

TRANSFORMING



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TRANSFORMING

FOR A **BETTER** AND
BRIGHTER FUTURE



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ABOUT THIS REPORT

Continuing from the previous financial year's corporate accountability report, this bridging report features a condensed version of the Group's non-financial performance for FY19/20 (ending June 2020).

For readers seeking to gain a deeper and greater understanding of the Group's sustainability and operational performance, it is recommended that this bridging report be read together with the FY18/19 Corporate Accountability Report, which is an externally assured report prepared in accordance with the 'GRI Standards: Core Option' reporting framework.

This report is compiled in consultation with internal stakeholders across the organisation to gather information and input on areas specific to their areas of business, work or function. It is reviewed by the Head (HSE, Security & Sustainability) and endorsed by the Senior Management Team.

For any questions on this report or to request a copy of our financial statement, please channel them to corpcomm@pseraya.com.sg.

The FY19/20 figures in this report are compared with the previous financial year unless otherwise indicated.

RESTATEMENTS

There are no restatements from the previous FY's report.



TRANSFORMING POSSIBILITIES TODAY



TRANSFORMING POSSIBILITIES TODAY



INTO REALITIES TOMORROW

What does it take to translate possibilities into opportunities? Driven by our aspiration to fuel a more sustainable future, we drive our people to challenge the status quo and embrace innovation.



CORPORATE OVERVIEW

Name
YTL PowerSeraya Pte. Limited

Corporate Office
450 Alexandra Road #01-01
Singapore 119960

Primary Services

-  Electricity Generation
-  Utilities Supply (Steam, Water)
-  Electricity & Gas Retailing
-  Oil Storage Tank Leasing Retailing
-  Fuel sourcing, fuel management and fuel-related services
-  Oil Trading & Bunkering

Ownership
YTL PowerSeraya Pte. Limited. is a wholly owned subsidiary of YTL Power International Berhad.

Countries of Operation
Singapore

Markets & Sectors Served
Singapore & Electricity

Employees



Headcount
305



Full-Time
100%



Male
75.1%



Female
24.9%



Covered by Collective Bargaining
41.7%



Non-shift Staff on Flexi-start Arrangement
30.5%



Local Composition of Senior Management
100%



CORPORATE OVERVIEW

Who We Are

YTL PowerSeraya Pte. Limited (YTL PowerSeraya) is a wholly-owned company of YTL Power International Berhad, which is listed on the Bursa Malaysia Berhad (previously known as Kuala Lumpur Stock Exchange). YTL PowerSeraya owns and manages power generation and desalination plant assets in Singapore. The company's vision is to be the leading provider of integrated utilities and energy solutions for a sustainable future. The YTL PowerSeraya Group is supported by two wholly subsidiaries, PetroSeraya Pte. Ltd (PetroSeraya) and Seraya Energy Pte. Ltd (Seraya Energy) – together, the three entities are known as the Group in this report.

PetroSeraya is the fuel management and oil storage tank leasing arm of YTL PowerSeraya. It owns and manages the oil terminal and oil tank farm assets on Jurong Island, Singapore. In addition, it sources and secures fuel supplies for the power generation business of YTL PowerSeraya. Its main revenue stream consists of oil storage tank leasing and blending activities.

Seraya Energy is the electricity retail arm of YTL PowerSeraya. With the liberalisation of the electricity market, YTL PowerSeraya consolidated its business and retail portfolio under its consumer facing brand, Geneco. Its main revenue stream includes the sale of electricity and gas to commercial, industrial and residential customers.



External Charters & Membership

External Charters

Signatory to the 5 Principles of Fair Employment Practices subscribed by the Tripartite Alliance of Fair & Progressive Employment Practices, Singapore

Founding member of World Energy Council, Singapore Chapter Activities

Membership

Sustainable Energy Association of Singapore

CORPORATE OVERVIEW

YTL PowerSeraya’s CSR Strategic Thrusts

CSR Vision

To promote a positive and sustainable environment as well as to improve our social contribution to the community in which we operate.

Our CSR Thrusts

Through five thrusts under the CSR strategy, which are in line with what’s material for the company, we seek to build confidence amongst our stakeholders in realising our vision. All thrusts contribute towards building up our financial, social and natural capital.



Invest in Green Capabilities

To embrace cleaner energy solutions and in doing so, develop greener capabilities for a sustainable future.



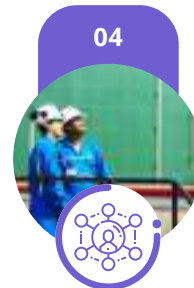
Incorporate Greenhouse Gases in Management Agenda

To publicly report the emissions and initiatives tied to greenhouse gases (GHG) in our operations and practices. Besides being transparent in our operations, this public disclosure keeps the improvement of our GHG performance in mind.



Build Strategic Partnerships

To leverage on one another for ideas, solutions and growth. We recognise the need to develop strong partnerships with key stakeholders.



Nurture Human Capital

To continue building our human capital. More than just developing our employees to build economic performance, it is also about creating a culture that embraces the sustainability mindset.



Grow with the Community

To engage in initiatives with a common social mission, as these efforts resonate with our company’s core values of nurture and respect.

SDG Relevance



Material to Us

Climate Change, Fuel Supply, Water Supply

Competent Workforce, Health & Safety, Equal Opportunity, Inclusiveness

What is material to us

UN Sustainable Development Goals (SDG)

- 3 GOOD HEALTH AND WELL-BEING
- 8 DECENT WORK AND ECONOMIC GROWTH
- 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
- 10 REDUCED INEQUALITIES
- 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
- 13 CLIMATE ACTION
- 17 PARTNERSHIPS FOR THE GOALS

Climate Change (Energy & GHG Emissions)

Main Stakeholders

- Customers
- Government
- Suppliers

Health & Safety

Main Stakeholders

- Employees

Fuel Supply

Main Stakeholders

- Gas Suppliers

Water Supply (Water Withdrawal & Use)

Main Stakeholders

- Customers

Competent Workforce (Skilled Workers)

Main Stakeholders

- Employees
- Customers

Equal Opportunity, Inclusiveness (Market Presence, Procurement Practices)

Main Stakeholders

- Employees

CHAIRMAN'S MESSAGE



Year in Review

The wholesale electricity market continued to see intense competition due to the oversupply in generation capacity. For the financial year under review, YTL PowerSeraya sold 8,028 GWh of electricity, while generation market share saw a decrease of 2.5% as compared to the last financial year.

YTL PowerSeraya's electricity retail brand, Geneco, held a market share of 13.3%* for FY19/20 in the electricity retail market, comprising customers from the residential, commercial and industrial sector.



8,028 GWh
of electricity sold for FY19/20

“Regardless of the challenges, our focus has always been on working towards providing a sustainable energy future. As a Group, we are on a never-ending pursuit to ensure our business operations are not only run in an environmentally sustainable way but also in the most viable way possible.”

The Year of Constant Change

The year 2020 posed challenges to many businesses, as the COVID-19 pandemic continued to disrupt economic activities. Even then, YTL PowerSeraya continued to power the Nation, upholding their best to serve homes and industries in providing the essential lights needed to fuel their daily activities despite this 'dark' period.

Last year, I mentioned how the global shift towards renewable and cleaner energy has been taking place at a rapid rate. More so now, the course to a low carbon world is set to accelerate like never before, as the repercussions of climate change present itself with fury – seen over the rising number of earthquakes, volcanic eruptions, pandemics and other high-impact events.

Regardless of the challenges, our focus has always been on working towards providing a sustainable energy future.

As a Group, we are on a never-ending pursuit to ensure our business operations are not only run in an environmentally sustainable way but also in the most viable way possible.

The COVID-19 situation had no doubt affected our business operations. Yet, the company's priorities this year remain clear –taking additional steps to ensure the utmost safety of our employees, while providing reliable and efficient energy services to our customers round the clock.

At the same time, I am proud of the support provided for the wider community, in view of the impact of COVID-19 on individuals and businesses. Through our electricity retail brand, Geneco SG, we provided assistance by way of energy rebates to our community engagement partner, ComCrop who owns and operates the largest rooftop urban farm in the city state.

* calculated based on retail volume as a percentage over total system demand.

CHAIRMAN’S MESSAGE

“I would like to give my sincere thanks and gratitude to all the Directors, the Senior Management and the YTL PowerSeraya staff members for their continued dedication and support for the Group.”

Gratitude and Appreciation

This year has not been an easy one for all of us, especially for YTL PowerSeraya’s leaders. Yet I firmly believe that with the concerted efforts from all of us in the company, we will be able to emerge stronger post-COVID-19.

Here, I would like to give my sincere thanks and gratitude to all the Directors, the Senior Management and the YTL PowerSeraya staff members for their

continued dedication and support for the Group.

My deepest thanks to all of you for staying united and strong for one another during this challenging period. As we seek to gradually resume pre-COVID-19-level operations, I urge all of us not to let down our guard. Do continue taking all necessary measures to ensure one another’s safety.

Last but not least, my heartfelt appreciation also goes out to all our customers, business partners as well as the Union of Power and Gas Employees (UPAGE) for their valuable partnership with the Board and Management.

Thank you and God bless all of you.

TAN SRI DATO’ (DR) FRANCIS YEOH SOCK PING
PSM, KBE, FICE
Executive Chairman



CEO'S MESSAGE



Sustainability

The Group's sustainability performance continues to track well, registering 3.51 mil tCO₂e (tonnes of carbon dioxide equivalent), a decrease from 3.59 mil tCO₂e in FY18/19, the lowest Greenhouse Gas (GHG) emissions recorded since we started tracking GHG emissions



35.4%

(from 2005 levels)

Reduction in GHG Intensity arising from power plant operations in FY19/20



BizSAFE Star Level
awarded

Group's Overview

FY19/20 turned out to be one of the most challenging year not only for us, but every other industry in the world. COVID-19 had led to many trends and changes, especially in the area of digitalisation and globalisation. This has been challenging at all levels, as businesses and individuals adapt to the challenges of this period.

from power stations since 2002. The reduction of our GHG intensity by 35.4% achieved from power plant operations in FY19/20 allowed us to contribute significantly to Singapore's climate change target, of which is to reduce emissions intensity by 36% (from 2005 levels) by 2030.

Our company remains committed in driving a more efficient and sustainable energy landscape for the Nation. Our main focus will be on maintaining the efficiency of existing aging power plants, which will be key to drive GHG reductions further to meet Singapore's climate change targets. Power plant reliability also improved with fewer plant trips compared to the previous financial year. Plant reliability remained at a high level, despite the onset of COVID-19 – a commendable achievement by staff members, in collaboration with service partners.

Safety

Safety remained key, with zero work-related injuries and COVID-19-infections among employees in FY19/20. We are also proud awardees of the bizSAFE Star Level, a validation of the company's workplace safety and health capabilities.

The COVID-19 pandemic tested the effectiveness of our company's business continuity plans. Two back-to-back plant maintenance activities were rigorously and carefully planned to ensure that essential OEM personnel and contractors were still available to carry out scheduled maintenance work amidst the pandemic situation.

Safety is not a one-man job, but one that needs everyone's collective efforts. To encourage everyone to play an active role, a company-wide initiative focusing on reporting of safety and operational near-misses was launched.

CEO'S MESSAGE



“This has not been an easy year. However, I am truly grateful to our staff in YTL PowerSeraya, who showed grit and unity to take on challenges, especially when change has always been the only constant.”

Community

Within our wider community, we have launched several outreach initiatives to support, educate and to engage consumers on climate change action and help them through these challenging period. Our electricity retail brand, Geneco, distributed 1,000 meals and 15,000 face masks in a collaboration with its ChangemakersSG partners, FoodBank and REFASH, respectively.

Other community engagement activities included the Responsible Energy Advocates Programme (REAP) and the Punggol Learning Adventure for Youths (PLAY) which sought to educate more than 270 youths on energy and water conservation.

Colleagues' Appreciation

This has not been an easy year. However, I am truly grateful to our staff in YTL PowerSeraya, who showed grit and unity to take on challenges, especially when change has always been the only constant.

For that, I am proud of everyone, and am appreciative for their efforts pulled through even as working from home posed its own set of challenges. Many thanks go to our Board of Directors and Senior Management Team as well for their unwavering support to the company. In addition, I would like to extend my sincere appreciation to our customers, business partners and UPAGE (Union of Power and Gas employees).

As we move forward together to take on the headwinds of change, we continue our journey to adapt in unity. With your support, YTL PowerSeraya will continue to stand strong, to protect and to serve in the best interest of our employees, our customers and our partners – integral pillars that will continue to empower us every step of the way as we seek to transform for a brighter and better sustainable energy future.

JOHN NG

Chief Executive Officer
YTL PowerSeraya

GOVERNANCE

Fraud Risk Management

As part of the fraud risk management, the Enterprise Risk Management team conducted the Spent Risk Analysis (SRA) as well as an audit of the IT related transactions. Both audits, which covered the company operations of the 3 sites (Corporate office, Pulau Seraya Power Station and Jurong Power Station) did not find any incidence of fraudulent transactions.

The SRA involved the internal audit of the procurement and payments processes to ascertain that there was no unauthorised transactions such as duplicate payments and invoices billed before purchase orders raised.

The internal audit of IT related transactions sought to determine if there were any unauthorised IT requests or release management of IT systems (e.g. billing systems, CRM and trading systems) that would have financial implications or impacts on customers.

Data Breaches

In FY19/20, the company experienced 2 cases of data security breaches (in July 2019 and May 2020) involving customer information. Both breaches were immediately reported to the Personal Data Protection Council (PDPC). In the 27 July 2019 data security incident, 387 email addresses were inadvertently included in the 'To' field instead of the 'bcc' field of the email.

A Data Breach Management Response Team was set up to address further such breaches of the PDPA and also to look into enhancing existing processes to prevent personal data breaches. In the May 2019 data security incident, personal details of 3 customers were accidentally shared with another customer.

A rigorous review of data protection guidelines and procedures was conducted to maintain a high standard of data protection. For both incidents, PDPC issued warnings but took no further action.

YTL PowerSeraya is committed to maintaining a high standard of corporate governance.



Governance

- Fraud Incidences : **Zero**
- Market Breaches : **Zero**
- Environmental Violations : **Zero**
- Data Security Breaches : **2**



For more details, please refer to the Governance section in YTL PowerSeraya's website <https://ytlpowerseraya.com.sg/sustainability/governance/>

TRANSFORMING CURRENT CHALLENGES



TRANSFORMING

CURRENT CHALLENGES

INTO NEW OPPORTUNITIES

The world we live in may be a fast-changing one. But our capabilities have the potential to set us apart from the competition, as well as empower our growth as a leading integrated energy solutions provider. By seeing every challenge as an opportunity to strengthen our abilities and sharpen our focus, we stay agile and ready to navigate challenging landscapes and seize rising opportunities.



GROUP PERFORMANCE

Geneco, YTL PowerSeraya's Retail Brand

YTL PowerSeraya's retail brand, Geneco, held a market share of 13.3%* for FY19/20 in the electricity retail market, comprising of customers from the residential, commercial and industrial sector. Correspondingly, sales volume was 6,581GWh for the financial year ended 30 June 2020.

In addition to electricity retail, Geneco boasts multiple product offerings, which encompasses gas and steam supply, to provide its commercial and industrial customers with a comprehensive business solution. The integrated energy retailer also continues to explore new business opportunities to complement the Group's revenue streams.

Its first solar project, housed in Pulau Seraya Power Station, had supplied 100% locally generated solar power. This further enabled Geneco to issue Renewable Energy Certificates (REC) to residential and commercial customers, helping them do their part for the environment. Together with Geneco's Verified Carbon Unit (VCU) offerings, Geneco is able to

validate the use of green energy and offset greenhouse gas emissions for its customers. Since the launch of Geneco's green energy options, there had been a steady increase in the number of residential, commercial and industrial customers who chose Geneco to be their preferred sustainable energy provider.

Geneco remains committed to being more than just an electricity retailer, constantly seeking ways to equip their customers with industry trends and latest energy solutions, and delivering excellent service and value to its consumers.

Power Generation Group

For the financial year under review, YTL PowerSeraya sold 8,028 GWh of electricity, while generation market share saw a decrease of 2.5% as compared to the last financial year. In addition to intense competition due to an oversupply in generation capacity in the wholesale electricity market, Singapore had implemented 'Circuit Breaker' preventive measures in response to the COVID-19 pandemic since 7 April till 1 June. This saw the Nation's electricity demand dip, as

public premises and workplaces for non-essential services face closure to curb the spread of the infection.

Major milestones achieved by the Power Generation Group included the timely completion of the major and minor maintenance inspection activities on its combined cycle and co-generation power plant units.

Overall plant performance for these units has shown significant improvements with a higher reliability and availability percentage improvement of 0.7% and 1.4% as compared to the previous year in the same period. Reliability improvement will continue to be the key focus to ensure the generating units operate with high reliability.

The Group continued to emphasise on maintaining high standards in quality, environmental, health and safety as well as cyber security management systems. Re-certifications of ISO9001, ISO14001, ISO45001 and ISO27001 were also successfully completed during the year.

* calculated based on retail volume as a percentage over total system demand.



13.3%*
market share
for FY19/20



6,581GWh
Sales volume
in FY19/20



8,028 GWh
of electricity sold



0.7%, 1.4%
reliability and
availability
percentage
improvement
in plant
performance

GROUP PERFORMANCE

Fuel Management

PetroSeraya, the Group's Fuel Management arm, managed to pull in a steady performance despite prevailing challenges in the oil industry and the COVID-19 pandemic, which reflects the global economic situation.

The company handled 7.67 million metric tonnes of fuel oil and diesel. The number of berthings for bunkering and cargo vessels saw 656 vessels berthed at the terminal in FY19/20, compared to 1,086 vessels the year before, with an average berth utilisation rate of 33.2%.

The figures are lower mainly due to challenging economic conditions. Going forward, the team will continue to focus on strengthening the tank leasing and fuel management activities, as well as look into optimising its jetty and oil terminal operations to strengthen its jetty and oil terminal performance.

Technology Group

In FY19/20, the team executed a planned migration to using the Microsoft Office365 platform to better support staff collaboration and digitisation. This came about as the Company had already set in the wheels of its transformation journey in motion, to better meet current and future business opportunities.

This latest move encouraged an increased digital adaption and virtual collaboration within the organisation, which resulted in more than 8,500 online meetings conducted, 15,000 messages sent across-the-board and

5,500 calls made virtually, for the financial year ended 30 June 2020.

The new platform, which went live since 31 March 2020, also motivated staff contribution from the various groups towards the adoption of the digital platform, and enabled the creation of the Generation Technology Information Library (GENTIL), a centralised Library of Power Generation Data Information, which Power Generation staff could access with ease on-the-go.

With the COVID-19 situation, employees adapted quickly and adopted the new technology platform to cope with the sudden need for remote working. The timely completion of the migration to Microsoft Office365 platform enabled employees to collaborate and support each other effectively even while working from home during the Circuit Breaker period.

The team also partnered with the Human Capital department by holding virtual training sessions to train and equip all staff with the required technical skills to navigate the system.

Going forward, the team will also look to focusing and amplifying employee adoption in the areas concerning digitisation and automation, as well as cybersecurity. Data analytics technologies to help enhance the company's value chain orchestration will also be a key focus, to be developed through the various groups, enabling employees to make more informed business decisions with higher efficiency and added precision.



7.67 million metric tonnes of fuel oil and diesel handled in FY19/20



>8,500 online meetings conducted in FY19/20



Launched **Generation Technology Information Library (GENTIL)** on 31 March 2020



GROUP PERFORMANCE

Driving People Transformation

To better prepare for future challenges and a rapidly evolving business climate, the Company embarked on its transformation journey to foster a success-oriented and growth mindset throughout the organisation.

Striving for excellence in its people and operations, the Company set out to build new leadership capabilities, starting from the top. Over the past financial year, the senior and middle management teams were placed in a leadership development programme that would continue into the next financial year. The flagship programme served to help senior leaders and people managers learn new leadership competencies to bring out the best in their teams. In addition to leadership capacity and culture building, the investment would help forge collaborative ways of working across functional boundaries and value chains, strengthening camaraderie.

Complementing leadership development, succession management continued to be the top leadership agenda as part of the company's workforce renewal plan over the next 10 years. In addition to building bench strength for senior leadership and management levels, efforts would be stepped up to build the pipeline to replace retiring engineering personnel, leveraging

on the government-funded SGIS and EIS scholarships, internships and the latest Skillsfuture Work-Study and SGUnited Traineeship programmes.

To ensure competency development of new hires and transfer of knowledge from retiring employees, a new Learning & Growth department had been set up to leverage in-house technical experts as

trainers, which would drive the upskilling of the engineering workforce. In addition, the rise of online trainings by training providers had been made readily available due to the COVID-19 pandemic, which saw the Company's planned physical training sessions and workshops converted to online ones. This global shift

in education had enabled an influx of training and upskilling sessions to be facilitated remotely on digital platforms.

At the industry level, the Company had also joined hands with other industry partners including Singapore Institute of Power & Gas (SiPG) to optimise economies of scale in building up the technical competency of our workforce.



ENVIRONMENTAL PERFORMANCE



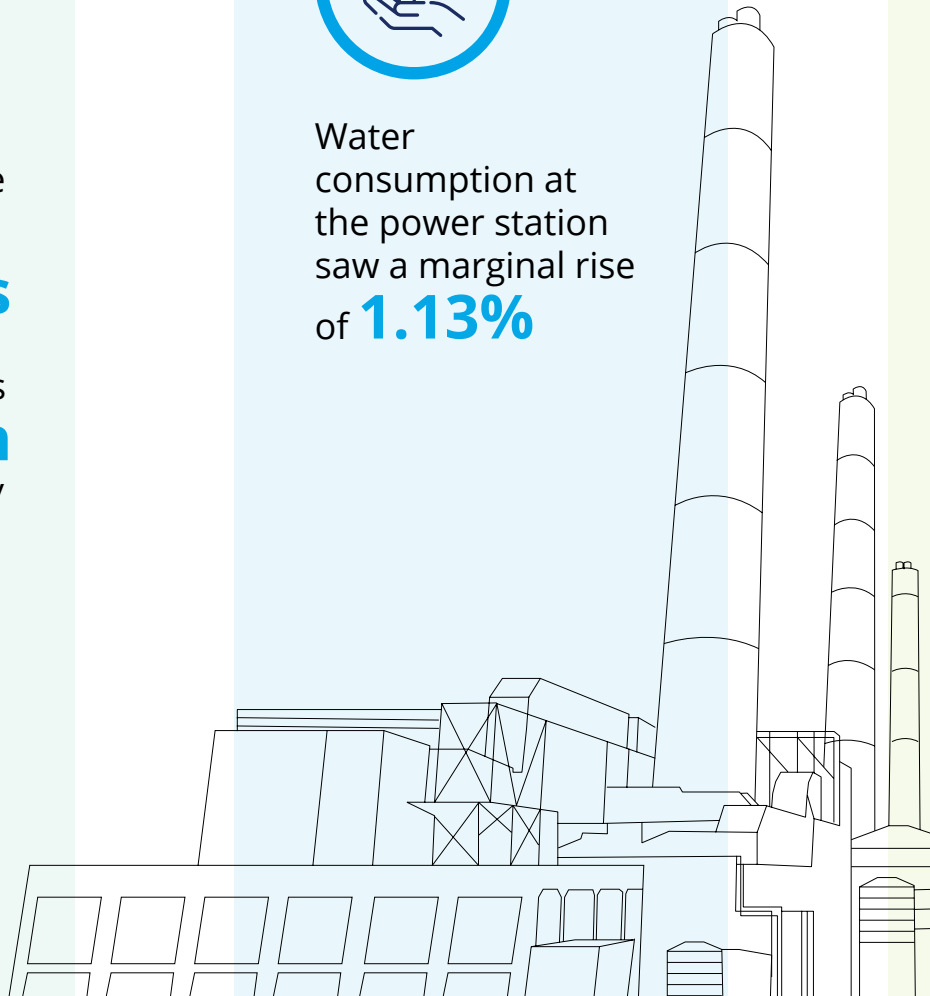
Geneco, helped customers to reduce about **1,900 metric tons** of GHG emissions and powered homes with **325 MWh** of renewable energy in the FY.



Water consumption at the power station saw a marginal rise of **1.13%**



% share of power plant water use from renewable water sources (i.e. desalinated water & NEWater) registered **99.5%**. This is in line with previous years' figures.



ENVIRONMENTAL PERFORMANCE

Solar

The total solar generated for FY19/20 was 1.28GWh, a 22.4% increase from the previous year with the stabilisation of solar PV operations.

Electric Van

The old diesel van has been replaced with an Electric Van at Jurong Power Plant, resulting to 0.55 tCO₂e of CO₂ emissions avoided in FY19/20, covering a monthly average mileage 335.6km.

Energy Efficiency (EE)

Overall efficiency of entire power station registered a marginal improvement to 53.66% (vs 53.5% the previous FY). This efficiency improvement coupled with the COVID-19-induced demand drop contributed to the 2.4 % drop in Scope 1 GHG emissions.

In efforts to reduce carbon emissions, the Energy Market Authority (EMA) has provided a grant for YTL PowerSeraya alongside 2 other generation companies, amounting to a total of S\$23 million for energy efficiency projects.



1.28GWh total solar energy generated in FY19/20, **22.4%** increase

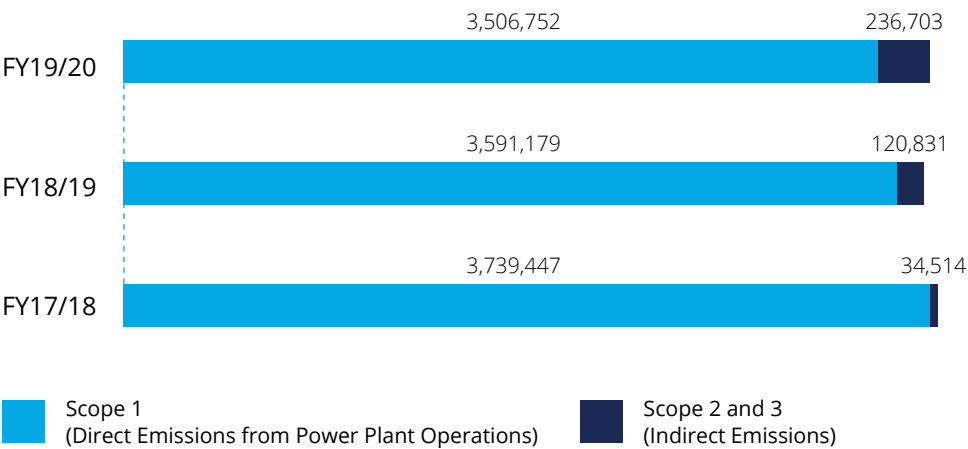


0.55 tCO₂e CO₂ emissions avoided in FY19/20 with an Electric Van



53.66% efficiency improvement in FY19/20

Direct & Indirect GHG Emissions (in tCO₂e)



ENVIRONMENTAL PERFORMANCE

Environmental Performance Indicators FY19/20

Env Theme	GRI Index	Environmental Performance Indicators	FY17/18	FY18/19	FY19/20
 Energy	GRI 302-1	Energy consumed within the organisation (non-renewable sources)	Natural Gas and Fuel Oil consumed for power and steam generation		
			Natural Gas 66,593,563 GJ	Natural Gas 63,933,618 GJ	Natural Gas 62,375,777 GJ
			Heavy Fuel Oil & Diesel 53,069 GJ	Heavy Fuel Oil & Diesel 143,145 GJ	Heavy Fuel Oil & Diesel 58,538 GJ
	GRI 302-3	Energy Intensity for Electricity & Steam (defined as energy consumed for electricity and steam generation operations (i.e. house load) divided by energy output (i.e. electricity and steam generated))	25.7	25.9	24.8
 Water	GRI 302-4	Reduction in Energy Consumption (i.e. house-load consumption) versus Base Year FY12/13 for Electricity & Steam	233,480 MWh (840.53TJ)	239,000 MWh (860.40 TJ)	254,508MWh (916.23TJ)
	GRI 303-1	Water withdrawal by source (m³)	2,023,340	1,975,983	1,998,257
		a. Desalinated water from seawater	1,904,552 (94.1%)	1,862,221 (94.2%)	1,662,451 (83.2%)
		b. Waste Water (reclaimed waste water from other industries, recycled water (i.e. Singapore's NEWater, Industrial water)	107,910 (5.3%)	101,095 (5.1%)	326,136 (16.3%)
		c. Municipal water supply (i.e. Town Water)	10,878 (0.6%)	12,667 (0.7%)	9,670 (0.5%)
	GRI 303-3	Water Recycled & Reused (in m³)			
		a. Total Volume	65,602	67,076	71,845
		b. Percentage (of total water use in GRI 303-1)	3.2%	3.4%	3.6%

Notes:

(1) Corporate office energy & water consumption is less than 0.01% of the power plant energy consumption and is thus a materially insignificant figure that warrants disclosure.

(2) Of the six greenhouse gases, only CO₂ emissions (expressed in tCO₂e) is reported as the other 5 greenhouses emissions are in insignificantly small quantities.

ENVIRONMENTAL PERFORMANCE

Env Theme	GRI Index	Environmental Performance Indicators		FY17/18	FY18/19	FY19/20
 Energy	GRI 305-1	Direct (Scope 1) GHG Emissions in tCO ₂ e		3,739,447	3,591,179	3,506,752
	GRI 305-2	Indirect (Scope 2) GHG Emissions in tCO ₂ e		139.8	101.7	80.9
	GRI 305-3	Other Indirect (Scope 3) GHG Emissions in tCO ₂ e		34,374	120,730	236,622
	GRI 305-5	Reduction in GHG Emissions (from baseline year FY12/13 in tCO ₂ e)	Scope 1 Scope 2	1,807,903 55.9	1,956,161 93.9	2,040,598 114.7
 Air pollution	GRI 305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions (in kg/MWh)		SO ₂ : 7.30E-06	SO ₂ : 4.50E-06 NOx emissions is insignificant and thus not measured	SO ₂ : 2.46E-06
	GRI 306-1	Water discharge by quality and destination (in m ³)*		85,492	65,338	44,100
 Waste			BOD: COD: TSS: Total Metals: Oil & Grease: Temperature:	<10mg/L <40mg/L <10mg/L <1mg/L <5mg/L < 30 °C	<10mg/L <40mg/L <10mg/L <1mg/L <5mg/L < 30 °C	<10mg/L <40mg/L <10mg/L <1mg/L <5mg/L < 30 °C
 Water Pollution	GRI 306-3	Significant spills			Zero chemical and oil spills consistently over the past 4 years	
 Compliance	GRI 307	Non-compliance with environmental laws and regulations		Nil	Nil	Nil

* Process water arising from power plant operations is treated to fulfil the regulatory environmental limits before it is discharged into the open sea.

TRANSFORMING

SMALL POSITIVE STEPS



TRANSFORMING

SMALL POSITIVE STEPS

INTO BIG POSITIVE IMPACT

Our journey is a continuous one. We recognise that our sustainability in the long run depends on our present actions. That is why we are committed to strengthening our day-to-day operations to answer the utilities and energy needs of diverse industries and communities. Because we are confident that each step now will make an enduring impact to our future.



OUR SOCIAL PERFORMANCE

Human Capital Performance

The market has continued to see challenging conditions, with staff turnover rate increasing slightly to 13.8% as compared to 12.9% in the previous financial year (FY).

Training expenditure and training hours per employee dropped in FY19/20. The COVID-19 pandemic disrupted on-site technical training programme significantly as the Company started to offer online training to continue learning. The safety training hours per employee also dipped to 3.8 hours per employee from the previous year's 5.4 hours.

With the company's CSR Thrust 'Nurturing Human Capital', the company continued to have a healthy

intake of interns each year from 13 tertiary students in FY18/19 to 39 students in FY19/20, triple the number from FY18/19. The company see internships as part of organisational learning and growth. Interns bring with them fresh ideas, perspectives and new skill sets into the organisation while the Company employees offer their mentoring, experience and tacit knowledge in return.

Much emphasis was placed on staff induction in FY19/20, which recorded 356 hours of staff briefing for new hires, a marked increase from the 114 hours the previous year. Staff induction covered an overview of the Company businesses, its sustainability practices, HR policies, fraud risk management awareness, grievance handling and whistle-blowing procedures.



13.8% staff turnover rate in FY19/20



3.8 hours safety training per employee in FY19/20



39 students as interns in FY19/20, triple the number from FY19/19



356 hours of staff induction briefing for new hires

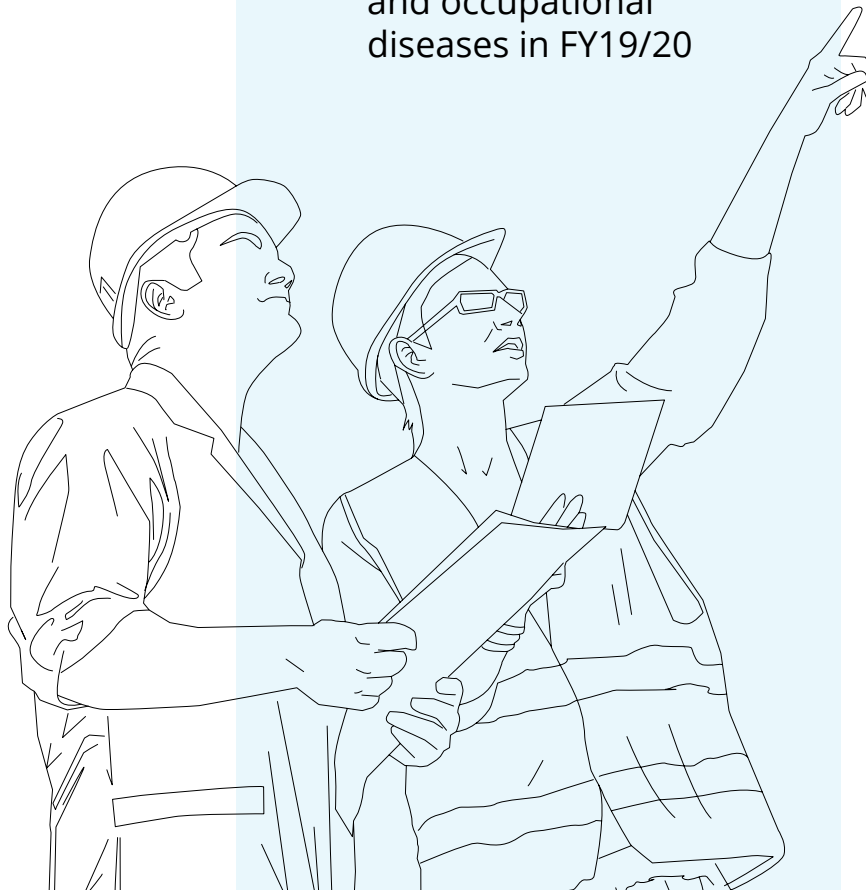
OUR SOCIAL PERFORMANCE

Health

Resources were spent putting in place precautionary measures to minimise the spread of COVID-19 in the workplace and increasing the frequency of staff communications who were working from home due to COVID-19. The staff communications were aimed at providing clear guidance on the precautionary measures to minimise COVID-19 infection among the workforce and leave policies for affected staff. Surveys were also conducted to check on the mental health of staff members. Resources and tips such as exercise tips, cooking recipes were curated to help staff members cope with the WFH stresses. COVID-19 infections, workplace fatalities and occupational diseases was zero in FY19/20.

Safety

On the company's Safety Performance, the company has done well, achieving zero number of accidents per million man-hours worked, and also zero lost man-days to workplace accidents per million man-hours worked.



Zero

COVID-19 infections,
workplace fatalities
and occupational
diseases in FY19/20



Zero

Number of Accidents per
Million Man-hours Worked



Zero

Lost Man-Days to Workplace
Accidents per Million
Man-hours Worked



COMMUNITY OUTREACH

Geneco ChangeMakers Programme: Making Waves of Change to the Community

YTL PowerSeraya believes in reaching out to the community at large. Through Geneco, the electricity retail brand of YTL PowerSeraya, the Company is seeking to power change for a more sustainable energy future by harnessing the positive energy of like-minded individuals and organisations through its Geneco ChangeMakersSG Programme.

In addition, the Company's corporate social responsibility (CSR) vision is to promote a positive and sustainable environment as well as to improve its social contribution to the communities in which it operates. To realise this vision, the company also organised outreach programmes to the youths within local communities.



COMMUNITY OUTREACH



Geneco's Green Christmas Lodge

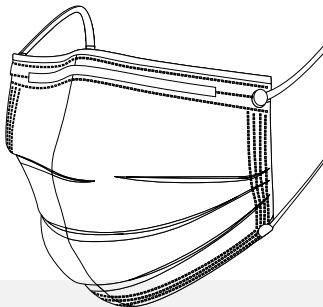
In collaboration with its ChangeMakers partners, Geneco organised a series of activities at its Green Christmas Lodge, which included various sustainable craft workshops and a kinetic bicycle to light up the Christmas tree decorations.



Food Bundle Distribution COVID-19 SUPPORT

Geneco pledged to donate 1,000 meals to help the less fortunate through a social media campaign, in collaboration with The Food Bank Singapore.

COMMUNITY OUTREACH



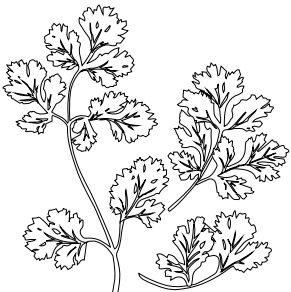
Mask distribution for vulnerable communities

During the COVID-19 pandemic, Geneco purchased 15,000 masks from Refash Cares to assist the sustainable fashion business in their operational costs. The electricity company also roped in The Food Bank Singapore in this partnership to distribute the masks to families within vulnerable communities during food deliveries.

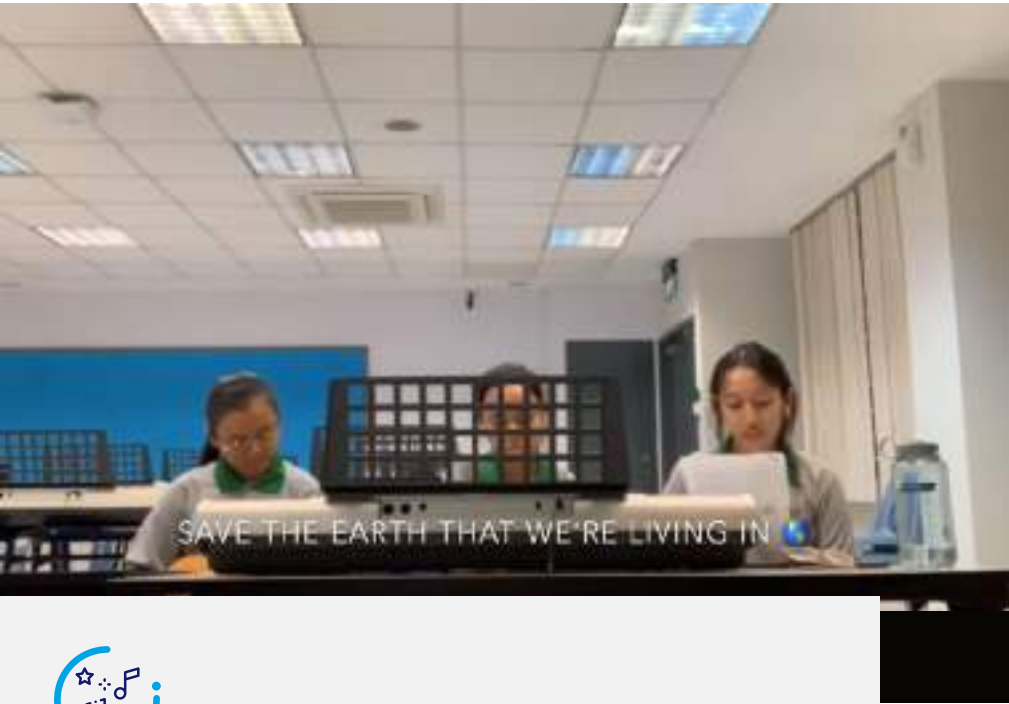


Supporting Our Urban Farming Partner's Journey

ComCrop's rooftop greenhouse is experiencing a greater strain to increase production due to the disrupted international food supply chains caused by the the COVID-19 pandemic. Geneco then stepped in to support the urban farming company by committing to subsidise ComCrop's electricity bills for a year.



COMMUNITY OUTREACH



Powering Awareness through Jingles, Singing and Quizzes

REAP (Responsible Energy Advocates Programme) seeks to educate and engage pre-tertiary students on issues surrounding energy and climate change. Education materials with an energy-climate change quiz were provided to 3 participating schools to test students' knowledge on energy and its relationship to climate change. This programme saw more than 200 students taking part. The students were also invited to participate in YTL PowerSeraya's "Power The Change" jingle contest to sing about behaviour that helps to reduce energy waste.



Learn by PLAY-ing

PLAY (Punggol Learning Adventure for Youths) is an interactive learning programme that seeks to raise awareness and knowledge of water issues at both global and local levels in partnership with Waterways Watch Society as its knowledge partner. Around 70 students went through an education trail to learn about water-climate change issues, causes of water pollution and also to gain an appreciation of water as a precious resource through activity stations.

GRI

CONTENT INDEX



GRI CONTENT INDEX

This is an abridged version of the G4 – GRI Content Index. Only the most material performance indicators are presented here.

For General Standard Disclosures 102-16 to 102-45 and Specific Disclosures 103-1 to 103-3, please refer to pages 59 to 67 of the independently assured Corporate Accountability Report FY18/19.

GRI Standard	Disclosure	Page Number and/or URL	Full Disclosure
General Disclosures			
GRI 102: General Disclosures 2016			
102-1	Name of the organisation	Pg 6 	Yes
102-2	Activities, brands, products, and services	Pg 6 	Yes
102-3	Location of headquarters	Pg 6 	Yes
102-4	Location of operations	Pg 6 	Yes
102-5	Ownership and legal form	Pg 6 	Yes
102-6	Markets served	Pg 6 	Yes
102-7	Scale of the organisation	Pg 6 	Yes
102-8	Information on employees and other workers	Pg 6 	Partial Disclosure. Information on temporary employees are omitted as their numbers are small relative to the total number of full-time employees
102-9	Supply chain	Pg 6 	Yes
102-12	External initiatives	Pg 7 	Yes
102-13	Membership of associations	Pg 7 	Yes
102-14	Statement from senior decision-maker	Pg 7 	Yes

GRI CONTENT INDEX

GRI Standard	Disclosure	Page Number and/or URL	Full Disclosure
General Disclosures			
GRI 102: General Disclosures 2016			
102-45	Entities included in the consolidated financial statements	Pg 3 & 7 	Yes
102-46	Defining report content and topic boundaries	Pg 3 	Yes
102-47	List of material topics	Pg 9 	Yes
102-48	Restatements of information	Pg 3 	Yes
102-49	Changes in reporting	Pg 3 	Yes
102-50	Reporting period	Pg 3 	Yes
102-51	Date of most recent report	Pg 3 	Yes
102-52	Reporting cycle	Pg 3 	Yes
102-53	Contact point for questions regarding the report	Pg 3 	Yes
102-54	Claims of reporting in accordance with the GRI Standards	Pg 3 	Yes
102-55	GRI content index	Pg 32 	Yes
Specific Disclosures			
Material Topic: Climate Change (Energy)			
302-1	Energy consumption within the organisation	Pg 22 	Yes
302-3	Energy intensity	Pg 22 	Yes
302-4	Reduction of energy consumption	Pg 22 	Yes
Material Topic: Climate Change (GHG Emissions)			
305-1	Direct (Scope 1) GHG emissions	Pg 23 	Yes
305-2	Energy indirect (Scope 2) GHG emissions	Pg 23 	Yes

GRI CONTENT INDEX

GRI Standard	Disclosure	Page Number and/or URL	Full Disclosure
Specific Disclosures			
Material Topic: Climate Change (GHG Emissions)			
305-3	Other indirect (Scope 3) GHG emissions	Pg 23 	Yes
305-5	Reduction of GHG emissions	Pg 23 	Yes
Material Topic: Water			
303-1	Water withdrawal by source	Pg 22 	Yes
303-3	Water recycled and reused	Pg 22 	Yes
Important Topics: Environmental			
305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	Pg 23 	Yes
306-1	Water discharge by quality and destination	Pg 23 	Yes
306-3	Significant spills	Pg 23 	Yes
307-1	Non-compliance with environmental laws and regulations	Pg 23 	Yes
Material Topic: Competent Workforce (Skilled Workers)			
404-1	Average hours of training per year per employee	Pg 26 	Yes
404-2	Programmes for upgrading employee skills and transition assistance programmes	Pg 19 	Yes
Material Topic: Health & Safety			
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Pg 27 	Yes
403-3	Workers with high incidence or high risk of diseases related to their occupation	Pg 27 	Yes

GRI CONTENT INDEX

Electric Utility Sector

Description	Indicators	Page
Organisational Profile		
Installed Capacity	EU1	Refer to company website 
Net Energy Output	EU2	Pg 17 
Number of Accounts	EU3	Pg 17 
Generation Efficiency	EU7	Pg 21 
Environmental		
Commentary – Total water withdrawal by source	EN8	Pg 22 
Commentary – Greenhouse gas emissions	EN16	Pg 23 
Product Responsibility		
Programmes and processes to ensure the availability of a skilled workforce	EN14	Pg 19 
Commentary – Staff Turnover	EU LA2	Pg 26 
Commentary – Rates of injury, occupational diseases, lost days, absenteeism and total number of work related fatalities by region	EU LA7	Pg 27 