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[EIH Sustainability report 2021.pdf](#)

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ENVICTUS INTERNATIONAL HOLDINGS LIMITED

SUSTAINABILITY REPORT 2021

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BOARD STATEMENT

The Board of Directors (the “Board”) is committed to build the sustainability of the Envictus International Holdings Limited and its subsidiaries (the “Group”). Sustainability considerations, including economic, environmental, social and governance (“EESG”) issues, are integral and essential matters which we take into account in our formulation of the overall strategy for the Group. We are fully supportive of all efforts by the management team to make improvements in this area.

The Group’s long-term sustainability is a key priority for the Board and as efforts in this respect depend on the management team’s implementation and operational abilities. The Board has made it clear that our evaluation of their performance takes their effectiveness in delivering on the commitments made to sustainability initiatives and targets in this report into account.

The Board is committed to being transparent, clear and open about the businesses to its shareholders and other stakeholders. The disclosures made in this report and in the Group’s annual report are in line with this commitment. In this report, we have discussed the Group’s efforts to continue building on and strengthening the Group’s collaboration with business partners to drive positive economic, environmental, and social impact throughout its value chain with good governance.

The Board has assigned responsibility for overseeing the Group’s sustainability initiatives and the preparation of this sustainability report to the management team and head of the department respectively. We will continue our efforts on this front to further enhance the Group’s sustainability.

Published date: 25 February 2022

ABOUT THIS REPORT

Our sustainability report has been prepared in accordance with the SGX-ST Mainboard Listing Rule 711(B), and in reference to the Global Reporting Initiative (“GRI”) Standards, Core option, for the financial year ended 30 September 2021, which highlights the Group’s commitment to undertaking business responsibly and sustainably. We have chosen to report using the GRI Standards because it is an internationally recognised reporting framework that covers a comprehensive range of sustainability disclosures. Moreover, the structured framework promotes reporting a full and balanced picture of the Group’s material matters and the management of its impact. This report represents the industry practice for tracking performance on a range of economic, environmental, social and governance indicators.

The scope of the sustainability statement covers material issues arising from the daily business operations of Food Services (Texas Chicken and San Francisco Coffee), Trading and Frozen Food (Pok Brothers), Food Processing (Gourmessa and De-luxe Food Services) and Dairies (Motivage) Divisions in Malaysia. This is the last year of reporting for De-luxe Food Services due to the disposal of its assets and business which had been completed on 11 February 2022.

The statement offers an overview of the sustainability approach and initiatives made by the Group on how it creates economic value, protects the environment and pursues social development in the food and beverage sector.

Given that this is the Group’s sustainability statement, the data collection remains limited to selected economic, environment, social and governance indicators that contribute to the sustainable development of the Group and are of interest to its internal and external stakeholders. The information and data disclosed in this statement were derived from internal reporting processes, systems, and records. While the report has not undergone full external assurance, due care was taken into the disclosure of the information presented here.

The electric edition of this report is available at: www.envictus-intl.com

SUSTAINABILITY APPROACH

(A) SUSTAINABLE DEVELOPMENT STRATEGY

The Group strives to support economic growth that benefits every level of society while minimising any adverse environmental and social impacts arising from its daily business operations guided by a long-term strategy comprising 3 main aspects:-

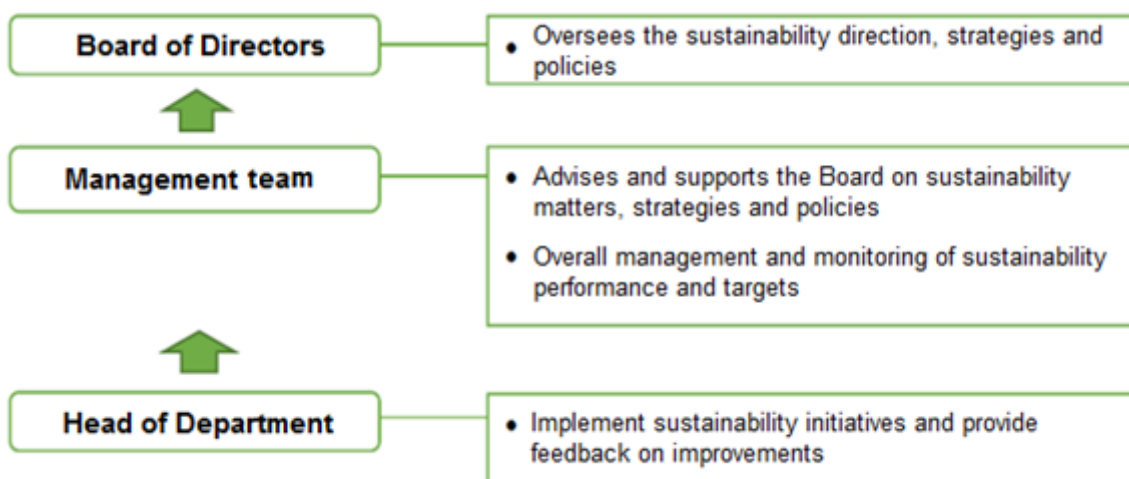
	<p>Environmental Sustainability</p> <p>Striving towards reducing the Company’s environmental footprint by improving on the efficiency of resources and supporting conservation efforts.</p>
	<p>Social Sustainability</p> <p>Dealing with customers and the public according to good market practices and regulatory requirements, conducive workplace practices, and community engagement through a variety of initiatives involving the Company’s monetary and non-monetary resources.</p>
	<p>Economic Sustainability</p> <p>Creation of long-term value for shareholders and added value for all the Company’s stakeholders.</p>

SUSTAINABILITY APPROACH (CONTINUED)

(B) SUSTAINABILITY GOVERNANCE

Sustainability governance is one of the core elements that govern the sustainable development of the Group’s businesses. The Group strives to maintain a high standard of governance and firmly believes in accountability and transparency to maximise economic, environmental and social returns to all its stakeholders. The core responsibilities of the governance structure rest on the Board comprising professionals from a wide range of business experience and expertise. Through focused committees and commitment to adopting best practices, the Board is committed to maintaining sound internal controls and effective risks management to enhance transparency, accountability, integrity, and honesty to earn the trust of its stakeholders. The Board views the commitment to promote sustainability strategies in the economic, environmental and social aspects as part of its broader responsibility to all its various stakeholders and the communities in which it operates.

Sustainability Governance Structure






STAKEHOLDER ENGAGEMENT

The Group operates under the framework of sustainable development, taking into account the importance of the rights to be respected and fairness to be upheld for all stakeholders. As a code of practice for all units and for employees of all levels, the Group has established guidelines for appropriate stakeholder engagement, with an emphasis on continuously promoting creative engagement with all stakeholders through various activities and communication channels where various demands, opinions, concerns, and suggestions may be voiced.



For each group of stakeholders, the frequency of communication varies according to the Group’s operation plans. Therefore, the information received is useful in helping to determine the strategy, direction, planning, and guidelines for business sustainability development.



STAKEHOLDER ENGAGEMENT (CONTINUED)

STAKEHOLDERS GROUPS	ISSUES OF STAKEHOLDER INTEREST AND CONCERN	METHODS OF ENGAGEMENT	FREQUENCY OF ENGAGEMENT
 <p>Customers</p>	<ul style="list-style-type: none"> • Food safety and hygiene at all outlets • Customer service and product quality • Transparency in business operations • Sustaining growing customer brand loyalty 	<ul style="list-style-type: none"> • Timely response to feedback received across all channels • Dedicated Customer Services Team to effectively manage customer relations and feedback • In-house training for staff 	<ul style="list-style-type: none"> • Daily • Daily • On going
 <p>Investors</p>	<ul style="list-style-type: none"> • Transparency in information disclosure • Business performance • Disclosure of relevant business information to shareholders and investors • Product management and development 	<ul style="list-style-type: none"> • Results announcement • Annual General Meeting (AGM) • Annual reports • Website at www.envictus-intl.com 	<ul style="list-style-type: none"> • Half-yearly • Annually • Annually • On going
 <p>Employees</p>	<ul style="list-style-type: none"> • Consistent engagement in an area such as remuneration, training, development and career advancement opportunities • Adequate training on food hygiene and workplace safety 	<ul style="list-style-type: none"> • Comprehensive training including on the job training • Offering incentives and recognition for sustainability achievement • Induction and orientation programs • Yearly appraisal for increment and promotion 	<ul style="list-style-type: none"> • On going • On going • As required • Yearly

STAKEHOLDER ENGAGEMENT (CONTINUED)

STAKEHOLDERS GROUPS	ISSUES OF STAKEHOLDER INTEREST AND CONCERN	METHODS OF ENGAGEMENT	FREQUENCY OF ENGAGEMENT
 <p>Suppliers</p>	<ul style="list-style-type: none"> • Receipt of timely payments • Social and environmental responsibility 	<ul style="list-style-type: none"> • Robust procurement system • Correspondence through calls and emails 	<ul style="list-style-type: none"> • On going • On going
 <p>Regulators</p>	<ul style="list-style-type: none"> • Comply with applicable regulations, laws and food safety standards set by the authorities • Compliance with the customer requirement and the export regulation especially for the export market. 	<ul style="list-style-type: none"> • Site visits • Implementation of daily inspection through checklists by admin staff • Mandatory training to raise awareness of requirements and to ensure compliance • Renew the certificate before expiry • Audit checks 	<ul style="list-style-type: none"> • As required • On going • Yearly • Yearly • On required

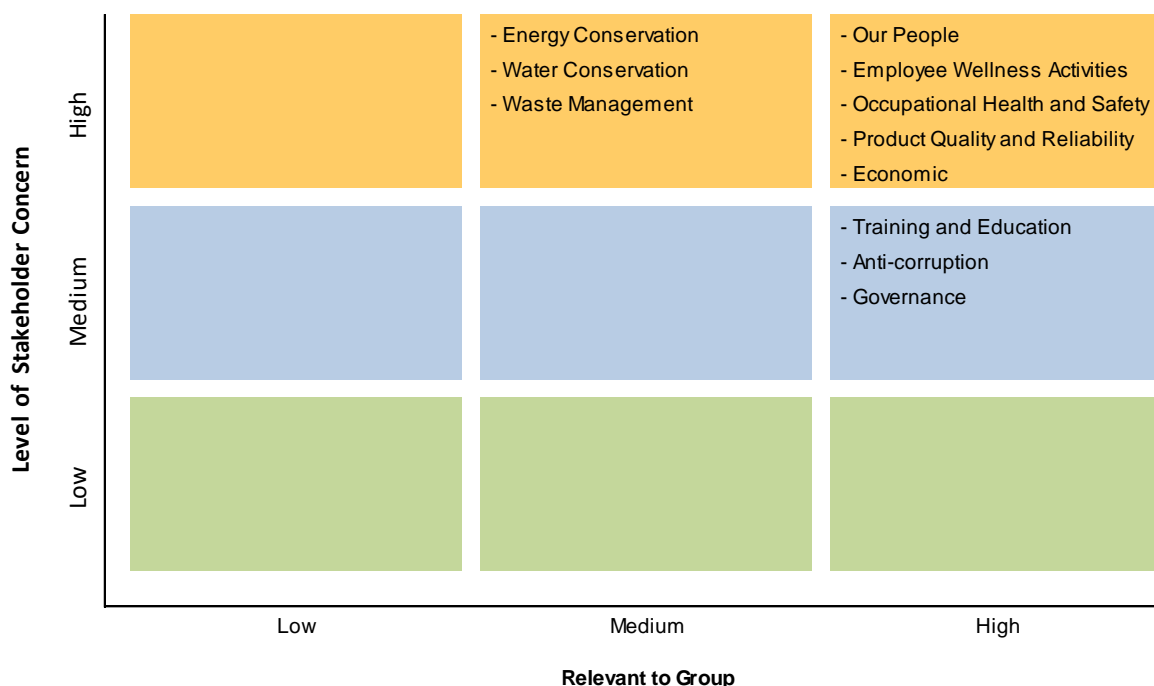
MATERIALITY ASSESSMENT

The Group is committed to creating long-term value for the stakeholders. The sustainability strategy is to assess and manage the most material economic, environmental, social and governance impacts, risks and opportunities arising from the business operations to support the sustainable growth of the business.

Materiality assessment is essential to the sustainability strategy. We performed a peer benchmarking assessment of sustainability-related disclosures to generate a list of potential material matters. Subsequently, each business and department head deliberated and prioritised on the most material sustainability matters.

The sustainability focus areas identified as integral to our business are outlined in the table on the next page.

The Group’s Materiality Matrix



SUSTAINABILITY FOCUS AREAS

SUSTAINABILITY FOCUS AREA	MATERIAL FACTORS	MAPPED GRI TOPICS
Environment	Energy Conservation	Energy
	Water Conservation	Water and Effluents
	Waste Management	Effluents and Waste
Social	Our People	Employment
	Employee Wellness Activities	Employment
	Training and Education	Training and Education
	Occupational Health and Safety	Occupational Health and Safety
	Product Quality and Reliability	Customer Health and Safety
Economic	Economic Performance	Economic performance
	Anti-corruption	Anti-corruption
Governance	Governance	Governance

ENVIRONMENT

(i) ENERGY CONSERVATION

Energy conservation plays an important role in the environment and ways of utilisation of non-renewable resources would also impact the environment. Conservation of electrical energy can help to lessen pollution hence the Group has taken the necessary steps to reduce it.

Pok Brothers

Our Energy Conservation Management Initiative:

- New plant in Pulau Indah has better energy consumption than the Glenmarie plant as it contributed to energy saving of approximately 57,831 Kwh in FY2021 compared to FY2020. This new plant is installed with inverters, has better optimization of cold rooms space and temperature control in cold rooms.
- Replacement with LED lights: Glenmarie factory has been replaced with energy-saving light such as LED to lower electricity costs.
- Operations and maintenance: Perform preventive maintenance in plant to identify for any potential issues and correct it promptly for efficiency and energy saving. These include conducting earthing calibration, power factors, loose wiring or connection.

Perpetual Target	Performance for Financial Year (“FY”) 2021
Continue to replace current lights in Glenmarie plant with LED lights. Targeted to complete all by 2021.	At the end of 2021, we have completed the replacement of lights to LED lights in Glenmarie plant.

Gourmessa

Gourmessa has engaged in electricity conservation to reduce energy consumption. It has shutdown unnecessary usage of electrical appliance in the building in order to reduce electrical consumption. Management also provide a clear definition of energy efficiency to educate production employees not to operate heavy duty machines such as ovens together with cold rooms which consume high energy. This is in order to reduce energy consumption by controlling on the maximum electrical charges from Tenaga Nasional Berhad.

In addition, Gourmessa had synchronized the operation of exhaust fan with oven smoke discharge where the exhaust fan will automatically start running when the sensor senses smoke released from the oven. This will reduce the operation hours of the exhaust fan and energy consumed.

(i) ENERGY CONSERVATION (CONTINUED)

Gourmessa (Continued)

Perpetual Target	Performance for FY2021
Monitoring on the maximum electrical charges from time to time to ensure production follow the Standard Operating Procedures ("SOPs") given and control on the unnecessary electrical appliance usage.	Electrical SOPs are being followed and this has resulted in energy saving by 15.3% or RM172,925.

Texas Chicken (Malaysia)

Restaurants are energy-intensive and operate for long hours. Texas Chicken restaurants in Malaysia are equipped with LED lighting to reduce power consumption by approximately 50% compared with regular fluorescent lights.

Perpetual Target	Performance for FY2021
Continue to use LED lighting for the new outlets opened to reduce power consumption.	The amount of cost saving of 80 stores is RM240,000 as compared to saving of RM222,000 for 74 stores in FY2020.

Motivage

The objective of its energy conservation project is to optimize the energy consumption and promote a greener environment. We upgraded our mixing control system from mechanical magnetic electrical control to inverter control for 4 units mixing transfer pump. This reduced the pump speed during CIP (cleaning in progress). With the speed reduction, it reduced electricity consumption and extended the shelf life of the electrical motor. The project commenced in February 2022.

(ii) WATER CONSERVATION

Motivage

Water conservation is important to protect our water resources. We recycled the condensate water from evaporation process at sweetened condensed milk ("SCM") plant and channelled it for boiler usage. The SCM evaporator process generates water which will be collected and stored by stainless tank with 1500 m3 capacity. We will drain the condensate water from the tank and transfer it to boiler feed water tank. This helped to reduce water usage by the boiler and reduce water discharge to waste water treatment plant. The project commenced in January 2022.

(iii) WASTE MANAGEMENT

We believe proper waste management is essential to develop a nationwide long-term strategy for environmental protection. We also believe it is our responsibility to contribute to this agenda and help promote Malaysia’s Green Technology Master Plan. This has been actively promoted and implemented by the Ministry of Energy, Science, Technology, Environment and Climate Change (“MESTECC”).

We are determined to conduct our business in a responsible manner and aim to reduce the waste generated. We engage with responsible and ethical waste management contractors to ensure proper collection and disposal of the waste generated according to the Department of Energy and a recycle management contractor for all the recyclable items.

Pok Brothers

In an effort to become more sustainable, we are taking appropriate measures to make our premises more eco-friendly with the 3”R” principles.

The success of 3R program could be used to convince stakeholders involved in waste management about the overall benefits of recycling and its influences on social and environment sustainability for promoting and strengthening recycling activities within the organisation.



REDUCE the use of single-use Plastic Bags.

Selangor Government’s initiatives to reduce the use of Single Use Plastic have created awareness among our customers. Customers are using reusable bag and carton boxes for their purchases.



REUSE packaging materials and plastic pallets in our warehouse.

By reusing, we can reduce solid waste disposal and the cost of purchasing packaging materials.



RECYCLE wooden pallets, broken pallets and other packaging materials to minimize solid waste.

Perpetual Target	Performance for FY2021
Reduce solid waste collection by separation of recyclable packaging material	Reduced solid waste collection by 106 trips (83 trips in FY2021 compared to 189 trips in FY2020)
Generate income to company through recyclable materials	Approximately RM12,224 has been collected from the recyclable materials

(iii) WASTE MANAGEMENT (CONTINUED)

Pok Brothers (Continued)

This year, we had generated a total of 24 tons of waste in the form of paper, cardboard, metal and plastic, an increase by 84% compared to FY2020 due to consolidation of recycled items from Glenmarie and Pulau Indah plants and scrap metal from damaged mobile racking, pipes and gutters. 28% of waste comprise of scrap metal whereas balance of 72% comprise of waste generated from carton boxes from incoming shipment, plastic and wooden pallets. Even though the consumption of paper in the office is not much, we strive to reduce our paper consumption by promoting digital reporting of documents and reports in the near future.

With the reduction in solid waste, we have a saving in waste disposal expenses. We have recorded a saving of RM11,000 in waste disposal services in FY2021 compared to FY2020.

Gourmessa

Food Technologist Department helps to develop healthy, halal and safe food for human consumption in Gourmessa. It needs to ensure and control the cleanliness of operation area, machines, equipment and personal hygiene of operator including the visitor, contractor and service provider. Hygiene and cost savings can be carried out in tandem without neglecting any of them.

Gourmessa continues the waste management process on the solid waste to turn trash into cash.

Perpetual Target	Performance for FY2021
Reduce cost and cut solid waste generation by substituting disposable isolation gown with reusable gown.	Change of disposable isolation gown to reusable gown for visitors, contractors and service providers when entering production area since FY2020. No new purchases of reusable gown in 2021 due to low number of visitors. The cost saving for one year is about 60.9%.
Dry waste (e.g. plastic, cardboard, metal, wood and stainless steel) from facilities production are sorted and sold to recycling centre	Total amount earned from October 2020 to September 2021 is RM 1,252.20 for chemical plastic drum. This is an on-going project. We are no longer recycling wood pallet as we are now using reusable plastic pallet. We are also no longer recycling cardboard/carton due to storage and hygiene issue as the waste carton is wet all the time with meat blood which will lead to hygiene and bacteria issue. Therefore, we stop this project to ensure compliance with audit and product quality with best hygiene practice. There were no stainless steel item for recycling from our maintenance side for year 2021.

(iii) WASTE MANAGEMENT (CONTINUED)

De-luxe Food Services

Our Waste Management Initiatives:

- Food waste recycling: food waste is recycled into animal feed instead of sending directly to the landfill. The objective is to reduce food wastage below limit line of 3%.
- Carton waste recycling: carton waste originated from finished goods packaging from various sources eg: damaged carton from production line or warehouse. The objective is to reduce carton waste recycling below limit line of 1.20%.
- Plastic waste recycling: plastic waste originated from production line processes. We aim to reduce plastic waste recycling below limit line of 1.80%.

Perpetual Target	Performance for FY2021
To reduce food wastage below limit line of 3%	Food waste increased by 0.11% due to increase in production level. Overall, the food wastage was still below the limit line of 3%.
To reduce carton waste recycled below limit line of 1.20%	Carton waste recycled slightly lower by 0.66% compared to FY2020. This was due to MCO in FY2020 where production had to repack and relabel finished good into smaller portion for hotel and home assortment. Overall, the carton recycled still below the limit line of 1.20%.
To reduce plastic waste recycled below limit line of 1.80%	Plastic waste recycled slightly higher by 0.008% compared to FY2020 due to increase in production volume. Overall, the plastic recycle still below the limit line of 1.80%.

Texas Chicken (Malaysia)

Our Waste Management Initiatives:

- Forest Stewardship Council (“FSC”) - certified paper packaging: Our boxes and paper cups are made from FSC. This means that the paper has been sourced in an environmentally-friendly, socially responsible and economically viable manner. FSC-certified products go through a “chain of custody” from the forest to the manufacturer to the merchant and finally to the printer.

It also requires a “management plan” that outlines the scale and intensity of logging and renewal operations, in addition to long-term objectives for maintaining the health of the forest.

(iii) WASTE MANAGEMENT (CONTINUED)

Texas Chicken (Malaysia) (Continued)

- During the financial year, we have purchased 22 million (FY2020: 32.2 million pieces) pieces of FSC - certified packaging for our restaurants nationwide. The reduction is mainly due to reduction in dine-in in our restaurants during Covid-19 pandemic.
- Roundtable on Sustainable Palm Oil (“RSPO”) - certified palm oil: The palm oil that we use for frying at restaurants is RSPO – certified. This means that the palm oil producer complies with good agricultural, social and environmental practice, as dictated by the RSPO. During the financial year, our restaurants nationwide used 803,000 kg (FY2020: 798,000 kg) of RSPO certified palm oil.
- Biodegradable plastic bags: We give out biodegradable plastic bags instead of regular plastic bags at our restaurants in the Federal Territories. Biodegradable plastics are proven to be more environmentally-friendly, as they are able to breakdown more quickly when exposed to the elements. During the financial year, we have given out 1.78 million (FY2020: 1.7 million pieces) pieces of biodegradable plastic bags at our restaurants in Federal Territories. The management aims to extend the usage of biodegradable plastic bags to our stores in other states in the year 2022.
- Straws Upon Request Campaign – rolled out the “straws upon request” campaign at all the restaurants in Klang Valley effective January 2019 in support of the government’s initiative in reducing plastic waste. During the financial year, our restaurants have reduced the usage of plastic straws by 25% compared to the usage in FY2020.
- Document Management System (DMS) is a digitalization initiative that has been adopted in Texas Chicken (Malaysia). It is a new methodology of storing documents digitally which helps to reduce physical storage space, file cabinets, boxes and storage bins. This digitalization helped to increase security and productivity. Faster and more efficient document retrieval through the use of DMS eliminated the need of physical document transfers or approval.
- E-Leave and E-Claim have been deployed for Texas Chicken (Malaysia) and this has reduced the need of physical forms to be used. All forms are digitally submitted through Orisoft system. This helped to increase the efficiency of the approval process and also reduced the overall cost of physical forms and logistics to transfer the forms.
- E-Vouchers provides the same benefits as physical vouchers. It provides the convenience to distribute the vouchers as it does not have delivery cost and the need of physical space to store the vouchers. E-Vouchers are easily activated and redeemed. As the battle against Covid-19, social distancing is still being practiced. E-Vouchers are safer because it can be redeemed and distributed through contactless means.
- The last three initiatives listed above had reduced the consumption of paper, therefore helping to preserve our forests.

(iii) WASTE MANAGEMENT (CONTINUED)

San Francisco Coffee

Our Waste Management Initiatives:-

- Continued efforts on Recyclable and Biodegradable products: Adoption of biodegradable bags, recyclable cups, recycling milk cartons, paper and plastic behind the counter.
- Continued efforts in elimination of plastics: Further elimination of plastic single-use items like stirrers and straws to be replaced with wooden and/or biodegradable items and paper-based materials for packaging items like cake boxes, sandwich boxes and takeaway boxes.
- Continued efforts in elimination of plastic straws: No plastic straws are given out in the store unless requested by customers started from January 2019. Zero usage of plastic straws was achieved and biodegradable straws were introduced in FY2020 and continued in FY2021.
- Continued efforts on bringing your own tumbler: RM2 discounts for customers who bring their own tumbler to encourage customers to cut down the usage of paper cup and plastic cups. In FY2020, 4000 pcs of new merch tumblers were introduced to solidify our efforts in encouraging tumbler use over takeaway cups, further reducing usage of paper and plastic cups. In FY2021, there were more than 13,000 units redemption for this discount showing that we are in line with the initial target.
- In FY2020, SF Coffee app was launched with the functions of e-wallet and loyalty program. This is to reduce printing of San Francisco Coffee Best Customer Card (BCC), a physical loyalty stamp card. By introducing the app, we will be phasing out the use of 60,000 pcs of paper-based BCC. This move is continued in FY2021.

Perpetual Target	Performance for FY2021
Zero use of paper-based loyalty card	The objectives were achieved from FY2020 to FY2021 which was to cease the use of paper-based loyalty card. (FY2020: 60,000 pcs of loyalty card were used)
Zero use of normal plastic bags	The objectives were achieved from FY2019 to FY2021 where we started to use biodegradable plastic bags.
Zero use of paper-based coffee sticker	The objectives were achieved in FY2021 where we started to use rubber stamp on our coffee bag.
Safe and efficient packaging	The objectives were achieved in FY2021 where we opt for lower cost and user-friendly merchandise bag, as well as proper lid with colour coding enhancing brand identity.
Provide plant-based options	Marketing and R&D is working closely in FY2021 to opt for best plant-based ingredient taking into consideration zero material wastage.

SOCIAL

(i) OUR PEOPLE

Our people are the key driving force behind our successes and achievements. The Group's total staff count was approximately 2,200 in Malaysia (FY2020: 2,200 in Malaysia). To attract and retain our employees, we provide an equitable and market competitive salary with the inclusion of an attractive benefits package.

It also complies with the local statutory requirements on salary and benefits such as minimum wage order, employees' provident fund, employees' social security and leave provision. Employees are also provided personal accident insurance coverage, hospitalization, and surgical insurance coverage and medical benefits for outpatient treatment.

Employee engagement is the emotional commitment of the employee towards an organization and its goals. Hence we are actively engaging with employees through various channels. Regular communication sessions are held by senior management to encourage an effective flow of information and also to strike a balance with the business goals and objectives through all levels in the organisation.

During the Coronavirus ("Covid-19") pandemic, additional measures have been taken to ensure our employees' health and safety and to create a safe working environment for all employees. These measures include the following:

1. Temperature screening and recording at the office.
2. Ensuring check-in and check-out for anyone visiting the office premise, including visitors.
3. Providing hand sanitisers in the office for employees; and
4. Adopting and encouraging interaction through visual communication platform, such as Microsoft Team or Zoom.

(ii) EMPLOYEE WELLNESS ACTIVITIES

Texas Chicken (Malaysia)

While the pandemic and prolonged lockdowns restricted conventional employee engagement activities, we conducted several initiatives to help create a fun and rewarding workplace for our people.

- **Song cover contest** – as part of the brand's Merdeka campaign, a classic Malay song was rewritten to rally Malaysians to unite in the face of difficulties. Texas Chicken employees were invited to perform their own renditions of this patriotic song and the Top 10 winners received RM100 in cash each.
- **Women's Day contest** – employees were invited to name a Woman who inspires them at Texas Chicken Malaysia, and share the qualities that make this individual an admirable figure. Prizes were given for the best submissions.
- **Putra Brand Awards recognition** – to celebrate winning Silver at the 2020 Putra Brand Awards, Texas Chicken employees were presented with a

(ii) EMPLOYEE WELLNESS ACTIVITIES (CONTINUED)

Texas Chicken (Malaysia) (Continued)

Certificate of Appreciation and Texas Chicken-branded umbrellas as a form of reward for their hard work and contributions.

(iii) TRAINING AND EDUCATION

All employees undergo on-the-job training in the course of their job. The Group offer various career development programs that enable our employees to enhance their skills and capabilities to meet the changing needs of the business. External trainings are provided for crew members on an ad-hoc basis, as and when it is required.

Texas Chicken (Malaysia)

Texas Chicken (Malaysia)'s employee development programmes "Manager-In-Training" ("MIT") provide learning opportunities which is designed to equip them with the relevant operational knowledge and management skills to run the restaurant. An estimated training hours of 19,784 were spent on this program. 47 trainees graduated from MIT program and 10 assistant managers graduated from the 'Leading A Great Restaurant' program. For the previous financial year, 18,100 training hours were spent and 43 trainees graduated.

Among the training and development courses conducted are the Shift Leader Program, Customer Service and Hospitality Class, Station Training, Food Safety Training and Halal Awareness Program. An estimated 7,170 training hours were spent on this program. 14 staff were promoted to Team Trainers and 39 staff were promoted to Shift Leaders in FY2021. For the previous financial year, 3,456 training hours were spent and 4 staff were promoted to Shift Leaders.

We continuously invest in the training and development needs of our people to enable them to achieve their full potential and hone their leadership skills to grow in their careers.

Gourmessa

Production operators play a critical role in ensuring food safety, quality and halal specifications are meet as per customer requirement. Food safety, quality and halal training is positively associated with self-reported changes in work practices and helps to improve overall employee knowledge of food safety, quality and halal.

Gourmessa increase their staff awareness on food safety, halal and quality by annual training given. The training plans are including new staff in orientation program, existing staff with awareness training and advance training (internal audit) for the executive and management level.

Gourmessa also practice in house training modules to refresh workers and spread issues/bulletins of Good Food Safety & Quality Knowledge. The employees were exposed with the current issue including government regulation, customer demand, complaints etc.

(iii) TRAINING AND EDUCATION (CONTINUED)

Gourmessa (Continued)

Perpetual Target	Performance for FY2021
Increase the concern and awareness on food safety, halal and quality of products that can meet government regulation and consumers standard.	Proper training plan for the whole year 2021 which covers the food safety, quality and halal training.
To gain customers trust by following government regulations and standards, apply and maintain to meet the requirements for each certification.	Gourmessa Sdn Bhd was certified with Halal and Veterinary Health Mark (VHM) certification by Department of Veterinary Services. HACCP second audit scheduled on 15 th – 17 th December by SIRIM auditors. As a result of the audit, we received 5 Non-Compliance Report and 14 observations. We are in the midst of preparing documents to reply to the Corrective Action Requests (CARs) and observation within the time frame given of 3 months. After all the CARs and observation are acceptable to the auditors, they will issue us with the SIRIM and HACCP certificate.

Motivage

To ensure employees are skilled and efficient in doing their jobs, the management has taken the initiative by providing opportunities for all employees to improve their personal skills by planning various courses for employees.

Perpetual Target	Performance for FY2021
To ensure all employees are provided with knowledge of food safety, halal and quality of product to meet government regulations and customer satisfaction.	Provide basic training that cover food safety, quality and halal training.

(iv) OCCUPATIONAL HEALTH AND SAFETY

Our employees’ health and safety (“H&S”) are of paramount importance. We recognize that a workplace free of occupational health and safety hazards is essential in enhancing the quality of our products.

Pok Brothers

The Covid-19 pandemic is still ongoing to this day. Pok Brothers management and the H&S team have been continuously educating the staffs on the hygiene practices and how to stay healthy. Top Management also sent staffs to external lab to check for any sign of infections of the virus on ad hoc basis. Besides external lab testing, every week the management also provides in house Covid-19 antigen rapid test kit to all staff for checking. Alongside hand sanitizer & mask has been stationed in most of the areas. Top management have been encouraging all employees to be vaccinated and we are glad to report that all employees have been fully vaccinated.

We had two cases of First Aid treatment and one case of Medical Treatment Injury. We are pleased with this progress as there’s no reports of loss time injury (LTI), disability or fatality. We shall continue the momentum going to ensure employees, visitors and contractors safety are well taken care of.

Perpetual Target	Performance for FY2021
Total recordable injury frequency rate (“TRIFR”) - <2	Two cases – In house First aid treatment One case – MTI
Work-related fatalities (staff, contractors, on-site public) – Zero harm	No LTI or Fatality in 2021
Number of serious harm injuries – Zero harm	No Serious injuries in 2021

Gourmessa

At Gourmessa, Covid-19 infection among staff rose in the month of August 2021 where we recorded 31 cases of Covid-19 positive which is the highest infection rate in FY2021. We continue to comply with the standard operating procedures to prevent the spread of Covid-19 and there are zero new cases reported in the month of October 2021 and November 2021. As of 3rd October 2021, 100% of the employees have received their full jobs.

In order to reduce the risk of road accidents, we have provided reflective safety vest for employees who cycle or walked to work as well as return home. This is to ensure employees who are cycling or walking on the dangerous and busy road can be seen at all times to prevent accidents.

(iv) OCCUPATIONAL HEALTH AND SAFETY (CONTINUED)

Gourmessa (Continued)

Safety and Health Policy in Gourmessa

<p>OCCUPATIONAL SAFETY, HEALTH & ENVIRONMENT</p> <ul style="list-style-type: none"> ➤ Comply with applicable National and International Safety and Environmental Laws and Regulations. ➤ Create and maintain a safe and secure work environment by instilling awareness and responsibility in our employees, contractors and visitors to safeguard their health and to prevent incidental injuries. ➤ Maintain systems and procedures to minimise the impact of operations on the environment and prevent pollution. <p>Encourage our business partners to adopt a food safety, occupational safety, health and environmental policy of equivalent standard.</p> <p>This policy shall be kept at strategic locations and communicated to all employees and interested parties.</p>
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Besides, various audits such as correct SOPs for food handling, food quality, quantity product produce and time management are conducted across departments to ensure that is not only compliant with legal requirements but also match up to industry best practices to produce the best quality of products for our customer satisfaction. Safety and health standard operating procedures have been created to ensure all employees are responsible to follow the requirement of safety rules and safety policy at all times.

We have achieved good performance for FY2021 with no serious accidents that have been recorded in all departments in Gourmessa. Moving forward, we will continue to strive to maintain the high health and safety standards in our workplace.

Perpetual Target	Performance for FY2021
To control and prevent the risk of infection of the coronavirus disease. To promote a safe workplace.	Throughout the year, August 2021 has the highest infection rate of Covid-19 where we recorded 31 cases of Covid-19.
Rider and walker road safety	No major accident in FY2021

(iv) OCCUPATIONAL HEALTH AND SAFETY (CONTINUED)

Motivage

Occupational safety and health are one of the important elements emphasized by the company in ensuring that employees are healthy and safe to continue working. Therefore, the company has planned various activities to meet the requirements set by the authorities.

During the Covid-19 pandemic, management ensured that all employees perform an in house Covid-19 rapid test every two weeks and the results are kept for record. Throughout 2021, the number of Covid -19 cases in this company is low at only 7.5%.

We also promote the importance of vaccination as well as encourage the uptake of booster vaccines for all employees and ensure that all employees are fully vaccinated. Vaccine uptake data is also uploaded into the MITI webpage for compliance purposes.

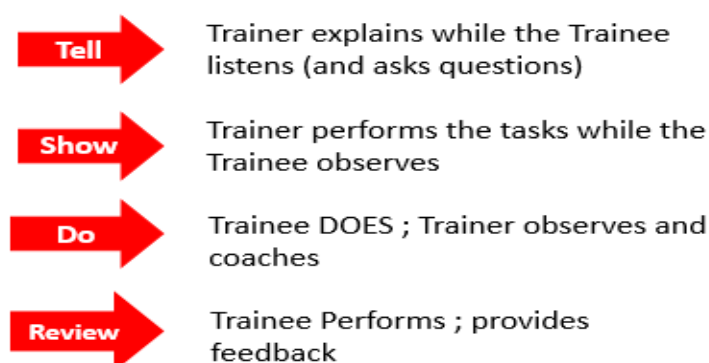
Perpetual Target	Performance for FY2021
Increase the concern and awareness on safety and health in work place.	Noise Risk Assessment was successfully done on 24 th November 2021.
To conduct Chemical Health Risk Assessment, to comply with DOSH requirement.	Audiometric Test for all employees was done on 30 th December 2021.

Texas Chicken (Malaysia)

Under Texas Chicken (Malaysia)'s 'Pathway To Excellence' program, all employees are required to be fully trained in the following mandatory categories:

Orientation	Typhoid Jab, Uniform, Hygiene, etc
Food Safety	Handwashing, Temperatures, Storage, Cooking, etc
Cleaning and Sanitation	Cleaning equipment and detergents, correct cleaning procedures, etc
Safety and Security	Personal Security, Robbery Procedures, Restaurant opening and closing procedures, etc

Employees are trained by certified trainers using the Four Steps Learning Process:



(iv) OCCUPATIONAL HEALTH AND SAFETY (CONTINUED)

Texas Chicken (Malaysia) (Continued)

- To mitigate the impact of the Covid-19 pandemic, some of the actions taken by the company to protect our employees are as follows:
 - Spent RM45,000 to vaccinate 226 employees under the Selangor Vaccination Program (SELANGKAH) and the Retail Industry Vaccination program (RIVAC) to help expedite the vaccination for the F&B industry frontliners.
 - Restaurant frontliners were equipped with face masks and face shields.
 - Remote working was implemented for office staff.

De-luxe Food Services

De-luxe Food Services emphasises on the importance of creating a workplace that is safe, secure and free from harassment, intimidation, threats and violence. Measures are in place to prioritise safety and provide a working environment which is free from accidents.

As per our engagement with employees:

- All employees undergo a series of in-house training modules and Internal Training modules to equip staff with basic knowledge in food hygiene and workplace safety before commencement of work
- Conduct performance evaluations and give rewards for exemplary performance
- Conduct focus groups with employees via company-wide engagement survey to gather employee feedback
- Review meetings with supervisors and managers across divisions

San Francisco Coffee



In accordance with government target to achieve herd immunity, San Francisco Coffee has arranged a vaccination program via SelVAX for all staff where they obtained 2 doses of Sinovac vaccine. This is a vital move to ensure protection of our employees against the spread of Covid-19 as well as to provide safe business environment to the community. San Francisco Coffee had spent RM37,000 for 110 employees in FY2021 for this program.

(v) PRODUCT QUALITY AND RELIABILITY

Gourmessa

We work to rigorous standards to ensure nothing but the best reach our clientele. Gourmessa is guided by a quality assurance manual that incorporates HALAL, HACCP and we are audited annually to ensure that we meet regulatory requirements. We also maintain a quality assurance process in which products are inspected to ensure only the highest standard of meats are produced. Detailed monitoring and documentation are carried out for goods received, process monitoring, dispatch, product traceability, and hygiene. During the year, we achieved our Veterinary Health Mark (VHM) certification from Department of Veterinary Service (DVS). This will enhance our business by export of our products to other countries.


Summary of Certification/License/Approval

CERTIFICATE/LICENCE/APPROVAL	AUTHORIZED BODY
MANUFACTURING LICENCE	MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY OF MALAYSIA (MITI)
HALAL 	JABATAN AGAMA ISLAM SELANGOR(JAIS)/JABATAN KEMAJUAN ISLAM MALAYSIA (JAKIM)
VHM (Veterinary Health Mark) 	DEPARTMENT OF VETERINARY SERVICES (DVS)

Motivage

In Year 2020, Motivage Sdn. Bhd. has set up an Internal Halal Committee to develop Halal Assurance System. This led to Jakim awarding Halal Certificate to Motivage Sdn. Bhd in Year 2021. Motivage Sdn. Bhd. is committed to adhere to Halal requirement and guideline set by JAKIM. In addition to this, Motivage Sdn. Bhd. has formed an internal food safety team in Year 2021 and developed food safety management system to ensure that all product manufactured by the company meet food safety and Halal requirement.

Summary of Certification/License/Approval



CERTIFICATE/LICENCE/APPROVAL	AUTHORIZED BODY
MANUFACTURING LICENCE	MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY OF MALAYSIA (MITI)
HALAL 	JABATAN AGAMA ISLAM SELANGOR(JAIS)/JABATAN KEMAJUAN ISLAM MALAYSIA (JAKIM)

v) PRODUCT QUALITY AND RELIABILITY (CONTINUED)

De-luxe Food Services

De-luxe Food Services is a manufacturer of premium frozen bakery products. We currently market our products to hotels, restaurants, cruise ships, bakeries, international restaurant chains, off-shore rigs and airlines. As an ISO, HACCP (Hazard Analysis and Critical Control Point) and Halal certified company, it is certain that our products and services are safe, reliable and of excellent quality.

Summary of Certification/License/Approval

CERTIFICATE/LICENCE/APPROVAL	AUTHORIZED BODY
<p>MANUFACTURING LICENCE</p>	<p>MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY OF MALAYSIA (MITI)</p>
<p>HALAL </p>	<p>JABATAN AGAMA ISLAM SELANGOR(JAIS)/JABATAN KEMAJUAN ISLAM MALAYSIA (JAKIM)</p>
<p>HACCP  (Hazard Analysis and Critical Control Point)</p>	<p>FOOD SAFETY & QUALITY DIVISION, MINISTRY OF HEALTH (MOH)</p>
<p>ISO 22000: 2018</p>	<p>FOOD SAFETY MANAGEMENT SYSTEM</p>
<p>(FSSC) 22000 (Food Safety System Certification)</p>	<p>SGS UNITED KINGDOM LTD</p>

(v) PRODUCT QUALITY AND RELIABILITY (CONTINUED)

Texas Chicken (Malaysia)

As a testament to its commitment towards ensuring the best practices and creating a conducive work environment where its employees can thrive in, Texas Chicken (Malaysia) received the following two recognitions for its quality performance throughout all restaurants in the region during FY2021:-

(i) Putra Brand Awards 2021

The Putra Brand Awards, organised by the Association of Accredited Advertising Agents Malaysia, celebrated its 12th edition by presenting 162 awards in 24 categories to 156 of Malaysians' favourite brands.

Texas Chicken Malaysia received a Silver award in the Restaurants & Fast Food Category from Putra Brand Awards 2021. This is the third time that Texas Chicken Malaysia has been voted as a recipient of this prestigious award, which positions it as one of the leading brands in the Quick-Service Restaurant industry.



Putra Brand Awards 2021 – Silver award on Restaurants & Fast Food Category

(v) PRODUCT QUALITY AND RELIABILITY (CONTINUED)

Texas Chicken (Malaysia) (Continued)

(ii) Graduates Choice Awards 2021/2022

Texas Chicken Malaysia has been voted as one of the “Top 5 Most Attractive Graduate Employers To Work For” in the Fast Food Chain category of the Graduates’ Choice Award 2022.

The Graduates’ Choice Award recognises outstanding organisations that demonstrate exceptional employer branding within Universities across Malaysia, and the winners are voted by university students in the country.



Graduates Choice Awards 2021/2022 – Top 5 in the Fast Food Chain category

ECONOMIC

(i) ECONOMIC PERFORMANCE

The Group believes that focus on financial sustainability is critical and we are fully committed to the highest standards of corporate governance. The Group's basic principle is that long-term profitability and shareholders' value is ensured by taking into account the interests of all stakeholders, such as shareholders, employees, suppliers and society as a whole. For detailed financial results, please refer to pages 20 and 21 for our Financial Highlights and pages 51 to 151 for our Financial Statements in our Annual Report 2021.

(ii) ANTI-CORRUPTION

We do not tolerate corruption in any form. This has been made clear to all of the Group's directors, officers, employees and external suppliers and business partners. Dedicated whistleblowing hotline using email was set up so that anyone wanting to report any business ethics issue can do so confidentially. Any report of corruption will be escalated to the attention of the Audit Committee ("AC"). There have also been no reported incidents of corruption during the reporting period.

GOVERNANCE

The Board and the Management commit to the best practices of corporate governance to ensure the sustainability of the Group's operations. We believe that the constant drive to upkeep corporate excellence will allow us to establish a more transparent, accountable and equitable system, thereby increasing the value of the Company and the value to our shareholders. Throughout FY2021, we continue to adhere to the principles and guidelines set out in the Code of Corporate Governance 2018. Please refer to the Annual Report 2021 pages 31 to 49 for the details of the Group's Corporate Governance Report.

GRI CONTENT INDEX "IN ACCORDANCE" - CORE		
GRI STANDARD	DISCLOSURE	PAGE NUMBER(S)
GRI 101: Foundation 2016 (GRI 101 does not include any standards)		
General Disclosures		
GRI 102: General Disclosures 2016	Organisational Profile	
	102-1 Name of the organisation	Envictus International Holdings Limited
	102-2 Activities, brands, products, and services	Annual Report (AR) 2-5
	102-3 Location of headquarters	AR 67
	102-4 Location of operations	AR 2-5
	102-5 Ownership and legal form	AR 67
	102-6 Markets served	AR 12-18
	102-7 Scale of the organisation	AR 2-5, SR 18
	102-8 Information on employees and other workers	AR 18, SR 18
	102-11 Precautionary principle or approach	Envictus supports the intent of the Precautionary Principle, but has not expressed a specific commitment.
Strategy		
	102-14 Statement from senior decision-maker	SR 2
Ethics and Integrity		
	102-17 Mechanisms for advice and concerns about ethics	AR 31-49
Governance		
	102-18 Governance structure	AR 31-49
Stakeholder Engagement		
	102-40 List of stakeholder groups	SR 6-8
	102-42 Identifying and selecting stakeholder engagement	SR 6-8
	102-43 Approach to stakeholder engagement	SR 6-8
	102-44 Key topics and concerns raised	SR 6-8
Reporting Practice		
	102-45 Entities included in the consolidated financial statements	AR 24
	102-46 Defining report content and topic boundaries	SR 3
	102-47 List of material topics	SR 9-10
	102-50 Reporting period	SR 3
	102-51 Date of most recent report	25 February 2021
	102-52 Reporting cycle	Annual
	102-53 Contact point for questions regarding the report	SR 3
	102-54 Claims of reporting in accordance with the GRI Standards	SR 3
	102-55 GRI content index	SR 31-33

GRI CONTENT INDEX "IN ACCORDANCE" - CORE		
GRI STANDARD	DISCLOSURE	PAGE NUMBER(S)
	Economic performance	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	AR 20-21
	Anti-corruption	
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundaries	SR 9-10
	103-2 The management approach and its components	SR 9-10, SR 29
	103-3 Evaluation of the management approach	SR 29
	Energy	
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundaries	SR 9-10
	103-2 The management approach and its components	SR 9-10, SR 11-12
	103-3 Evaluation of the management approach	SR 11-12
GRI 302: Energy 2016	302-4 Reduction of energy consumption	SR 11-12
	Water and Effluents	
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundaries	SR 9-10
	103-2 The management approach and its components	SR 9-10,
	103-3 Evaluation of the management approach	SR 12
	Effluents and Waste	
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundaries	SR 9-10
	103-2 The management approach and its components	SR 9-10, SR 13-17
	103-3 Evaluation of the management approach	SR 13-17
GRI 306: Effluents and Waste 2016	306-2 Waste by type and disposal method	SR 13-17
	Employment	
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundaries	SR 9-10
	103-2 The management approach and its components	SR 9-10, SR 18-19
	103-3 Evaluation of the management approach	SR 18-19
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	SR 18-19

GRI CONTENT INDEX "IN ACCORDANCE" - CORE		
GRI STANDARD	DISCLOSURE	PAGE NUMBER(S)
	Training and Education	
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundaries	SR 9-10
	103-2 The management approach and its components	SR 9-10 SR 19-20
	103-3 Evaluation of the management approach	SR 19-20
GRI 404: Training and Educations 2016	404-2 Programs for upgrading employee skills and transition assistance programs	SR 19-20
	Customer Health and Safety	
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundaries	SR 9-10
	103-2 The management approach and its components	SR 9-10, SR 25-28
	103-3 Evaluation of the management approach	SR 25-28
	Occupational Health and Safety	
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundaries	SR 9-10
	103-2 The management approach and its components	SR 9-10, SR 21-24
	103-3 Evaluation of the management approach	SR 21-24
GRI 413: Occupational Health and Safety 2016	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	SR 21-24