE STUDY 2: MOYA WINS BIG AT THE GCNS APEX SUSTAINABILITY AWARD

6 November 2019 will remain as a day to remember as MOYA brought home the prestigious 2019 Apex Corporate Sustainability Award in the Sustainable Solutions category on Singapore Apex Corporate Sustainability Awards 2019 Gala Dinner; Minister of Education (Singapore), Mr Ong Ye Kung, being the guest of honour.

The annual award was organised by Global Compact Network Singapore (GCNS), the local chapter of the United Nations Global Compact (UNGC). The award recognises and honours continued excellence in upholding high standards of corporate sustainability. Winners were selected after rigorous rounds of evaluation and judging by a panel of industry experts and business leaders.

The GCNS award contest gave MOYA a significant platform to share its sustainability story. The MOYA Sustainability Management team - with the guidance of its sustainability advisors, Capital Governance – steered key teams in the Group to showcase their major achievements to the GCNS judges. The award was received by key members of the Board of Directors and management of the Company, and the news was celebrated across the Group.

“MOYA’s mission is to invest in projects with wide social impacts and look beyond financial returns. We are a firm believer that providing solutions and helping our communities are key to our success. Moya launched our sustainability strategies in 2016 and made it our core business efforts. A corporate culture of sustainability is a source of competitive advantage in the long run with key focus on how water is to be managed as a shared resource and how local stakeholders can be more actively involved”, said Mr Mohammad Syahrial, Chief Executive Officer, Moya Holdings Asia Limited.



Figure 10. Singapore Apex Corporate Sustainability Awards Gala Dinner 2019.

# SOCIAL RESPONSIBILITY

## LOCAL COMMUNITIES (GRI 413)

Economic growth is not a zero-sum game. As we partner with our stakeholders, we strive to give back to the communities as much as possible. In doing so, we create a dynamic synergy that further help our progress in sustainable development. Moya is dedicated to promoting active participation in local areas to inspire positive change and long-lasting impacts, where possible.

GRI STANDARD AND DISCLOSURES	FY2018	FY2019	FY2020 TARGET
<b>GRI 413-1: LOCAL COMMUNITIES</b>			
Number of implemented local community engagement	48	78	Continue supporting local community engagement with different organizations and encouraging staff volunteerism

Table 16. Number of Corporate Social Responsibility (CSR) activities conducted.

We engage with locals through a range of engagement programs along our Corporate Social Responsibility ("CSR") pillars that underline our focus of improving the environment and affiliated communities:

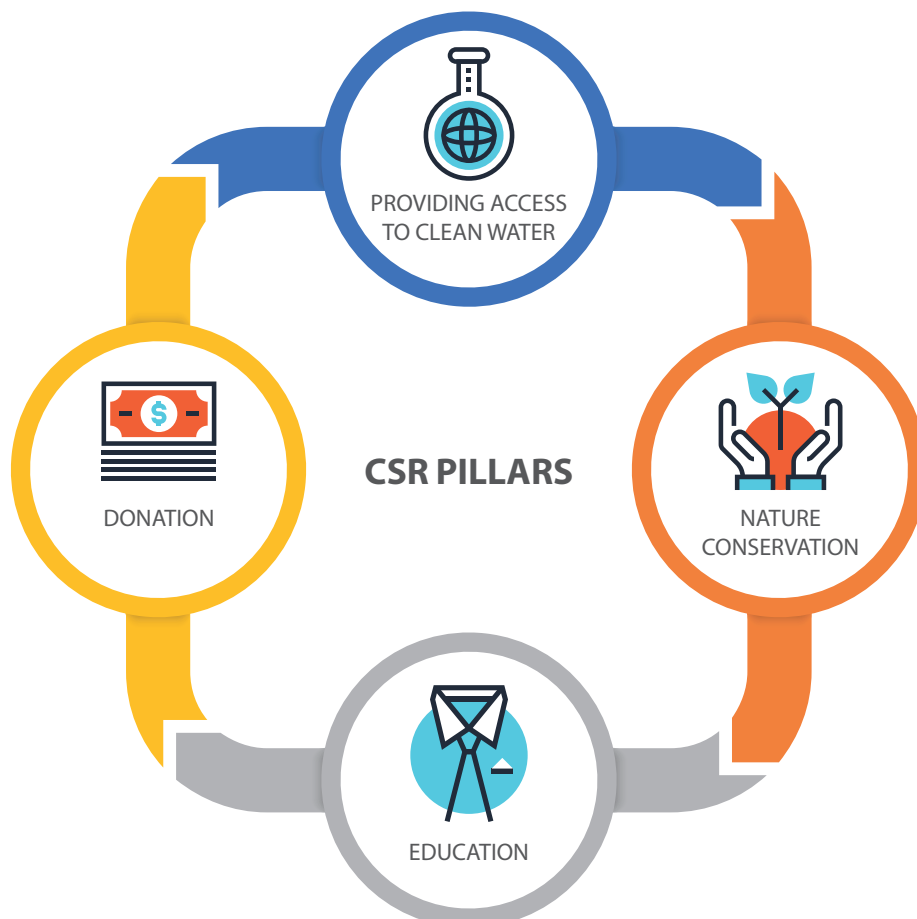


Chart 2. CSR Pillars.



# SOCIAL RESPONSIBILITY

## PROVIDING ACCESS TO CLEAN WATER

Water is an important source of life and it should be a basic need for all. At Moya, we stand by our convictions that everyone ought to have the right to access clean water. Through a water kiosk mechanism, we have provided clean water access assistance for both victims of flood and fire disasters who had been unable to receive clean water. The Group was also involved in the construction of water faucets across 10 locations to ensure access to drinking water. As of 2019, we have introduced the Clean Water Access Program as part of our social initiatives. Four major forms of water distribution model were also developed for various communities:–

1. Master Meter: a temporary solution for fulfilling access to clean water for people living in illegal settlement areas.
2. Water kiosk: for people who do not have access to water supply, managed by Kelompok Swadaya Pengguna Air (Water User Self Help Group).
3. Portable tap water: distributed to 10 additional locations.
4. Provided water to hand washing facilities: distributed specifically across 27 public transport hubs in Jakarta. These hubs include, among others, the Boulevard Utara Station, Pulmos Station, TU Gas Station, UNJ Busway Stop and, Kelurahan Ancol Office.

## NATURE CONSERVATION

Rivers and reservoirs play a significant role in protecting the long-term sustainable extraction of water. It is crucial that Moya is able to ensure that such natural resources are kept in good conditions for continued usage, as well as to take into account the tangible dependence local communities have on these water bodies. We are committed to carrying out tree planting conservation and eco-oriented involvement programs in an effort to raise awareness towards the significance of conserving the flora and fauna within the local community. Various community empowerment activities were carried out in line with the implementation of World Water Day 2019.



Figure 11. Cleaning of Cisadane River.

## EDUCATION

Together with the initiatives to create environmental awareness, Moya strives to reach out to communities by educating them about clean water processes. As of FY2019, the Group conducted Educational Programs targeted towards students from elementary to tertiary levels, customers, and local government-owned water treatment companies (PDAMs) to lay the foundations of understanding the importance of conserving water. A visit to the Buraran and Pulogadung's Water Treatment Plant enabled these students to be exposed to the advanced innovations of developing clean water systems. These education programs aim to translate this knowledge by disseminating a milestone change within community members to learn, appreciate, and value environmental conservation activities.



Figure 12. Customer Education Regarding the Importance of Clean Water.



# SOCIAL RESPONSIBILITY

## CASE STUDY 3: COMMUNITY HEALTH IMPROVEMENT

In October 2019, a Hand Washing Campaign was held to commemorate World Handwashing Day with the objective of fostering student awareness of the importance of washing hands, introducing clean and healthy lifestyle from an early age.

Additionally, school sanitation facilities programmes were introduced to improve the community's health level through better and cleaner sanitation facilities utilization. Notably, PT Aetra Tangerang renovated sanitation facilities in four schools.

Lastly, in conjunction with National Health Day, health seminars were organized to increase public awareness, particularly for students, to understand the importance of healthy behaviour and environment.



Figure 13. Handwashing Day.



Figure 14. Health Seminar to celebrate National Health Day.



Figure 15. School Sanitation Facilities Improvement.

# SOCIAL RESPONSIBILITY

## DONATIONS

On December 2019, Indonesia's Natural Disaster Mitigation Agency (BNPB) released a report citing that in 2019, there had been 3,622 natural disasters, of which 90 percent (2,699) had been due to hydrometeorological phenomena. More than 475 people were reported dead, with 108 missing.

As the size of the Group increases, so does our civic responsibility to help those in need. Donations were given to victims of natural disasters that occur nationwide, as well as local natural disasters in service areas such as flood and fire victims by providing access to clean water supply, as well as providing compensation for other natural disasters.

Notably, we provided assistance for clean water access through tank cars in areas affected by fire disasters. By FY2019, these acts of assistance enabled a total of 193,000 litres of water to be distributed to victims of fire and those who experienced drought in their respective areas. Moya acknowledges the urgency to respond swiftly to help communities in crisis areas and we will not hesitate to provide relief wherever possible going forward.



Figure 16. Donations for Tsunami Banten on 22 December 2018.



Figure 17. Donations for the community affected by a tornado that hit Cirebon, West Java, on 31 December 2018.



## REGULATORY COMPLIANCE

### ANTI-CORRUPTION (GRI 205)

Moya is an organization that prides itself on ethical honesty, transparency, accountability, and fairness in all of our business operations. Establishing trust with our stakeholders is paramount, a zero-tolerance policy is adopted towards unethical practices and corruption.

In order to ensure continued success in delivering the highest standards of compliance to applicable laws and regulations, we have stringent monitoring and enforcement mechanisms in place to manage our economic, environmental, and social performances.

### REGULATORY COMPLIANCE (GRI 205, 307, AND 419)

Moya seeks to minimize risks of engaging in illicit and/or fraudulent activities by conveying clear “tone-at-the-top” messages, accompanied by stringent internal practices, whistleblowing platforms, and continual education. With our extensive anti-corruption policy, we are prepared to deal with such risks. We are aware that any form of breaches in regulation may cause potential environmental, financial, and reputational damages; negatively impacting our business operations. Moya works closely, striving towards open dialogues with law enforcements and relevant government regulatory agencies at all levels, to ensure a complete understanding and full compliance with the related and required legislations.

As a public-listed entity on the Singapore Exchange, we adhere to all listing rules, together with all other relevant laws and regulations in Singapore, including the Securities and Future Act (Chapter 289) of Singapore, the Companies Act (Chapter 50), and the Income Tax Act (Chapter 134). Additionally, we also practice a corporate governance framework in accordance with the Code of Corporate Governance of Singapore, wherein we implement extensive risk management processes.

Please refer to the Company’s annual report FY2019 (“2019 Annual Report”) for more details on the Group’s corporate governance practices in the Corporate Governance Report.

GRI STANDARD AND DISCLOSURES	FY2017 PERFORMANCE	FY2018 PERFORMANCE	FY2019 PERFORMANCE	FY2020 TARGETS
<b>GRI 205-3: ANTI-CORRUPTION</b>				
Confirmed incidents of corruption and actions taken	Zero incidents	Zero incidents	Zero incidents	Maintain zero incidents
<b>GRI 307-1: ENVIRONMENTAL COMPLIANCE</b>				
Significant fines and non-monetary sanctions for non-compliance with environmental laws/regulations	Zero incidents	Zero incidents	Zero incidents	Maintain zero incidents
<b>GRI 419-1: SOCIOECONOMIC COMPLIANCE</b>				
Significant fines and non-monetary sanctions for non-compliance with laws/regulations in the social and economic areas	Zero incidents	Zero incidents	Zero incidents	Maintain zero incidents

Table 17. Regulatory Compliance Performance.



# AWARDS AND CERTIFICATIONS



Figure 18. Halal Certification



Figure 19. Halal Assurance System



Figure 20. ISO 17025:2017

# NOTES TO THE SUSTAINABILITY

## STATUTORY REQUIREMENTS

This report is prepared in accordance to Rules 711A and 711B of the Singapore Exchange Securities Trading Limited Listing Manual Section B: Rules of Catalyst ("Catalist Rules") as well as Practice Note 7F of the Catalyst Rules.

## REPORTING FRAMEWORK

This report is prepared with reference to the GRI Standards. This is to be read in conjunction with 2019 Annual Report. Accordingly, the Global Reporting Initiative shall be notified of this report.

Additional corporate information is available on our website at <http://www.moyaasia.com>.

## DATA DISCLOSURES

The reporting scope in FY2019 focuses on maintaining readability to the works of MOYA, and highlights the impacts of our efforts to improve on the influence of our sustainability report. The reporting scope covers Moya's business operations in Indonesia and ESG performance year-on-year.

All data is reported in good faith and to the best of our knowledge.

No external assurance has been obtained for this report.

## FEEDBACK

We welcome all feedback to help us improve our sustainability report, policies and practices.

Please send your comments or feedback to <http://www.moyaasia.com>.



## GRI INDEX

GRI STANDARDS 2019	REFERENCE/DESCRIPTION	REFERENCE/DESCRIPTION
<b>MATERIAL TOPIC</b>		
<b>ANTI-CORRUPTION</b>		
205-3	Confirmed incidents of corruption and actions taken	Regulatory Compliance
<b>ENERGY</b>		
302-1	Energy consumption within the organisation	Environmental Protection
302-3	Energy intensity	Environmental Protection
<b>WATER AND EFFLUENTS</b>		
303-3	Water withdrawal	Environmental Protection
<b>EMISSION</b>		
305-1	Direct (scope 1) GHG emissions	Environmental Protection
<b>EFFLUENTS AND WASTE</b>		
306-2	Waste by type and disposal method	Environmental Protection
<b>ENVIRONMENTAL COMPLIANCE</b>		
307-1	Non-compliance with environmental laws and regulations	Regulatory Compliance
<b>EMPLOYMENT</b>		
401-1	Employee turnover	Social Responsibility
<b>OCCUPATIONAL HEALTH AND SAFETY</b>		
403-9	Work related Injuries	Social Responsibility
<b>TRAINING AND EDUCATION</b>		
404-1	Average hours of training per year per employee	Social Responsibility
404-2	Programs for upgrading employee skills and transition assistance programs	Social Responsibility
<b>DIVERSITY AND EQUAL OPPORTUNITIES</b>		
405-1	Diversity of governance bodies and employees	Social Responsibility
<b>LOCAL COMMUNITIES</b>		
413-1	Operations with local community engagement, impact assessments, and development programs	Social Responsibility
<b>SOCIOECONOMIC COMPLIANCE</b>		
419-1	Non-compliance with laws and regulations in the social and economic area	Regulatory Compliance



## COPYRIGHT AND DISCLAIMERS

©2020 Moya Holdings Asia Limited

All rights reserved. Reproduction and dissemination of material contained in this sustainability report for educational or other non-commercial purposes are authorised without any prior written permission from the copyright holders provided the source is fully acknowledged. Reproduction of material for resale or other commercial is prohibited without written permission of the copyright holders. Hyperlinks for non-Moya websites do not imply any official endorsement of or responsibility for the opinions, ideas, data or products presented at these locations, or guarantee the validity of the information provided. The sole purpose of such links is to indicate further information available on related topics. Where translations have been made in other languages than English, the English version shall prevail if any discrepancy arises between our versions.

This report has been prepared by the Company and its contents have been reviewed by the Company's sponsor, ZICO Capital Pte. Ltd. (the "Sponsor"), in accordance with Rule 226(2)(b) of the Singapore Exchange Securities Trading Limited ("SGX-ST") Listing Manual Section B: Rules of Catalist.

This report has not been examined or approved by the SGX-ST and the SGX-ST assumes no responsibility for the contents of this report, including the correctness of any of the statements or opinions made or reports contained in this report.

The contact person for the Sponsor is Ms Alice Ng, Director of Continuing Sponsorship, ZICO Capital Pte. Ltd. at 8 Robinson Road, #09-00 ASO Building, Singapore 048544, Telephone: (65) 6636 4201.



(Incorporated in the Republic of Singapore)

Company registration number 201301085G

65 CHULIA STREET OCBC CEENTRE #37-08 SINGAPORE 049513

TEL: (65) 6365 0652 | FAX: (65) 6365 1025

WEBSITE: [www.moyaasia.com](http://www.moyaasia.com) | EMAIL: [enquiry@moyaasia.com](mailto:enquiry@moyaasia.com)