



Sustainability Report
2019

An NTUC Social Enterprise

CONTENTS

HERE TO MAKE LIVES BETTER

04

Making Every
Day Better



10

Giving Back
For The Better



16

Better For
Our Planet



22

A Better Place
To Work



02

Message from Group Chief
Executive Officer

04

Making Every Day Better

10

Giving Back for the Better

16

Better for Our Planet

22

A Better Place to Work

28

FairPrice's Approach to
Sustainability

31

FairPrice and the United
Nations Sustainable
Development Goals

32

GRI Content Index

MESSAGE FROM GROUP CHIEF EXECUTIVE OFFICER



▲ **Group Chief Executive Officer**
Mr Seah Kian Peng

NTUC FairPrice continues to make lives better for all by spearheading new initiatives and strengthening our signature programmes on the four key pillars of our sustainability approach: Making Every Day Better, Giving Back for the Better, Better for Our Planet and A Better Place to Work.

In this Sustainability Report, we present our 2019 journey.

Making Every Day Better

We offer good value and quality and pledged to hold prices of 100 FairPrice housebrand items from March 2019 to June 2020. We offered the Merdeka Generation discount of three per cent on Wednesdays to moderate the cost of living for the group of elderly. This complements the ongoing Pioneer Generation and senior discount schemes.

We consciously work to provide our customers with healthier options. More Housebrand products now carry the Healthier Choice Symbol and we achieved a further 25 per cent increase in Housebrand products bearing this symbol. This is in addition to FairPrice's commitment to have all Housebrand products free of partially hydrogenated oils (PHOs) by June 2020.

FairPrice remains steadfast in our commitment to support local produce and locally-made products. This helps to diversify our food sources and create greater food security in Singapore. We pledged our support for local products by reaching out to 15 per cent more suppliers under our SME Suppliers Support and Development Programme (SSDP).

By sourcing sustainably wherever possible, we further strengthen our resolve by becoming a member of the Roundtable on Sustainable Palm Oil (RSPO). 100 per cent of our Housebrand paper products are certified by the Forest Stewardship Council (FSC).

Giving Back for the Better

Giving back to the community is a key strategic priority that is core to our DNA. Our FairPrice Share-A-Textbook Project has been around the past 37 years to help defray the cost of school expenses for low income families as well as to promote sustainability. Last year, we collected a record 550,000 books. We also ran food donation drives, a charity car wash and multiple community outreach initiatives with the involvement of employees, business partners, and members of the public, clocking over 8,500 volunteering hours collectively.

FairPrice Foundation adopts a systematic and sustained approach towards corporate giving. In 2019, FairPrice donated \$10 million to the FairPrice Foundation to benefit more than 150 charity organisations.

We also supported other causes, including the Straits Times School Pocket Money Fund, Make-A-Wish Foundation and Singapore Children's Society.

Better for Our Planet

As a responsible retailer, we took a firm and proactive stance on plastic bag waste and put in place a year-long plastic bag charge at 25 stores after a successful month-long trial at seven stores. We are appreciative of our customers' support towards reducing plastic bag waste. We also announced the \$1 million FairPrice Sustainability Fund to raise awareness on sustainability issues and support innovative ideas and partnerships.

As a supermarket retailer, food waste reduction is also high on our agenda. We are glad to report an 11 per cent drop in the FairPrice Food Waste Index against the year before.

FairPrice also aims to reduce our carbon footprint through our stores and continue our efforts to achieve Building and Construction Authority (BCA) Green Mark certification, with 32 outlets accredited to date.

A Better Place to Work

We provide jobs for about 9,300 employees and offer training through various learning and development opportunities to enhance long-term employability. Throughout the year, 759 frontline employees and 80 People Managers gained functional and leadership

skills as well as managerial skillsets respectively through different courses. In addition, 446 employees and 50 IT employees attended programmes to enhance their digital capabilities.

In driving employee engagement, we hold regular town hall meetings to better understand the concerns of our people. We departed from our usual Dinner and Dance event and brought everyone together on a fun outing at Universal Studios Singapore for team bonding over two consecutive days.

As a retailer with a heart, we are firm believers in promoting inclusivity at our workplace and offer several avenues through which persons with disabilities can gain work experience in our retail environment.

Appreciation

We are constantly at the forefront of sustainability efforts in our industry. Our achievements to date is a testament to the dedication of every individual at FairPrice and achieved with the support of all our stakeholders. With the formation of the new FairPrice Group in 2019, we will work even harder to grow our leadership in this space and deepen partnerships with stakeholders to advance our sustainability journey. Looking ahead, we will continue to strive to be a responsible and trusted social enterprise that is recognised for doing well and doing good.



Responsible Retailing

Making Every Day Better

In serving over half a million customers every day at our stores, we continue to deliver good value and quality at affordable prices, driven by our founding social mission to moderate the cost of living in Singapore. As a social enterprise and a responsible retailer, we are committed to ensuring that our products are safe, providing healthier options, supporting our suppliers and expanding our range of sustainably sourced products. We do so through initiatives and avenues such as Merdeka Generation discounts and refreshed Housebrand products, as well as new stores and our support and development programme for suppliers.

In doing so, we hope to make every day better for all.



Keeping Everyday Needs Affordable



Price freeze on
100 Housebrand
daily essentials¹

FairPrice is committed to our social mission to keep everyday necessities affordable, as we pledge to hold prices of 100 popular Housebrand items from March 2019 to June 2020. From groceries to toiletries and household products, we handpicked popular items for this initiative to ensure customers continue to receive good quality and value without worrying about price fluctuations in the market.



Housebrand products
are priced **10 to 20
per cent** lower than
comparable national
branded products

We also made sure customers pay less for these items compared to leading brands by reducing the prices of more than 50 items by up to 30 per cent. In doing so we secure price stability of everyday goods and set price benchmarks for our industry.



Three per cent
discount for Merdeka
Generation and
Pioneer Generation

In line with the nation's appreciation for our Merdeka Generation (MG) seniors who have made significant contributions to Singapore, we unveiled a new discount scheme specially for MG members, which they can enjoy at all FairPrice stores every Wednesday. We also extended our Pioneer Generation Discount programme for the sixth year. Together with the seniors discount scheme, these initiatives support our seniors in managing the cost of living in their golden years.



¹ Until 30 June 2020 (accurate at time of publication)



Meeting Our Customers' Evolving Lifestyles



250 Housebrand
products with the
Healthier Choice
Symbol



Close to **280**
Housebrand
products are
trans fat free



Over **40** types
of Pasar Organic
produce

As a social enterprise dedicated to making every day better, we work hard to understand our customers' lifestyle needs and ensure we remain relevant. Aimed at refreshing our Housebrand offerings, we engaged in in-depth consumer research for over a year. Our findings showed that customers want to embrace healthy eating but are unable to identify healthy products and comprehend nutritional values. As such, we have included the Guideline Daily Amounts label on our Housebrand products which is calibrated in accordance to the Health Promotion Board's (HPB) guideline for customers to easily understand a product's nutritional content. Altogether, 300 new products have undergone product testing and branding efforts to ensure quality and affordability, and will be added to our existing range of over 2,000 Housebrand items over the course of one year. To encourage the consumption of healthy food, we support HPB in its Eat, Drink, Shop Healthy Challenge to reward customers who purchase a healthy product with a Healthpoint which can be exchanged for FairPrice rebates.

FairPrice has also committed to have all its Housebrand products free of partially hydrogenated oils (PHOs) by June 2020, a year ahead of the nation's ban on PHOs which will come into effect in June 2021.

Supporting Our Local Suppliers and Produce



\$1.32 million invested in the SME Suppliers Support and Development Programme (SSDP) in 2019 to benefit 420 suppliers



6,500 locally made products carried by FairPrice

Beyond our customers, we also make a conscious effort to support local companies and brands. Understanding the difficulties that many Small and Medium Enterprises (SMEs) face in the retail sector, we extended the SME Suppliers Support and Development Programme (SSDP) by another year to help them tide over structural disruptions and support their growth. This allowed us to reach out to more suppliers, a 15 per cent increase from 2018. Since 2009, we have invested over \$7 million in the programme which has benefitted more than 400 suppliers.

During the year, we continued to shine the spotlight on local products. Our eighth edition of the “Made in Singapore” Fair, launched by Dr Koh Poh Koon, Senior Minister of State, Ministry of Trade and Industry, showcased some 40 locally made products including vegetables grown using urban farming methods. In addition, 30 per cent of the local food products at our stores are sourced from SMEs.

Local produce are not only fresher, they also have a smaller carbon footprint through fewer transportation trips to reach our customers’ tables. By supporting local produce, we are also helping Singapore to be more self-sufficient and to diversify our food sources for food security. Together with the Singapore Food Agency, we encourage customers to support local produce through putting up in-store communication materials to help our customers identify them.



“As a local company that manufactures purely in Singapore, one of the greatest challenges we are facing is increasing operational costs. SSDP provides local companies like us with cost saving support, which help us reduce business costs and widen our opportunities for business development. It has made it easier for companies to introduce new products to customers with discounts on listing and processing fees, and we have launched more than five new products since we joined this programme.” – Mr Thomas Pek, Managing Director, Tai Hua Food Industries Pte. Ltd.



Upholding Food Safety and Quality



We want our customers to be confident that the food sold at our stores are not only affordable and healthy, but safe to consume. We approach this with care by complying with international standards including ISO 22000 and ISO 9001 which set out the criteria on food safety and quality management systems. Our in-house Food Safety and Quality professionals regularly audit our suppliers and our premises to ensure compliance with food safety and quality standards. We also have strict cold chain management practices to ensure that all our fresh products are maintained in the best condition for our customers to savour. In 2019, 98.99 per cent of our stores have passed our internal quality audit which governs the stores’ level of hygiene, food safety and housekeeping. During the year, we had a one-off case involving imported fresh longan samples that contained a commercial pesticide at above the acceptable limits set by the Singapore Food Agency. The entire shipment was sent back to our suppliers for further tests. For this, we received a penalty not amounting to a significant monetary fine².



² Significant monetary fine is defined as no more than a \$500 charge per incident.

Safeguarding Customer Privacy



Our customers’ privacy is important to us. Prior to the effective start date of the Personal Data Protection Act (PDPA) for personal identification numbers on 1 September 2019, we appointed department champions who were trained on the practices compliant with the PDPA. Closer to the start date, we put up a social media post to remind our customers to present their Plus! cards to continue enjoying membership benefits that were previously given when they showed their National Registration Identification Cards (NRICs). As a testament to our efforts in protecting their data, there were no substantiated complaints on breaches of customer privacy and loss of customer data in 2019.

Ensuring Resource Sustainability for Future Generations



As a responsible company, we seek to safeguard future generations through sustainably sourced products. We continue to give preference to products sourced sustainably when listing new products. Today, all our Housebrand paper products are 100 per cent Forest Stewardship Council (FSC) certified, and we stock over 40 sustainable seafood products that are certified by the Marine Stewardship Council, Aquaculture Stewardship Council and Friend of the Sea. We have also been a member of the Roundtable on Sustainable Palm Oil (RSPO) since 2018.



Community Care

Giving Back for the Better

As a social enterprise, doing good for our community is an intrinsic part of the FairPrice DNA. Through the FairPrice Foundation, we support a number of charities which uplift the less fortunate and cover a broad range of social needs. At the same time, we organise projects and programmes under the FairPrice umbrella through which we touch the lives of low-income families, youths and persons with disabilities.

In giving back for the better, we seek to rally our people and our community to create a positive impact and champion the needs of the underprivileged in our society.



Transforming Lives through the FairPrice Foundation



FairPrice channelled **\$10 million** to the FairPrice Foundation in 2019

We believe in supporting charitable organisations in Singapore to reach out to different segments of our community. The FairPrice Foundation is our philanthropic arm through which we identify and support such entities. Funding for the year was distributed to advance each of the Foundation's three thrusts with 68 per cent going towards Caring for the Poor and Needy, while Advancing Workers' Welfare as well as Nation-building and Community Bonding were allocated 17 per cent and 15 per cent respectively.



Over **150 organisations** received funding in 2019

In addition, the Foundation donated \$1.2 million to the FairPrice Food Voucher Scheme to support low-income families, in conjunction with Braddell Heights' National Day celebration and Light Up carnival.

Creating Social Impact through Partnerships



At FairPrice, we are all about doing good. Beyond moderating the cost of living, we look to create value by developing sustainable partnerships with community partners and social service organisations to extend our reach to those in need, which upholds Goal 17 of the United Nations Sustainable Development Goals. In 2019, we continued our long-standing partnership with nine partners through the FairPrice Foundation and the FairPrice Volunteers Programme.

Serving the Muslim Community during Ramadan



Over **\$40,000** worth of dates and beverages distributed at 40 stores



"I'm very delighted that FairPrice distributes dates and drinks to help Muslim customers like myself break fast at the store when I'm unable to start Iftar at home. This is the spirit of Ramadan where we share our blessings and pass the good around for more people to benefit, and I'm happy that FairPrice shares our values and practises charity." – **Mdm Jamiah Abdullah, FairPrice Customer**

We made a special effort to serve our Muslim customers over Ramadan. We continued our decade-long tradition of giving out free dates and drinks for the Muslim community to break fast. Inspired by Ramadan's spirit of charity, the FairPrice Foundation donated \$20,000 to Yayasan Mendaki to support the academic needs of students from low-income families. The cheque presentation ceremony at Our Tampines Hub was witnessed by Guest-of-Honour Mr Masagos Zulkifli, Minister for the Environment and Water Resources and Minister-in-charge of Muslim Affairs.



Meeting Needs during Deepavali



100 hampers donated to low-income families

Aimed at spreading festive cheer during the Deepavali celebrations and easing the financial burdens of low-income families, we donated hampers comprising daily necessities, such as rice, oil and noodles, to beneficiaries of the Singapore Indian Development Association (SINDA) via the FairPrice Foundation. The hamper presentation event was graced by Mr S Iswaran, Minister for Communications and Information.

Joining in the festivities, we decorated all our stores from 26 September to 6 November and offered special discounts for related products. Our customers also had the chance to win \$50,000 worth of FairPrice gift cards at our Deepavali Festive Draw, and received Deepavali festive packets with a minimum spend of \$30.

Collecting Textbooks for the Less Fortunate



A record number of **550,000** textbooks collected



Over **1,200** volunteers comprising FairPrice staff, community partners, schools and members of the public



Almost **55,000** recipients aged seven to 16 years old



170 textbook donation points island-wide



"The cost of textbooks can be a financial burden especially to the less fortunate. I hope they will get to benefit from the donated textbooks first with the priority collection." – **Ms Stacia Tham, Volunteer, Pasir Ris Crest Secondary School**

Our signature FairPrice Share-A-Textbook initiative rallies our staff and our community to aid students from less privileged backgrounds, while promoting sustainability through the reuse and recycling of textbooks.

2019 marked the third time in the project's 37-year history that FairPrice and NTUC-U Care jointly held their respective FairPrice Share-A-Textbook and NTUC Back to School initiatives, combining manpower and resources to help defray the cost of textbooks for low-income families. The initiative saw an army of volunteers collect, sort and organise over half a million textbooks donated by the public.

The textbook collection took place over 7 and 8 December 2019 at Our Tampines Hub. The first day was reserved for some 25,000 beneficiaries of the FairPrice Share-A-Textbook priority scheme and almost 30,000 NTUC-U Care Fund beneficiaries, who collected free textbooks and purchased school supplies at discounted rates of more than 50 per cent. The general public had access to the textbooks on the second day.



Supporting Food Donation Drives

FairPrice continued to hold regular food donation drives in partnership with our community partners to support efforts to ensure a stable supply of essential food items for individuals and families who require additional assistance. Over \$182,000 worth of donations from our customers was garnered through donation drives at 59 stores over the year.

Uplifting Persons with Disabilities



\$14,437.30 raised for the Disabled People's Association (DPA)

To help the less fortunate and encourage our staff and the public to contribute to our community, Cheers, in collaboration with ExxonMobil and Hock Cheong Automec, holds an annual charity car wash which benefits different charities each year. All proceeds from the seventh run of the initiative held on 12 October 2019 were donated to Disabled People's Association (DPA) in support of their programmes to empower persons with disabilities to achieve independent living.

Over 30 members of the Cheers and FairPrice senior management team and staff, as well as volunteers from DPA, contributed their time to wash more than 80 cars, with each driver donating at least \$15 to support the cause. DPA was selected as part of our efforts to create a more caring and inclusive community, and to recognise the contributions of persons with disabilities to our society.



"I would like to thank Cheers and FairPrice for once again choosing to support the work that DPA does. This collaboration demonstrates the important message that DPA stands for. That persons with and without disabilities can work together effectively to help us all build a more inclusive society we can all be proud of." – Dr Marissa Lee Medjeral-Mills, Executive Director, Disabled People's Association



Promoting Healthy Living



500,000 bowls of white and brown rice and **37,500** bowls of oatmeal donated



65,000km clocked by the community and corporate partners for the FairPrice Walk for Rice @ South East initiative



Benefitted over **7,000** needy families and individuals in the South East District

Our annual FairPrice Walk for Rice @ South East aims to encourage our community to adopt an active lifestyle while helping low-income families in the South East District eat healthily. Held in partnership with South East Community Development Council, the 11th edition of the programme was launched by Dr Maliki Osman, Mayor of South East District, Senior Minister of State for the Ministry of Defence and the Ministry of Foreign Affairs. It saw 640 new and returning partners participate in the initiative, with participants ranging from pre-schoolers and students to adults, seniors and persons with disabilities.

For every 200 metres walked at various community activities from 19 September to 2 October 2019, the FairPrice Foundation donated a bowl of brown rice and another bowl of white rice towards the campaign, up to half a million bowls. To further encourage healthy lifestyles, once the target was met, one bowl of oatmeal was contributed for every 400 metres completed.

This initiative also galvanised members of the public to join us in contributing to the cause, by taking part in various walking activities at selected FairPrice outlets from 28 to 29 September 2019.



"My volunteering experience began when I joined FairPrice four years ago. Together with colleagues from the other departments, we regularly visited nursing homes to befriend the residents or take them on a shopping trip to the supermarket."

While the visits may have been short, what started as a simple intent to bring cheer to the community has blossomed into so much more for me." – Ms Jocelyn Loh, Senior Executive, NTUC FairPrice

Encouraging Volunteerism

During the year, we organised a total of 31 volunteer activities and reached out to 930 beneficiaries. Apart from the usual befriending activities conducted at the homes, we took the beneficiaries out on a much loved activity – supermarket shopping! Held four times throughout the year, beneficiaries each received a \$10 FairPrice voucher to pick up snacks, beverages as well as daily essentials while accompanied by FairPrice volunteers. On other occasions, beneficiaries got the opportunity to enjoy the karaoke facility at FairPrice Hub Clubhouse which is otherwise only open to employees. These activities provided the beneficiaries a different experience to their usual routines at the homes and connected them with the wider community. Our efforts in encouraging volunteerism among our employees and the public resulted in our staff and public volunteers clocking 2,420 and 6,156 volunteer hours respectively.



Sustainable Environment

Better for Our Planet

In support of the Ministry of Environment and Water Resources Year towards Zero Waste in 2019, FairPrice took steadfast steps to help realise the vision of a zero waste nation. Recognising the strength of a collective effort and in line with Goal 17 of the United Nations Sustainable Development Goals which promotes partnerships, we collaborated with our partners on several environmental initiatives. Reducing plastic bag waste was at the top of our agenda this year. We started off with the Bring Your Own Bag (BYOB) movement alongside other industry players and ended with a strong motion of charging for plastic bags to solidify our stance on curbing the excessive use of plastic bags. While this was at the forefront, we also remained committed to reducing food waste and our carbon footprint as well.

Through managing resources across our operations and nurturing green habits, we aim to shape a sustainable world for future generations to enjoy and do our part for a better planet.





Rewarding Recycling Efforts



To reduce the amount of waste to landfill which is estimated to run out of space by 2035, FairPrice supported the National Environment Agency (NEA) and F&N's initiative to offer Singaporeans a convenient and rewarding way to recycle. This was achieved through the placement of Reverse Vending Machines (RVM) at 10 FairPrice supermarkets across Singapore. Individuals were rewarded with a \$0.20 FairPrice discount coupon for every 20 empty plastic drink bottles and aluminium drink cans deposited into the machines. Beyond generating awareness on recycling, this initiative encouraged Singaporeans to adopt an eco-conscious lifestyle and garnered positive responses from the public.

Encouraging the Use of Less Plastic Bags



25 FairPrice supermarkets and convenience stores began charging for plastic bags



71.1 per cent of customers were receptive to the plastic bag charge



"It is a good way to cut down our plastic consumption, seeing that plastic bags are frequently used by Singaporeans every day, even when it may be unnecessary."
- Sherine Josal, FairPrice Customer

As Singapore's leading retailer, we recognise the positive influence we can have on our customers' mindsets and attitudes. Aimed at changing consumer behaviour towards the use of plastic bags, we joined Zero Waste SG's Bring Your Own Bag (BYOB) campaign, which brought Singapore's supermarket chains together in a joint effort to reduce disposables. Collectively, we reached out to a million shoppers every month via the placement of a reusable bag bin to encourage the use of reusable bags in place of plastic bags, and roadshows to influence positive behaviour. In the same period, all FairPrice, Cheers and Unity stores also carried in-store collaterals to support the nation's campaign, Say Yes to Waste Less. The song that was produced in conjunction with the campaign was also played in our supermarkets.

Riding on the momentum, we launched the "No Plastic Bag" trial at seven supermarket and convenience outlets in September 2019. During the month-long trial, we encouraged customers to bring their own bags at these stores. Customers who required plastic bags paid \$0.20 and \$0.10 at the participating supermarkets and convenience stores respectively. Customers were informed that the proceeds would be donated to environmental and community causes. Community partners and volunteers from Zero Waste SG and Young NTUC also joined us in educating customers to reduce the use of plastic bags at the participating stores.

Based on our consumer sentiment survey, 71.1 per cent of our customers were supportive of our efforts and the trial saw a significant change in consumer behaviour, with FairPrice at Tai Seng noting over 2,500 per cent increase in BYOB transactions at the peak of the trial. A total of \$19,000 was collected and donated to the Singapore Children's Society and The Straits Times School Pocket Money Fund.

With this success, we extended the initiative for another year from 11 November 2019 and scaled it up to include 12 FairPrice supermarkets and 13 Cheers and FairPrice Xpress convenience stores. This campaign forms part of our continual efforts to raise awareness on the need to reduce plastic waste and meet our goal of saving 30 million plastic bags each year by 2030.





Tackling Food Waste

We make a conscious effort to minimise food waste while supporting the less fortunate. In 2019, we continued to donate over \$206,000 worth of unsold but wholesome food to Food from the Heart for their food distribution programme. At the same time, we saved about 778,000 kg of fruits and vegetables under our Great Taste Less Waste initiative, where slightly blemished but still edible produce are sold at marked down prices.

During the year, our stores generated a total of 2,940 tonnes of food waste, resulting in a FairPrice Food Waste Index of 13.9 kg/sqm, a 11 per cent reduction from 2018.

In partnership with Miss Shirley Wong, better known as “Little Miss Bento”, we raised awareness about reducing food waste and the importance of bringing their own containers for takeaway to a group of 300 students at Nanyang Polytechnic.



Adopting Environmentally-Friendly Practices

Our efforts to continually do better for our planet have borne fruit. Today, 32 stores have received the Building and Construction Authority (BCA) Green Mark certification, while 65 per cent have implemented our five eco-friendly guidelines. In 2019, our total energy consumed was 478,147,683 kWh¹, of which 466,680,683 kWh was electricity² consumed by our operations. At the same time, FairPrice Hub generated 177,630 kWh of solar energy.³ Meanwhile, our fleet consumed 1,143,020 litres of diesel fuel and generated 3,059 tonnes of GHG emissions in carbon dioxide equivalent (CO₂e)⁴ while our electricity consumption generated 200,344 tonnes of CO₂ emissions⁵. Our operations for the year used 321,607 m³ of water⁶.

We also engaged waste contractors to recycle our key material waste. These include about 12,500 tonnes of carton material, 52 tonnes of styrofoam boxes and 46 tonnes of stretch film.

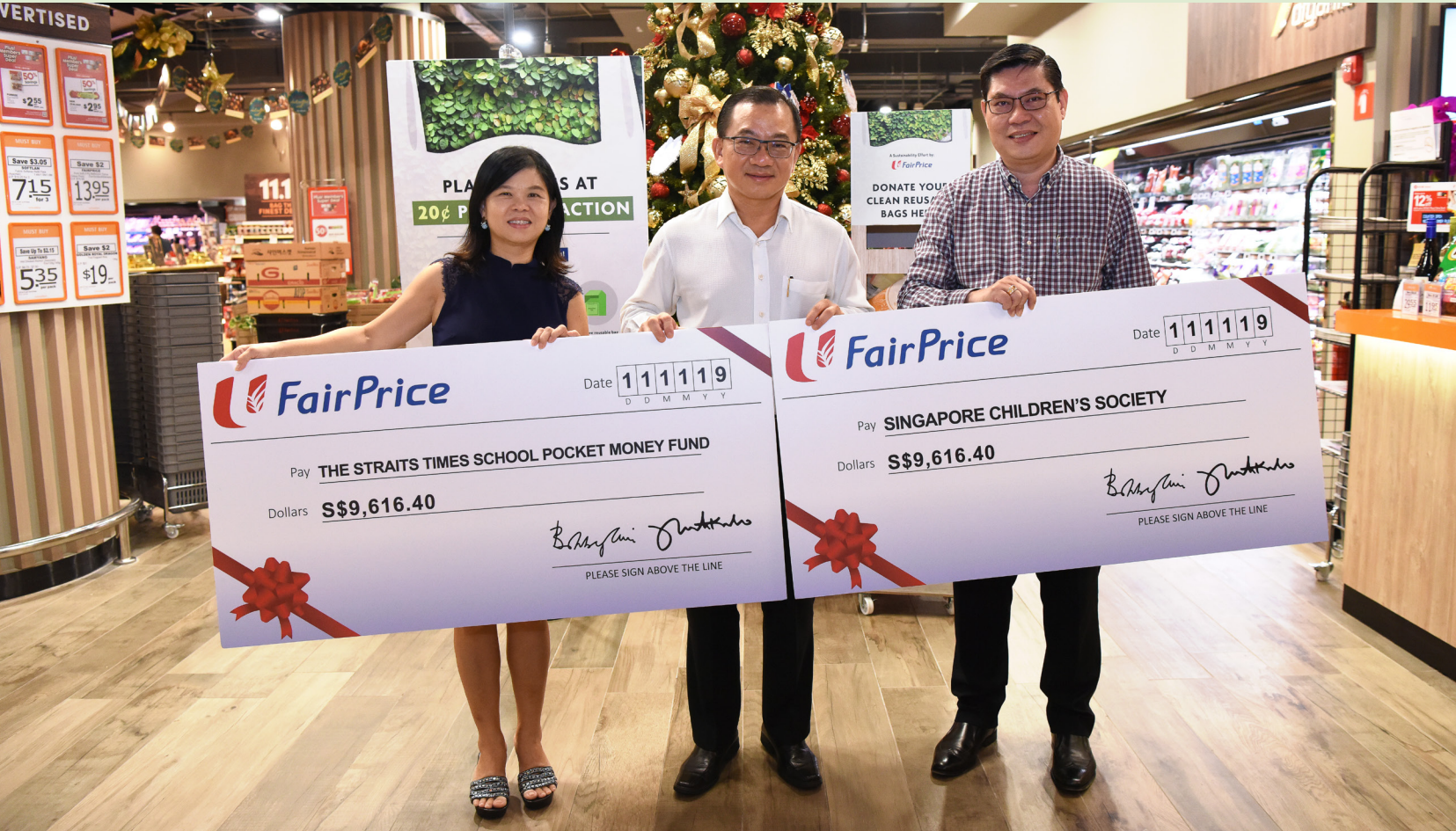
¹ Conversion of diesel fuel to kWh is based on CDP's Technical Note – Conversion of fuel data to MWh.
² Data for electricity consumption is obtained through utility bills.
³ Data is obtained through FairPrice's own meter reading.
⁴ FairPrice's Scope 1 emissions are derived from our own fleet fuel consumption. It is calculated using the GHG Protocol Transport Tool which provides the quantity of carbon dioxide emissions in CO₂e.
⁵ FairPrice's Scope 2 emissions are derived from our electricity consumption. It was calculated using the electricity grid emission factor (0.419 kg CO₂/kWh) reported in 2018 by the Energy Market Authority.
⁶ Water used is from public utilities and data is obtained through utility bills.

Supporting the Community in Reducing Waste



Launch of \$1 million FairPrice Sustainability Fund on 4 September 2019

Apart from reducing plastic and food waste in our business, we hope to also lend support to others who can further the cause and conserve our planet. Hence, the \$1 million FairPrice Sustainability Fund was launched to support innovative and creative proposals to tackle plastic and food waste in Singapore. Open to all registered groups and organisations, the initiative provides selected proposals with funding to carry out their plans.





Wonderful Workplace

A Better Place to Work

At FairPrice, we believe in cultivating a nurturing and conducive environment for our people. With about 9,300 employees from diverse backgrounds, we are committed to fostering an inclusive workplace, while embracing the employment of persons with disabilities. At the same time, we remain committed to uphold workplace safety, champion employee welfare and nurture a healthy and happy workforce. Beyond this, we continually invest in our people – supporting them towards achieving their full potential in our pursuit to build a better place to work.



Giving Back as One FairPrice Family



Over **5,000** volunteering hours clocked during the Lunar New Year



\$50,000 raised for charity

The One FairPrice Family Programme saw our management, board members and corporate employees pitching in over the busy Lunar New Year festive season at our stores and distribution and fulfilment centres. With FairPrice pledging \$88 for every hour volunteered at stores by FairPrice's Chairman and Board Members, and \$8 for every hour by senior management and HQ staff, a total of \$38,000 was donated to The Straits Times School Pocket Money Fund. In addition, we treated student beneficiaries to a free shopping trip where they were gifted \$38 each to purchase groceries with their family members.

Apart from fostering greater teamwork and providing our corporate employees with the opportunity to engage in operational activities at stores and warehouses, the programme also provides additional in-store support during the festive peak season.



"I am glad that I can help the store during this peak period. I appreciate the challenges our colleagues face. It was also interesting to have direct interaction with our customers. I think the One FairPrice Programme helps to strengthen our bonds with our colleagues on the ground." – **Ms Florence Liu, Category Manager, NTUC FairPrice**



Shaping an Inclusive Workplace



43 employees hired through SG Enable, social service organisations, and special schools



Four employees hired from Singapore Corporation of Rehabilitative Enterprises (SCORE)

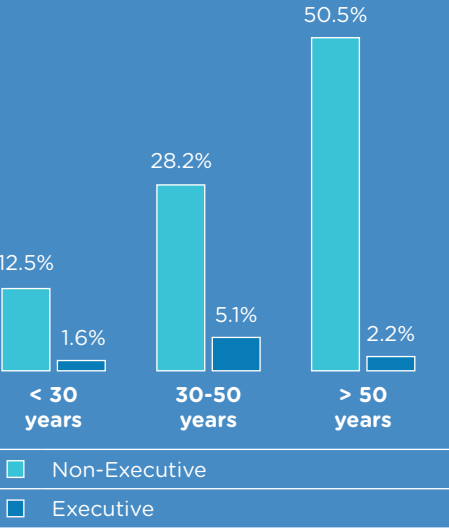


15.3 per cent of employees are aged 62 years and above

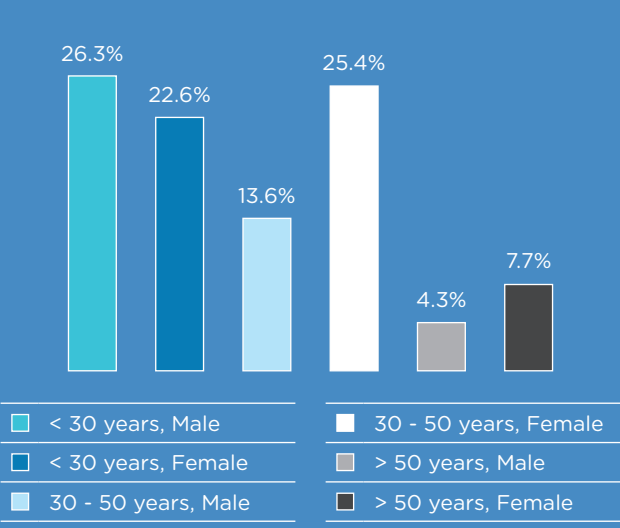
We take pride in building an inclusive work environment that embraces diverse age groups, ethnicities, religions and social backgrounds. Today, the FairPrice family comprises over 9,300 employees from all walks of life.

We make a special effort to employ persons with disabilities through partners like Delta Senior School and SG Enable. We also hold a work attachment programme with specialised schools such as Spectra Secondary School and NorthLight School. Through this, persons with disabilities and academically weaker students can gain work experience in a retail environment, and eventually achieve long-term employment with FairPrice. Moving forward, we will extend this initiative to more schools, while collaborating with our partners to foster greater inclusivity for all.

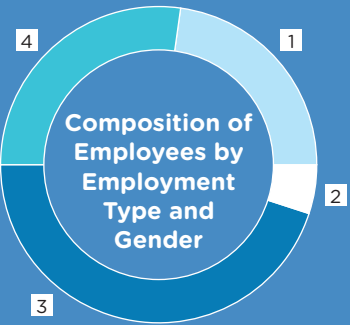
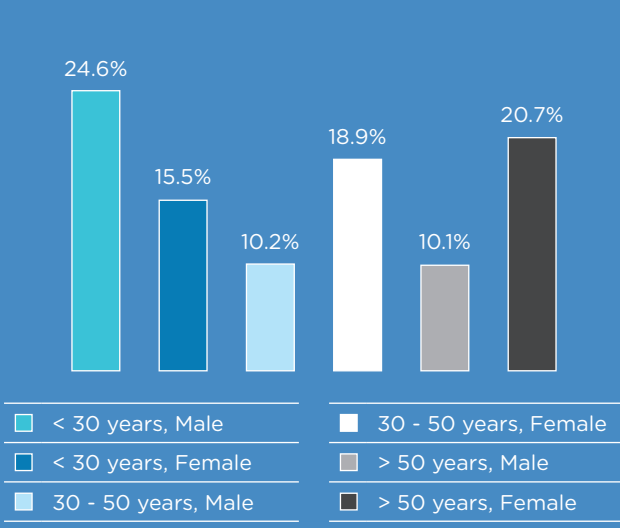
Composition of Employees by Employee Category and Age



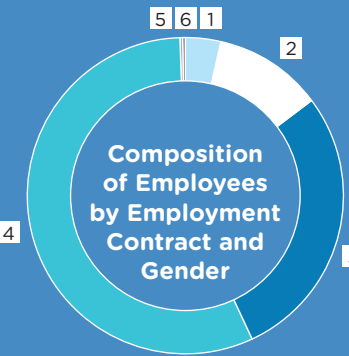
Rate of New Employees Hires by Age Group and Gender



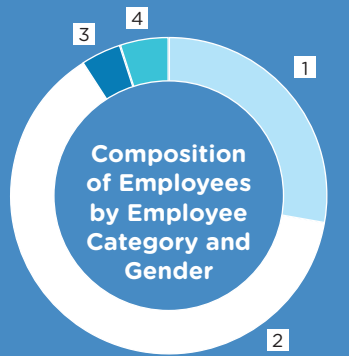
Rate of Employee Turnover by Age Group and Gender



1	Part-Time, Female	22.7%
2	Part-Time, Male	5.0%
3	Full-Time, Female	45.0%
4	Full-Time, Male	27.3%



1	Contract, Male	3.7%
2	Contract, Female	11.1%
3	Regular, Male	28.5%
4	Regular, Female	56.5%
5	Temporary, Male	0.1%
6	Temporary, Female	0.1%



1	Non-Executive, Male	28%
2	Non-Executive, Female	63%
3	Executive, Male	4%
4	Executive, Female	5%

Board Members



The FairPrice board comprises eight men and two women.

Ensuring Fair Employment Practices



In assuring our staff of fair and equal treatment at FairPrice, all employees are represented by the Food, Drinks and Allied Workers Union, an affiliate of the National Trades Union Congress, with 95.3 per cent of them covered by collective bargaining agreements. The terms of our current collective agreement are still in force; this covers employee wages, benefits, employment terms and grievance procedures. Employees may access the collective bargaining agreement from the intranet.

Taking Care of Our People



100 per cent of employees are represented by the Workplace Safety Committee (WSC)



Certified bizSAFE level 3 by the Workplace Safety and Health Council

Apart from ensuring the safety and quality of our products, we strive to keep our premises safe for all to work and shop. Hence, we stepped up on our safety standards and attained bizSAFE level 3 certification by the Workplace Safety and Health Council, an improvement from bizSAFE level 2 in the previous year. All our new employees receive training on FairPrice's workplace safety and health policies and procedures. In total, over 2,300 hours of Workplace Safety and Health training was clocked by our employees. All employees also have access to relevant occupational health and safety information via our intranet and other channels such as the weekly operation bulletins. The WSC oversees site inspections, incident reporting and corrective actions to enhance safety practices within our operations. Our suppliers are also required to adhere to safe work procedures on our premises, with penalties imposed for any violations.

We conduct risk assessments across our operations that comply with the Workplace Safety and Health Act. All work-related incidents are investigated by our in-house workplace safety and health officers registered with the Ministry of Manpower. The results of these investigations and the learning outcomes are shared with relevant departments to prevent their recurrence. Despite our due diligence to ensure a safe environment, we had one significant monetary fine¹ of the eight incidents concerning mosquito breeding and obstruction of common areas. For that incident, we received a \$1,000 fine from the Singapore Civil Defence Force (SCDF) for obstruction of common areas at our supermarket in Bedok, which was due to the temporary placement of trolleys and supermarket fixtures which have since been removed. We have worked with the branch to ensure that pathways remain unobstructed.

Additionally, all employees receive healthcare benefits, including annual basic health screenings, dental and medical benefits. Corporate strategies and people policies are regularly reviewed through dialogues with our employees. Through various platforms, from town hall meetings and whistleblowing channels to online and offline media, we gather feedback and engage our employees so as to shape a better place to work.

After the formation of the FairPrice Group in the last quarter, we conducted the Organisation Health Index survey to garner feedback from about 2,000 employees. The survey was commissioned by McKinsey Singapore and looked at three areas of measurements – overall health, health outcomes and practices. We are glad to report an overall score of 66 which puts us in the second quartile of McKinsey's global database of 1,700 companies. We also performed better in the retail sector with regard to the benchmark median in both outcomes and practices. However, there is still room for improvement as an organisation. Moving forward, the management has made plans to enhance existing processes, policies and programmes to stay relevant to our employees' aspirations.

¹ Significant monetary fine is defined as no more than a \$500 charge per incident.

Nurturing Talents



100 per cent of employees receive regular performance feedback and career development reviews



Over **82,000** total training hours received by our employees

To help our employees to realise their full potential, we have in place diverse programmes and initiatives to develop their core capabilities. Our frontline employees benefit from the Ground Commander Programme which helps them to develop functional and leadership skills, while mid-managerial employees undergo a selection of leadership and people management programmes. In conjunction with Singapore's push to develop digital mindsets, about 450 FairPrice employees attended the SkillsFuture for Digital Workplace programme in 2019.

At FairPrice headquarters, a lunchtime learning opportunity series called Learn @ Lunch was initiated to encourage a self-directed learning culture. A wide range of subjects such as effective communication, emotional intelligence and design thinking were explored at these sessions. For executives, they were given the opportunity to hear and interact with leading business leaders in a series of talks named "Chairman's Evening". We were privileged to have Mr Tan Min-Liang, CEO of Razer Inc. and THX Ltd, Mr Philip Ng, CEO of Far East Organization, and Mr Tan Wern-Yuen, CEO of Walmart China as invited speakers at these sharing sessions.

During the year, we achieved an average of nine and 11 training hours per executive and non-executive staff respectively.

Appreciating Our People



435 employees honoured at our Long Service Award Ceremony



Over **5,000** employees attended Staff Appreciation Night

To celebrate the contributions of our people, we held our Long Service Award Ceremony and Staff Appreciation Night at Universal Studios Singapore (USS) over 8 and 9 October 2019. With the entire theme park booked for all staff to enjoy, the ceremony concurrently took place at Waterworld Amphitheatre, where our Group CEO Mr Seah Kian Peng, handed out the awards for 10 to 40 years of service. Following the ceremony, everyone was treated to a performance by the USS Waterworld stunt actors and later toured the various attractions and rides. Each employee also received meal coupons to be used at the park's themed restaurants.



"Throughout my years of service, FairPrice has sent me for many courses to upgrade and improve myself, which allows me to stay relevant with computer and customer service skills. Thank you, FairPrice!"

Ms Lilian Phay Khee Noi,
Deputy Branch-in-Charge, Hougang Mall,
NTUC FairPrice



FAIRPRICE'S APPROACH TO SUSTAINABILITY

At FairPrice, our approach to sustainability is anchored in the areas that are most fundamental to our key stakeholders. Our material sustainability issues are framed around four strategic pillars - Responsible Retailing, Community Care, Sustainable Environment and Wonderful Workplace. Each of these pillars demonstrate our commitment to leave a positive impact in the marketplace, the community, the environment and the workplace.

FairPrice's Supply Chain

Apart from supporting locally produced products, FairPrice also brings in good value and quality items from around the world. This forms our diversified sourcing approach towards safeguarding a reliable and stable supply of products that are kept affordable for our customers. In 2019, we continue to work closely with over 1,700 active product suppliers in our supply chain. Of the active product suppliers in our network, over 84 per cent are locally registered companies representing 93 per cent of our total spend.

Corporate Governance

FairPrice is committed to uphold high standards of corporate governance and business ethics to ensure continued fulfilment of our social mission and the sustainable development of our business. Starting from the top, the FairPrice Board is the highest governance body consisting of the Chairman and nine Non-Executive Directors who have expertise in the fields of accountancy, business management, technology, finance, communications and law. Together, they provide direction on strategy formation, risk mitigation, technology and innovation advisory, the FairPrice Foundation funds disbursement, review and approval of annual budgets, as well as the Co-

operative's performance on economic, environmental and social aspects.

Reporting to the Board, the Executive Management Team, led by the Group Chief Executive Officer (Group CEO), charts the strategic goals that FairPrice will undertake. The Group CEO is supported by the Sustainability Committee which is responsible for establishing sustainability policies, executing sustainability initiatives and monitoring the progress of sustainability targets. The Sustainability Committee comprises business leads from the management team specialising in human resource, operations, procurement and corporate communications. FairPrice's sustainability performance is evaluated against set targets approved by the Group CEO who monitors and reviews our progress.

Corporate Values and Business Ethics

FairPrice's six core values serve as the foundation of how we conduct ourselves and maintain business relationships. The core values are customer focus, professionalism, teamwork, trustworthy, caring and empathy. The Co-operative observes high levels of business ethics and works closely with the authorities to ensure that we are compliant with relevant legislations and regulations.

FairPrice has an Employee Code of Conduct that broadly defines the standards of integrity and business conduct that all employees must adhere to. Employees are required to make an annual declaration on possible conflicts of interest and indebtedness. The Category Manager Code of Practice serves to guide the procurement team on maintaining high levels of conduct in our trading relationships with suppliers. In managing product

suppliers, FairPrice requires the supplier to sign the Master Agreement which comprises the terms and conditions of dealing with us. They will also be given a corporate supplier kit which outlines the policies and guidelines in maintaining proper trading relations.

FairPrice's Whistleblowing Policy, championed by the internal audit department, aims to demonstrate our commitment to integrity and ethical behaviour by helping to foster and maintain an environment where employees can act appropriately, without fear of retaliation. There are established procedures for reporting, receipt and treatment of complaints regarding fraudulent or unethical behaviour, misconduct or irregularities. Employees can access the Codes as well as the Whistleblowing Policy on FairPrice's intranet. Posters on the whistleblowing hotlines are also displayed in our premises. Our values and standards of behaviour are championed at the highest level, with the Board taking a proactive role in setting the tone at the top for the rest of the organisation to follow. Our Codes and supporting policies are reinforced through communication, training, monitoring and enforcement programmes. The Audit and Risk Management Committee involving the Board and senior management meets at least three times a year to discuss issues concerning corporate governance and initiatives to ensure FairPrice continues to operate fairly. In 2019, there were zero cases of non-compliance with the Singapore Prevention of Corruption Act.





Benchmarks of Excellence and Memberships

FairPrice subscribes to ISO 9001 for quality management as well as ISO 22000 and HACCP for its

food safety and cold chain management. FairPrice is a recipient of the Singapore Quality Class by Enterprise Singapore. FairPrice is a signatory to the Global Compact Network Singapore and Tripartite Alliance for Fair and Progressive Employment Practices. We are also a member of the Consumer Goods Forum where our Group CEO, Mr Seah Kian Peng, is one of the global Board of Directors.

Materiality Review







The material sustainability issues identified for FairPrice were last reviewed by the Sustainability Committee in 2018 and remain relevant in 2019. We will be conducting a refreshed materiality assessment in 2020 following the formation of FairPrice Group to include our food service business.

CSR Pillar	Material Issue	Topic Boundary	Page Reference
Responsible Retailing 	Affordable, healthy and safe products	FairPrice, Suppliers, Customers	6, 7, 9
	Support for local suppliers	FairPrice, Suppliers	8
	Sustainable sourcing	FairPrice, Suppliers	9
Community Care 	Caring for local community and extending partnerships	FairPrice, Community	10 to 15
Sustainable Environment 	Energy and greenhouse gas emissions	FairPrice	21
	Food waste	FairPrice, Suppliers, Customers	20
	Material waste	FairPrice, Suppliers, Customers	18 to 21
Wonderful Workplace 	Employee development	FairPrice	27
	Inclusive workplace	FairPrice	24, 25
	Employee health, safety and well-being	FairPrice, Customers	26

FAIRPRICE'S APPROACH TO SUSTAINABILITY














Stakeholder Engagement

FairPrice's key stakeholders have been identified based on an assessment of their interest and impact on our business, and the impact we have on them. Our stakeholders' feedback is an important element that helps us to prioritise and formulate the right programmes to address the issues that are critical to them and FairPrice. Apart from the regular channels that we use to engage our stakeholders, we commissioned a stakeholder engagement survey that stretched from December 2018 to March 2019 to gather inputs on FairPrice's sustainability practices. We also conducted additional surveys to gather deeper perspectives on specific issues like plastic bag use and our Housebrand products. We have shared selected findings of those surveys in our press releases.

FairPrice's Stakeholders	Mode and Frequency of Engagement	Stakeholders' Concerns	FairPrice's Efforts
 Customers	<ul style="list-style-type: none"> Feedback through Customer Relations Officers and CSR email Social media Participation in volunteering activities 	<ul style="list-style-type: none"> Ensure affordable pricing of products Offer safe and quality products Promote healthy eating 	<ul style="list-style-type: none"> Continue to moderate the cost of living in Singapore Ensure products sold are compliant with local regulations Offer a variety of fresh and healthier options at affordable prices
 Employees	<ul style="list-style-type: none"> Regular staff meetings and dialogues Town halls and engagement events Internal communication via digital and print platforms Participation in staff volunteering activities 	<ul style="list-style-type: none"> Ensure affordable pricing of products Offer safe and quality products Food waste reduction 	<ul style="list-style-type: none"> Continue to moderate the cost of living in Singapore Ensure products sold are compliant with local regulations Continue to mitigate food waste through the FairPrice-CSR Food Waste Reduction Framework
 Suppliers	<ul style="list-style-type: none"> Regular business meetings Participation in the SME Suppliers Support and Development Programme (SSDP) Participation in annual supplier seminar 	<ul style="list-style-type: none"> Provide wider range of products to cater to consumer needs 	<ul style="list-style-type: none"> Continue to cater to different shopper needs with our wide range of Housebrand products and offerings in the various retail formats
 Government	<ul style="list-style-type: none"> Participation in dialogue sessions organised by the authorities 	<ul style="list-style-type: none"> Support more local produce and businesses 	<ul style="list-style-type: none"> Continue to support local produce and businesses through the SSDP and partnerships on relevant projects
 Non-Governmental Organisations	<ul style="list-style-type: none"> Participation in their projects and volunteering activities Philanthropy efforts and in-kind sponsorships 	<ul style="list-style-type: none"> Receive regular donations and volunteer support 	<ul style="list-style-type: none"> Enable the FairPrice Foundation to support causes that are aligned to its three key strategic thrusts through consistent funds disbursement Make positive social impact in the community through the FairPrice Volunteers Programme
 Media	<ul style="list-style-type: none"> Feedback through media relations email Annual media networking 	<ul style="list-style-type: none"> Take leadership in sustainability matters 	<ul style="list-style-type: none"> Participate in relevant industry forums

FAIRPRICE AND THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

The 17 United Nations Sustainable Development Goals (SDGs) were launched in 2015 as a universal call to action for the public and private sectors, as well as civil society to collaborate and work towards tackling global challenges as we head towards 2030. In response to our role as a responsible corporate citizen, FairPrice supports the SDGs and have mapped it against its business goals to determine the areas where positive contributions can be made. Going forward, we will continue to identify opportunities and report on our contributions towards the realisation of these goals. The following illustrates how we have supported the SDGs through the individual sustainability pillars in the past year.

SDG	Position	FairPrice's Efforts
 2 ZERO HUNGER End hunger, achieve food security and improved nutrition, and promote sustainable agriculture	FairPrice is committed to make lives better by upholding its social mission to moderate the cost of living in Singapore.	 Responsible Retailing <ul style="list-style-type: none"> Offer affordable pricing through Every Day Low Price items, Housebrand products and FairPrice Shop Provide safe and healthy food  Community Care <ul style="list-style-type: none"> Practise philanthropic giving in a sustained manner through the FairPrice Foundation Partner with Food from the Heart, Food Bank and other community partners to run food donation drives to enable food access for the underprivileged
 7 AFFORDABLE AND CLEAN ENERGY Ensure access to affordable, reliable, sustainable and modern energy for all	FairPrice takes a proactive stance on managing our environmental impact by implementing eco-friendly infrastructure and processes.	 Sustainable Environment <ul style="list-style-type: none"> Continued subscription to BCA Green Mark stores and buildings Incorporate eco-friendly designs for new and renovated stores Generate electricity through solar panels installed at FairPrice Hub
 8 DECENT WORK AND ECONOMIC GROWTH Promote inclusive and sustainable economic growth, employment and decent work for all	FairPrice strives to be the Best Place to Work for its employees and actively seeks ways to improve productivity.	 Responsible Retailing <ul style="list-style-type: none"> Implement technological innovations to boost productivity, for example, self-checkout systems, iCash, Scan2GO and Scan & Go  Wonderful Workplace <ul style="list-style-type: none"> Provide jobs to about 9,300 people, including persons with disabilities and ex-offenders Signatory to the UN Global Compact since 2005 and the Tripartite Guidelines on Fair Employment Practices of Singapore Obtain bizSAFE certifications to provide a safe and conducive environment for employees
 12 RESPONSIBLE CONSUMPTION AND PRODUCTION Ensure sustainable consumption and production patterns	FairPrice takes responsibility for its food waste and plastic bag use through sound frameworks to address these issues.	 Sustainable Environment <ul style="list-style-type: none"> Implement FairPrice-CSR Food Waste Reduction Framework Monitor FairPrice Food Waste Index to benchmark progress Run Plastic Bag Management Programme
 17 PARTNERSHIPS FOR THE GOALS Revitalise the global partnership for sustainable development	FairPrice identifies opportunities to work with the local community to further its agenda for sustainable development.	 Community Care <ul style="list-style-type: none"> Work closely with grassroots and voluntary welfare organisations to reach out to people in need. The initiatives are steered by the FairPrice Volunteers Programme and the FairPrice Foundation Partner with Food from the Heart, Food Bank and other community partners to run food donation drives to enable food access to the underprivileged  Sustainable Environment <ul style="list-style-type: none"> Collaborate with Singapore Environment Council, Zero Waste SG, Young NTUC and Nanyang Polytechnic students on sustainability initiatives such as reduction in plastic bag use and food wastage Support national agencies on goals towards zero waste and healthy living through partaking in its activities

GRI CONTENT INDEX

Disclosure Number	Disclosure Title	Page Reference/ Reason for Omission
GENERAL DISCLOSURES		
ORGANISATIONAL PROFILE		
102-1	Name of the organisation	1
102-2	Activities, brands, products, and services	Refer to our About NTUC FairPrice webpage - https://www.fairprice.com.sg/wps/portal/corporate/corpHome
102-3	Location of headquarters	FairPrice Group Annual Report 2019: 21
102-4	Location of operations	Refer to our Store Locator webpage - https://www.fairprice.com.sg/store-locator
102-5	Ownership and legal form	FairPrice Group Financial Report 2019: 15
102-6	Markets served	Refer to our About NTUC FairPrice webpage - https://www.fairprice.com.sg/wps/portal/corporate/corpHome
102-7	Scale of the organisation	22; FairPrice Group's Financial Report 2019: 7; Store Locator webpage - https://www.fairprice.com.sg/store-locator
102-8	Information on employees and other workers	24-25
102-9	Supply chain	28
102-10	Significant changes to the organisation and its supply chain	1
102-11	Precautionary principle or approach	FairPrice does not explicitly refer to the precautionary principle or approach in its risk management principles. Please see our approach to materiality on page 29.
102-12	External initiatives	28-29
102-13	Membership of associations	28-29
STRATEGY		
102-14	Statement from senior decision-maker	2-3
102-15	Key impacts, risks, and opportunities	29
ETHICS AND INTEGRITY		
102-16	Values, principles, standards, and norms of behavior	28
102-17	Mechanisms for advice and concerns about ethics	28
GOVERNANCE		
102-18	Governance structure	28
102-19	Delegating authority	28
102-20	Executive-level responsibility for economic, environmental, and social topics	28

Disclosure Number	Disclosure Title	Page Reference/ Reason for Omission
GENERAL DISCLOSURES		
STAKEHOLDER ENGAGEMENT		
102-40	List of stakeholder groups	30
102-41	Collective bargaining agreements	26
102-42	Identifying and selecting stakeholders	30
102-43	Approach to stakeholder engagement	30
102-44	Key topics and concerns raised	30
REPORTING PRACTICE		
102-45	Entities included in the consolidated financial statements	1
102-46	Defining report content and topic Boundaries	29
102-47	List of material topics	29
102-48	Restatements of information	1
102-49	Changes in reporting	29
102-50	Reporting period	1
102-51	Date of most recent report	29 April 2019
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	1
102-54	Claims of reporting in accordance with the GRI Standards	1
102-55	GRI content index	32-35
102-56	External assurance	1
TOPIC SPECIFIC STANDARDS: ECONOMIC		
ECONOMIC PERFORMANCE		
201-1	Direct economic value generated and distributed	12; FairPrice Group Financial Report 2019: 7
PROCUREMENT PRACTICES (MATERIAL ISSUE: SUPPORT FOR LOCAL SUPPLIERS)		
103-1	Explanation of the material topic and its Boundary	8, 29
103-2	The management approach and its components	8
103-3	Evaluation of the management approach	8, 28
204-1	Proportion of spending on local suppliers	28
TOPIC SPECIFIC STANDARDS: ENVIRONMENT		
ENERGY (MATERIAL ISSUE: ENERGY & GHG EMISSIONS)		
103-1	Explanation of the material topic and its Boundary	21, 29
103-2	The management approach and its components	21
103-3	Evaluation of the management approach	21, 28
302-1	Energy consumption within the organisation	21
EMISSIONS (MATERIAL ISSUE: ENERGY & GHG EMISSIONS)		
103-1	Explanation of the material topic and its Boundary	21, 29
103-2	The management approach and its components	21
103-3	Evaluation of the management approach	21, 28
305-1	Direct (Scope 1) GHG emissions	21
305-2	Indirect (Scope 2) GHG emissions	21

GRI CONTENT INDEX

Disclosure Number	Disclosure Title	Page Reference/ Reason for Omission
TOPIC SPECIFIC STANDARDS: ENVIRONMENT		
WATER AND EFFLUENTS		
303-1	Water withdrawal	21
EFFLUENTS AND WASTE (MATERIAL ISSUE: MATERIAL WASTE)		
103-1	Explanation of the material topic and its Boundary	16, 29
103-2	The management approach and its components	18-19, 21
103-3	Evaluation of the management approach	18-19, 21, 28
306-2	Waste by type and disposal method	21. FairPrice is currently unable to obtain waste data of adequate quality to report for stores that are located in shopping malls and establishments where waste is centrally managed and consolidated by the landlord.
MATERIAL ISSUE: FOOD WASTE		
103-1	Explanation of the material topic and its Boundary	20, 29
103-2	The management approach and its components	20
103-3	Evaluation of the management approach	20, 28
Non-GRI Indicator	Quantity of food waste generated per sqm of retail space	20
Non-GRI Indicator	Total food waste generated by stores	20
Non-GRI Indicator	Amount of unsold food donated	20
TOPIC SPECIFIC STANDARDS: SOCIAL		
OCCUPATIONAL HEALTH AND SAFETY (MATERIAL ISSUE: EMPLOYEE HEALTH, SAFETY AND WELL-BEING)		
103-1	Explanation of the material topic and its Boundary	26, 29
103-2	The management approach and its components	26
103-3	Evaluation of the management approach	26, 28
403-1	Workers representation in formal joint management-worker health and safety committees	26
TRAINING AND EDUCATION (MATERIAL ISSUE: (MATERIAL ISSUE: EMPLOYEE DEVELOPMENT)		
103-1	Explanation of the material topic and its Boundary	27, 29
103-2	The management approach and its components	27
103-3	Evaluation of the management approach	27-28
404-1	Average hours of training per year per employee	27. FairPrice does not track training by gender as the same training courses are available to all employees of the same level.
404-3	Percentage of employees receiving regular performance and career development reviews	27

Disclosure Number	Disclosure Title	Page Reference/ Reason for Omission
TOPIC SPECIFIC STANDARDS: SOCIAL		
DIVERSITY AND EQUAL OPPORTUNITY (MATERIAL ISSUE: INCLUSIVE WORKPLACE)		
103-1	Explanation of the material topic and its Boundary	25, 29
103-2	The management approach and its components	25
103-3	Evaluation of the management approach	25, 28
401-1	New employee hires and employee turnover	25
405-1	Diversity of governance bodies and employees	24-25
LOCAL COMMUNITIES (MATERIAL ISSUE: CARING FOR LOCAL COMMUNITIES AND EXTENDING PARTNERSHIPS)		
103-1	Explanation of the material topic and its Boundary	10, 29
103-2	The management approach and its components	12-15
103-3	Evaluation of the management approach	12-15, 28
Non-GRI indicator	Number of books collected and redistributed to underprivileged families	13
Non-GRI indicator	Number of hours contributed by the public on volunteering activities organised by FairPrice	15
Non-GRI indicator	Number of beneficiaries reached	15
Non-GRI indicator	Number of volunteer activities organised	15
CUSTOMER HEALTH AND SAFETY (MATERIAL ISSUE: AFFORDABLE, HEALTHY AND SAFE PRODUCTS)		
103-1	Explanation of the material topic and its Boundary	4, 29
103-2	The management approach and its components	6-7, 9
103-3	Evaluation of the management approach	6-7, 9, 28
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	9
Non-GRI indicator	Number of products that carry the healthier choice symbol and organic products	7
Non-GRI indicator	Rating for internal quality audit, which governs the stores' level of hygiene, food safety and housekeeping	9
MATERIAL ISSUE: SUSTAINABLE SOURCING		
103-1	Explanation of the material topic and its Boundary	9, 29
103-2	The management approach and its components	9
103-3	Evaluation of the management approach	9, 28
Non-GRI indicator	Percentage of FairPrice Housebrand paper products certified by the Forest Stewardship Council	9
Non-GRI indicator	Number of seafood products certified by Marine Stewardship Council, Aquaculture Stewardship Council and Friend of the Sea	9
CUSTOMER PRIVACY		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	9

ABOUT THIS REPORT

About this Report

We are pleased to present NTUC FairPrice's Sustainability Report 2019. This report provides an update on the sustainability activities carried out across NTUC FairPrice Co-operative Limited in 2019, which runs from 1 January 2019 to 31 December 2019.

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option. The GRI Content Index can be found on pages 32-35 of this report. There are no restatements of information and we have not sought external assurance for this report.

For any questions or comments on this report, please address them to csr@fairprice.com.sg

Reporting Scope

This Sustainability Report covers all of FairPrice's Singapore operations with the exception of our retail pharmacies and convenience arm. FairPrice does not have any major operations overseas. FairPrice Group was formed in 2019 and consists of NTUC FairPrice, NTUC Foodfare and Kopitiam. Programmes relating to NTUC Foodfare and Kopitiam will be included in next year's sustainability report. This report is published as a supplement to FairPrice Group's Annual Report 2019.

