

Sustainability Report

At NagaCorp, we believe that we have an important role to play as a corporate citizen that is fully involved in the community where we do business. Our continual evaluation and improvement process ensures that achieving sustainable growth goes beyond generating profits, and it must include a positive impact on our environment and our community. Since the inception of the business in 1995, we have been committed to creating long-term value in a sustainable way for all our stakeholders.

The Board provides oversight of our sustainability strategy and risks, including our approach to managing these risks. The President Committee, supported by our Corporate Social Responsibility Department and relevant business units, is responsible for developing and implementing the sustainability strategy objectives.

Our Stakeholders

We engage with our key stakeholders, including employees, customers, business partners, government and regulators, shareholders and investors, and communities, to understand their primary concerns and address them accordingly.

Reporting Scope

This report covering the Year is prepared according to the requirements of the Environmental, Social and Governance (“ESG”) Reporting Guide in Appendix 27 of the Listing Rules. In the following sections, we explain our ESG philosophy to ingrain CSR into the Group’s long term projects to support Cambodia’s development. The topics discussed in this report are determined to be material to the Group and are important to our key stakeholders. This report is compiled with the “comply or explain” provisions and, where applicable, the “recommended disclosures” set out in the ESG Reporting Guide of the Stock Exchange during the Year. A list of the required and recommended disclosures and how we meet the requirements can be found at the end of this report.

This report provides an overview of the management approach of NagaCorp and its ESG performance principally relating to the policies, initiatives and performance of our flagship NagaWorld hotel and entertainment complex in Phnom Penh, Cambodia.

Managing COVID-19

Since the first case of COVID-19 infection was detected in Sihanoukville on 27 January 2020, the RGC has put in place various precautionary measures, such as contact tracing, quarantining, screening of arrivals, social distancing and mask wearing etc., to contain the disease. As of 7 March 2021, the country recorded 1,011 confirmed cases and zero deaths, a relative success to its regional peers. Still, at NagaWorld we remain vigilant. With the health, safety and well-being of our employees and guests being our top priority, we have initiated a wide range of precautionary and preventive measures since the end of January 2020, some of which are listed below.

To further enhance the preventive measures to protect our employees and guests, we launched several initiatives in February and March 2021. These initiatives include setting up a dedicated COVID-19 hotline, launching a new educational video for employees, and implementing track and trace QR code scanning for all guests entering the NagaWorld Complex.

More information related to the COVID-19 measures can be found in each of the following sections of this report.



Employees

- *Comprehensive communication programme, including awareness materials, preventive measures and training courses.*
- *Provided timely information and support through online/mobile channels.*
- *Provided personal protection such as masks and gloves and install face recognition and thermal scanners at employee entrances.*
- *Implemented temporary medical leave and quarantine procedures.*
- *Converted the ballroom and the Naba Theatre reception area to employee dining areas to enable social distancing.*

Sustainability Report



Customers

- *Provided free masks and hand sanitisers.*
- *Implemented social distancing in gaming areas and reduce seating in F&B outlets.*
- *Installed thermal scanners and body disinfectant spray units at guest entrances and travel history checks on all guests.*
- *Regular sanitization and disinfection of surfaces in public areas.*

Business Partners

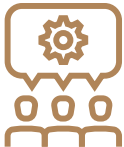
- *Provided COVID-19 awareness materials and instructions.*
- *Provided personal protective equipment ("PPE") procurement information.*
- *Allowed more flexibility in terms of delivery date.*



Community

- *Donated US\$174,000 worth of medical equipment and supplies to public institutions in response to the pandemic.*
- *Provided US\$55,000 emergency relief to Phnom Penh City Hall for purchasing around 100 tonnes of rice to distribute to impoverished communities.*

This report focuses on the following five areas:

Protecting Our Environment	Education and Awareness	Page 39
	Use of Resources	Page 39
	– Energy Usage	Page 39
	– Water Usage	Page 41
	Emissions	Page 42
	Air Quality	Page 44
	Waste Management	Page 45
Nurturing Our People	Talent Acquisition	Page 47
	Talent Development	Page 47
	Talent Engagement	Page 51
	– Protecting Our Employees	
	During The Pandemic	Page 51
	– Equality and Diversity	Page 53
	– Compensation and Benefits	Page 54
	– Communication and Engagement	Page 56
Fostering a Responsible Culture	Health and Safety	Page 57
	Product Responsibility	Page 60
	– Food Safety	Page 60
	– Fire Safety	Page 60
	– Customer Engagement	Page 61
	– Privacy and Data Protection	Page 62
	Supply Chain Management	Page 62
Maintaining Effective Governance	Code of Conduct	Page 64
	Anti-corruption	Page 64
	Anti-money Laundering	Page 65
	Risk Management	Page 66
Supporting Our Community	NagaWorld Kind Hearts	Page 67
	– Education Enhancement	Page 70
	– Community Engagement	Page 73
	– Sports Development	Page 76
	– Environmental Care	Page 78

Sustainability Report

Protecting Our Environment

We have always sought to operate in a responsible, transparent and sustainable way. While delivering the highest quality of services and products to our customers, we aim to minimise risk and our impact on the environment.

At the Global Climate Ambition Summit held in December 2020, Cambodian Prime Minister Samdech Techo Hun Sen reaffirmed Cambodia's commitment to tackle climate change, with a plan set out to reduce Green House Gas ("GHG") emissions by 18% or 38.9 million tonnes and increase renewable energy in the energy mix to 25% by 2030. As a service business, the Group does not produce a significant amount of GHG relative to its contribution to the national economy. The Group's carbon dioxide ("CO₂") emissions constituted 0.24% of Cambodia's annual emissions¹, but it contributed approximately 1.2% of Cambodia's national GDP in 2019. Nevertheless, we pledge our support to the RGC and contribute to meeting these ambitious goals.

We continue to look for ways to reduce our carbon footprint. For example, we have accelerated the transition from paper-based transactions to online automation during 2020 by launching four online systems – e-submission for procurement tenders, performance management, e-learning, and My Portal communication platform – and migrating more administrative tasks online. These initiatives improve operational efficiency while reducing our environmental impact by reducing paper usage. Details of these initiatives can be found in the employee and supply chain management sections of this report.

In December 2020, an environmental audit was carried out by the internal team to identify gaps between the Group's environmental performance against the ISO 14001:2015 environmental management system requirements. The results will be used to manage the Group's environmental responsibilities systematically that contribute to the environmental pillar of sustainability.



In 2020, NagaCorp responded to the Carbon Disclosure Project ("CDP") Climate Change questionnaire, making it the first Cambodia-based company that has done so. Our Climate Change score is equivalent to Asia and Global average.

¹ Based on Cambodia's CO₂ annual emissions of 16.03 million tonnes in 2019 and the Group's 2019 CO₂ emissions of 38,956 tonnes.

Since 2016, NagaWorld, our flagship property in Phnom Penh, Cambodia, has been certified by the ASEAN Tourism Forum and recognised as an ASEAN Green Hotel. The ASEAN Green Hotel Standard is an initiative dedicated to promoting sustainable tourism in ASEAN by adopting environmental-friendly and energy conservation practices.

NagaCorp complies with all relevant Cambodian laws and regulations in regards to environmental protection and natural resource management, except waste management, which is going through the implementation process.

Education and Awareness

At NagaWorld, we believe in protecting our environment and valuing the importance of waste pollution prevention, biodiversity, resource preservation and reforestation. In recent years, the rising population and rapid urbanisation have put significant pressures on Cambodia's civil infrastructure and environmental management systems. Being a responsible member of the Cambodian

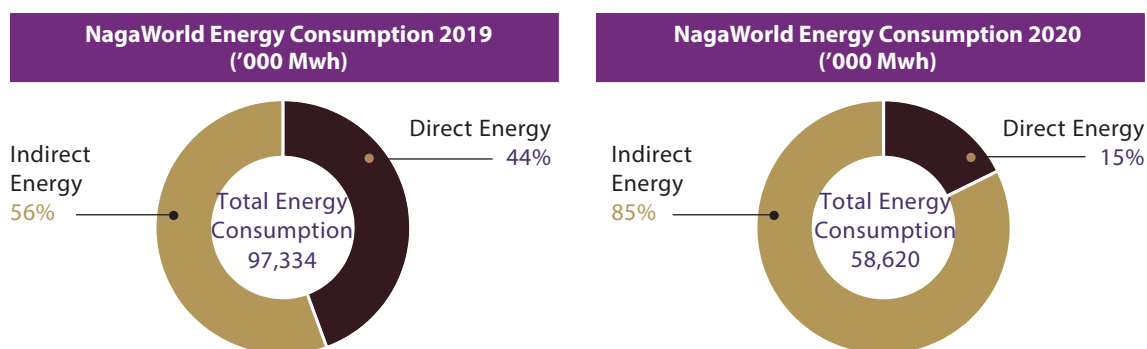
community, we continue to play an active role, working alongside the government, non-governmental organisations ("NGOs"), and others in the Cambodian business community to promote green initiatives and raise environmental awareness. We believe knowledge leads to positive change. We share with the government, business partners, and wider community best practices and information about sustainable options through workshops. We also organise activities to support local communities' effort in maintaining a green living environment.

Use of Resources

Energy Usage

Our primary source of energy is electricity. NagaWorld sources electricity primarily from the Phnom Penh city grid managed by the Electricite Du Cambodge ("EDC"). EDC generates electricity from a mix of hydropower, coal, fossil fuels and biomass. We also used diesel for operating back-up electric generators and hot water boilers in Naga 1, and liquid petroleum gas ("LPG") in our kitchens.

Sustainability Report



Energy Consumption and Intensity	2018	2019	2020
Energy consumption (‘000 kWh)	80,559	97,334	58,620
Energy intensity (kWh/m ² of gross floor area)	334	384	231

Note: Figures in the above charts and table do not include fuels consumed by the vehicles owned by the Group.

Due to the rapid expansion and population growth in recent years, the city of Phnom Penh has experienced electricity shortage periodically, especially during the summer months and public holiday seasons. During which, back-up electric generators are utilised in order to maintain our around the clock operations.

Both overall energy consumption and intensity in 2020 were 40% lower compared with the prior year. The significant reduction was due to 1) the high level of direct energy consumption resulting from the diesel generators during the blackout periods in 2019; and 2) the lower level of consumption in 2020 due to the temporary closure of part operations and reduced business volumes after the reopening.

Since 2018, we have introduced 15 initiatives to save energy and reduce costs, including replacing most of the halogen bulbs in Naga1 with more efficient LED lights and installing air handling units to monitor and optimise the air-conditioning operating hours. Thirteen of the 15 initiatives have been implemented and the remaining two are ongoing. These initiatives are expected to reduce our annual energy consumption by 8% once fully implemented. In addition, during 2019 and 2020, 500 hotel rooms in Naga 1 were refurbished and equipped with energy saving lighting and a more efficient water boiler system.

Water Usage

The Phnom Penh Water Supply Authority supplies water to NagaWorld according to WHO and national drinking water standards. We had no issue in sourcing water that is fit for purpose during the Year. NagaWorld complies with the relevant Cambodian rules and regulations in relation to water management. Bottled drinking water provided to our customers is also sourced from Cambodia.

We are committed to using water responsibly and have developed strategies to reduce our water consumption by improving mechanical systems and processes, with water consumption monitored and benchmarked monthly. Effective preventive maintenance, such as regularly cleaning the ventilation filters and condenser tubes, optimising the operation and scheduling of the chiller systems and air conditioning units, further reduces our water consumption.

Water consumption in 2020 was 34% lower than the prior year, primarily due to the temporary closure and reduced business volumes since the reopening. As a result, water intensity, i.e. water usage per square metre of gross floor area, was also reduced.

Sustainability Report

Water Consumption and Intensity	2018	2019	2020
Water consumption (m ³)	694,614	699,571	459,002
Water intensity (m ³ /m ² of gross floor area)	2.8	2.8	1.8

Wastewater is treated in conformance with the British Royal Commission Standard of Quality before being released into the sewers. The remaining solid waste is taken away by tankers for responsible disposal.

We are also educating our customers and our employees on the importance of saving water by providing water saving signs and information in each hotel room and toilet in public areas and offices about how they may contribute.

Emissions

We seek to minimise our environmental footprint by reducing direct and indirect emissions without compromising customer satisfaction and operational efficiency.

We have adopted the ISO 14064-1 guideline for measuring and reporting our GHG emissions. The principal component of our GHG emissions is CO₂, with a small quantity of other gases, such as hydrocarbons, carbon monoxide ("CO"), nitrogen oxides ("NO_x"), and sulphur oxides ("SO_x").

Direct or Scope 1 emissions are emissions from sources within our control and activities related to our immediate operations. Energy consumption, such as the LPG used in the kitchens and fuels consumed by our owned vehicles and airplanes, are the primary source of direct GHG emissions for NagaWorld. We continue to look for ways to reduce direct emissions by lowering energy consumption and improving energy efficiency in our properties, as well as fuel efficiency for our car fleet. Direct emissions in 2020 were significantly lower compared with the prior year in all categories of GHG; most notably CO₂ emissions were down by 70% from 11,619 tonnes in 2019 to 3,500 tonnes in 2020. The reduction reflected the reduced business volumes in 2020 and the unusually high level of diesel consumption in 2019 due to electricity shortage during the summer.

Energy Consumption and Emissions	Energy Consumption ('000 kWh)	CO ₂ emissions (kg)	NO _x emissions (kg)	SO _x emissions (kg)	PM emissions (kg)
2020					
Hot water boiler and backup generators – diesel	3,293	782,613	2,656	2,192	219
Kitchen – LPG	5,568	1,235,277	76	–	–
Vehicle – diesel, petrol, kerosene	–	1,482,086	23	7,196	43
Total – Scope 1	8,862	3,499,977	2,755	9,389	263
Purchased electricity – Scope 2	49,759	25,143,078	–	–	–
Total – Scope 1 & 2	58,620	28,643,055	2,755	9,389	263
2019					
Hot water boiler and backup generators – diesel	33,240	7,898,988	206,793	16,852	14,603
Kitchen – LPG	9,994	2,216,967	145	1	–
Vehicle – diesel, petrol, kerosene	–	1,503,042	3,072	372	86
Total – Scope 1	43,234	11,619,007	210,010	17,225	14,689
Purchased electricity – Scope 2	54,101	27,337,083	–	–	–
Total – Scope 1 & 2	97,335	38,956,090	210,010	17,225	14,689

Indirect emissions, or Scope 2 and Scope 3 emissions, are those produced outside of our immediate operations as the consequence of our activities. These include GHG emissions generated from purchased electricity (Scope 2) and those generated from guests travel, sourced goods and materials, and waste (Scope 3).

Sustainability Report

To reduce indirect emissions, we continue with our energy saving initiatives introduced in 2018 to improve efficiency and further reduce energy consumption, which is the primary source of our GHG emissions. Indirect CO₂ or Scope 2 emission in 2020 was 8% lower compared with the prior year, reflecting the lower level of consumption during the Year as a result of the temporary closure, as well as energy saving measures, such as switching off the outer wall digital displays and closing off some of the floors in Naga 1 and Naga 2 after the reopening. Overall, we emitted 26% fewer GHG (Scope 1 and Scope 2) last year than in 2019.

We are unable to track the GHG emissions related to our activities within the supply chain (Scope 3) due to the lack of reliable data. However, we continue to reduce our environmental impact by sourcing products and materials locally whenever possible and ensuring our suppliers adhere to our environmental policy. See page 62 for more information about our supply chain management.

Air Quality

We strive to provide a safe and comfortable environment for our employees and customers, including clean air and a reasonable temperature. According to the American Society of Heating, Refrigerating and Air-Conditioning Engineers standards, regular air quality monitoring is carried out. This includes a monthly indoor air quality test based on a range of key indicators, including temperature, relative humidity, CO₂, carbon monoxide etc. All readings during the reporting period were within permitted levels.

During 2020, our primary focus was ensuring the air handling systems work effectively to reduce the risk of the air-bound coronavirus spreading should there be infections in the property. As part of the precautionary measures, we performed a microbiological test of air quality through the Institut Pasteur du Cambodge research lab in August. We also conducted deep clean operations on all Air Handling Units to make sure all air filters were cleaned and sanitised regularly.

To improve the air quality of NagaWorld complex, we plan to install an indoor air quality filtration system that can remove pollutants such as PM2.5 and gases such as NO_x and SO_x in the buildings, as well as air quality monitors in our hotel rooms.

NagaWorld is in compliance with the Cambodian rules and regulations in relation to air pollution.

Waste Management

Our environmental policy encourages the use of goods that have a low environmental and social impact, and seeks to instil product life cycle thinking into our decision making process. We embrace the “5R” strategic approach in our waste management: Refuse, Reduce, Reuse/Replace, Recycle and Remind. The aim is to minimise resource use and maximise reuse, recycling, and recovery in business operations.

As a service business, we do not produce material amounts of hazardous waste, nor any waste relating to product packaging. Most of our waste produced in NagaWorld is from the hotel and F&B operations. We segregate the waste into recyclable, organic and non-recyclable, and work with local companies to ensure they are handled appropriately.

- Recyclable waste – shredding playing cards from our casinos, carton boxes and plastic bottles are taken by a contractor for recycling.
- Organic waste – restaurant and kitchen organic waste is taken and used as animal feed in local farms. All used cooking oil is taken by a contractor for recycling/reuse.

Sustainability Report

Waste Production	2018	2019	2020
Waste recycled (tonnes)	304	309	86
Organic waste (tonnes)	274	273	148
Non-recyclable waste (tonnes)	5,936	5,936	2,945
Total waste produced (tonnes)	6,514	6,518	3,179

We continue to look for ways to recycle while producing less waste. The level of waste produced remained flat between 2018 and 2019 despite that business volumes increased by the range of 25-33%. During 2020, the waste levels were significantly reduced due to lower business volumes following three months' temporary closure of the casino operations and limited international visitation. Our hotel and F&B outlets operated throughout the Year but with a reduced capacity.

The initiatives launched in previous years continue. For example, we withdrew single-use plastic straws and takeaway plastic cutlery and containers in December 2018, replacing them with 100% biodegradable and recyclable alternatives in all our F&B outlets. As such, we anticipate eliminating around four million plastic straws every year. The Soap For Hope programme launched in 2017 to recycle hotel

soap bars is still going strong. Covid-induced travel restrictions mean fewer guest visitation and lower hotel occupancy. In spite of that, a total of 54 kg of soap bars were recycled in 2020 (2019: 474 kg). The provision and access to clean soap encourage better hygiene practices, preventing germs and infectious diseases from spreading. Since its launch, 1,356 kg of soap bars has been sanitised and distributed to local families.



Nurturing Our People

NagaCorp recognises that it requires a sustainable and capable workforce to remain competitive and support its ambitious growth plan. Retaining and developing our people, looking after their well-being, and fair and open cultures are vital parts of our business strategy now more than ever. To achieve this, we continue to expand our 3-tier human resources strategy – Starting with us, Growing with us, and Staying with us – that will support the current and future business needs of the Group and drive the required momentum to enhance the capabilities of our people.

Talent Acquisition (Starting with Us)

The ability to attract and retain talent is crucial to our business strategy. We are committed to ensuring equal opportunities to all qualified individuals, irrespective of gender, age, marital status, ethnicity, sexual orientation or religion. As part of our Starting with Us initiative, we commit to giving new employees a warm welcome and make them feel part of the Naga Family from day one. Support initiatives are in place to help employees settle into their journey with us.

We seek talent from both local and global markets through conventional channels as well as social media platforms. We reach out to potential candidates through roadshows and university visits, providing them with opportunities to learn more about NagaWorld. To further support this, a talent database for critical roles was launched in 2020 and will be further expanded in 2021.

Furthermore, we attract talent by offering internship and training programmes, such as the Executive Trainee Programme (“ETP”) launched in 2019 and expanded in 2020. It aims to provide young people, particularly those who come from underprivileged backgrounds, with an opportunity to develop and achieve their potential.

Talent Development (Growing with Us)

The Group continues with its Naga Academy, a vocational education institute founded in 2012. The Naga Academy provides talent and a skilled workforce for the Group through an Internship Programme, which aims to equip trainees with gaming and hospitality skills and empower them with the right attitude and knowledge to succeed in today’s dynamic social and economic environment.

We deploy multiple approaches for learning and development, from e-learning to classroom learnings, workshops, and most importantly, experience-based learnings. In addition, we also invest in employee training and development with a specific emphasis on language skills and service excellence.

During 2020, we launched our new online learning hub (“Moodle”) as an e-learning tool. Through Moodle, employees can learn product knowledge, access company policies, learn about business protocols and complete assessments through the platform at their own pace and location. We continue to expand the hub, with additional courses and training interventions being made available in the system.

Sustainability Report



Language Employee Engagement Programme

Since the launch of the e-learning platform, we have also organised regular activities online to encourage participation. For example, as part of the Language Employee Engagement Programme ("LEEP"), we hosted three Mandarin activities during the Chinese Mid-Autumn Festival in September, which attracted 114 employee participants.

The system has provided our employees an opportunity to continue their learning and development during the pandemic where COVID-19 restrictions and social-distancing measures made conducting face-to-face classes challenging. Apart from being a learning hub, the tool also serves as an additional communication channel where employees can access the Group's most up-to-date talent development information.

During 2020, we also moved our performance management process online through the launch of the NagaWorld Online Appraisal system ("NOA"). Developed by our in-house IT team, the proprietary web-based system aims to simplify the assessment process and improve operational efficiency. It

provides an easier and more convenient tool for management to review and evaluate employee performance, and for employees to access their performance reviews and provide feedback. The NOA replaces a previous paper-based system.

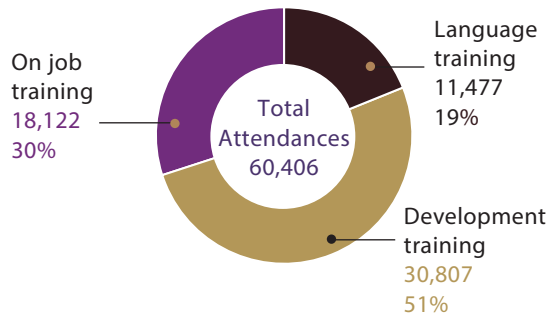
As part of the private-public partnership initiatives to promote Cambodia's tourism growth and reflect our international customer base, we provide English and Mandarin training to our frontline employees. The language development programmes use a two-prong approach – classroom instructions and on the job toolbox briefing sessions, and now since the launch of the e-learning platform, online learning activities.

We have a clearly defined framework that serves as a foundation and guide for competency development in NagaWorld. The framework was further refined to include competency in corporate and support services. To encourage continuous development, we provide financial support, such as sponsorship and study leave for employees in managerial positions who would like to pursue further education and professional qualifications, such as accountancy, business administration and AML, etc.

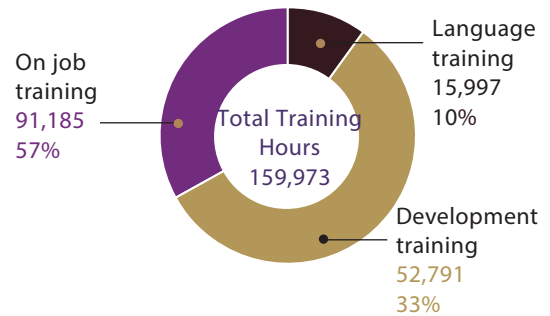
In 2020, the Group recorded 60,406 (2019: 71,588) attendances for a total of 159,973 (2019: 235,165) training hours. Each employee received an average of 19.0 (2019: 27.3) hours of training during the Year.

We continue our commitment to developing local talent through a succession plan that focuses on "local first", promoting local employees to management positions where and when possible. As of 31 December 2020, local employees represented 41% of all managerial positions at NagaWorld (31 December 2019: 42%).

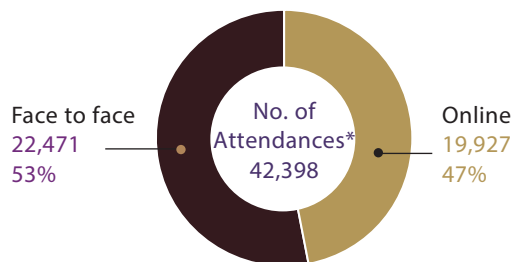
Number of Attendances



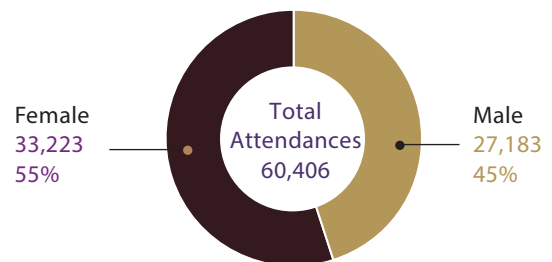
Number of Training Hours



Number of Attendances by Delivery Method

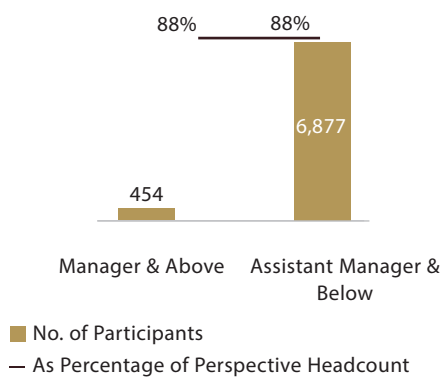


Attendances by Gender



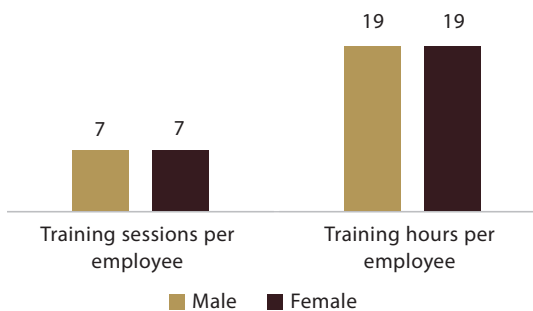
* Excluding on job training

Attendees by Management Level

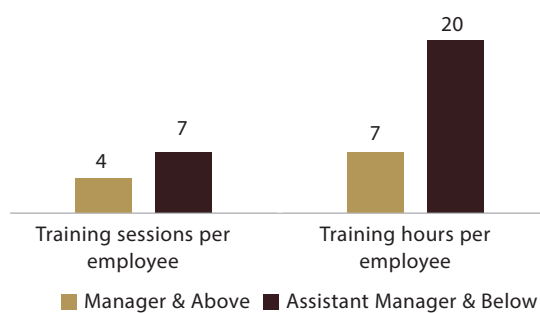


Sustainability Report

Average Training Sessions and Hours by Gender



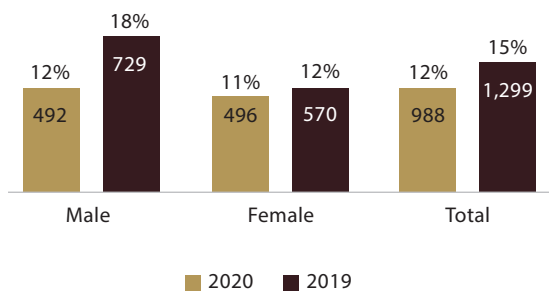
Average Training Sessions and Hours by Management Level



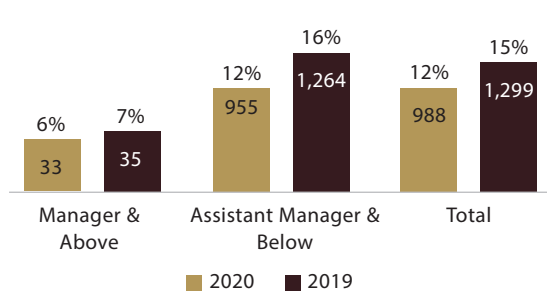
Despite the temporary closure of casino operations and reduced business volumes, we have worked hard not to make any forced employee reductions, thereby keeping our full workforce employed during the Year. This was done by rolling out a number of initiatives that ensured we aligned our costs with business levels but at the same time provided long term job security for all our employees.

As of 31 December 2020, the Group had 734 (2019: 1,373) new joiners, including 416 ETP trainees joined in January, and 988 leavers (2019: 1,299). The Group's employee attrition ratio was 12% (2019: 15%), well below the 19% average turnover rate amongst the large companies in Cambodia (source: HRINC Cambodia) and the 22.5% national average in the country's hotel industry (source: National Employment Agency).

Employee Turnover by Gender



Employee Turnover by Management Level



Talent Engagement (Staying with Us)
Protecting Our Employees During The Pandemic

Although the COVID-19 situation has been managed relatively well in Cambodia, we remain committed to ensuring the well-being and safety of our employees as well as those of our guests. In addition to the mandatory social distancing measures, we have also established and enhanced a series of protocols and preventive measures to protect our employees against COVID-19 infection since January 2020. They include, amongst others, the following:

- Installed face recognition and thermal scanner at the employee entrance;
- Implemented temporarily restricted travel procedures and employee travel history tracing;
- Implemented additional dining areas for employees in the ballroom and the NABA theatre reception area to enable social distancing measures;
- Implemented temporarily medical quarantine procedures and provided accommodation for employees affected by the quarantine;
- Removed finger scanner time machines that could present a transmission risk;
- Provided paid leave for employees that had to quarantine after exposure to COVID-19 infection incidents;
- Established emergency protocols and increased PPE for in-house doctors;
- Formed direct communication with COVID-19 designated hospitals;
- Dedicated single-point communication for overseas employees;
- Established and performed regular COVID-19 audits in both guests and employee areas;
- Launched a dedicated hotline in February 2021 for employees to raise their concerns instantly to management which is committed to addressing the concerns within 48 hours; and
- Launched a new educational video with enhanced factual information delivery in March 2021.

Sustainability Report



March 2020 COVID-19 Update

REPORTING & COMMUNICATIONS

If you feel sick...

- Any mild signs or symptoms noticed while you are on duty, visit our in-house clinic immediately.
- Inform your superior or any emergency contacts (see below) and keep them updated of your condition.
- Abide by doctor's advice.
- NOTE** - If you are Off Duty or away from the property and exhibits signs or symptoms, you are not required to return to the property but must either visit one of the following Phnom Penh panel / NSSF clinics or call the Cambodia Disease Reporting Hotline or emergency contacts (see below):

MW Medical Cambodia

Address: #013 Sisowath Quay, Himawari Hotel
Apartments
Contact: 077 522 577
Email: mwpp@mwmedical.com.sg

Central Hospital

Address: #62A St 154, Sangkat Phsar Thmey 3,
Daun Penh
Contact: 023 214 956 / 023 214 966 / 012 957 627
Email: info@central-hospital.com

Calmette Hospital

Address: #3 Monivong Boulevard, Sangkat Sras Chak, Khan Daun Penh
Contact: 023 426 948 / 023 724 892 / 011 414 069
Email: hospital@calmette.gov.kh Website: www.calmette.gov.kh

COVID-19 Safety Materials

Posters	10
Videos	13
Booklets	3



Equality and Diversity

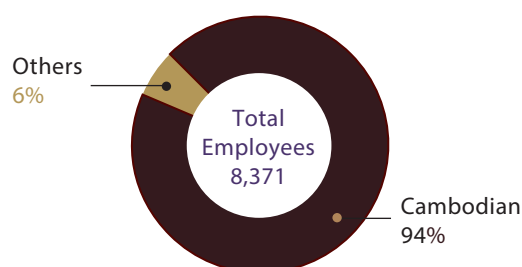
We pride ourselves on providing a safe, fair and healthy work environment with equal opportunities for all our employees. Our employees are treated fairly and equally irrespective of their gender, social status, sexual orientation, religion or belief, marital status, age, colour, nationality, disability or trade union affiliation.

As of 31 December 2020, the Group had a total of 8,371 employees (2019: 8,625), representing 37 nationalities. We prioritise the development of our Cambodian workforce, recruiting locals where possible, with 94% of our workforce in 2020 being Cambodian.

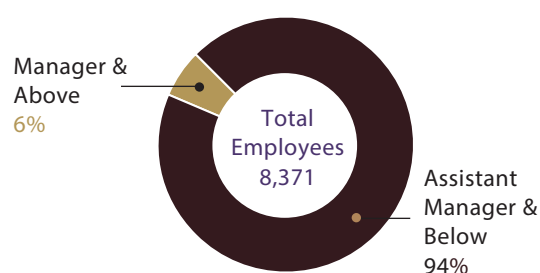
Whilst aiming to create a diverse and inclusive workplace, we ensure that the recruitment of entry-level candidates is done based on attitude and best fit for the role. Internal promotions are conducted on a performance-based approach. In 2020, the number of female managers remained constant at 203, representing 39% of total management (2019: 39%). Promoting our female management talent remains a focus for the Group.

Gender Diversity as of 31 December 2020	Female	Female	Male	Male	Total
Manager & Above	203	39%	314	61%	517
Assistant Manager & Below	4,272	54%	3,582	46%	7,854
Group Workforce	4,475	53%	3,896	47%	8,371

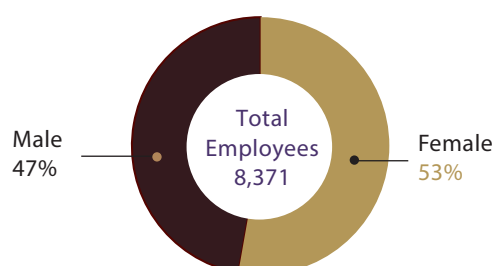
Employees by Nationality



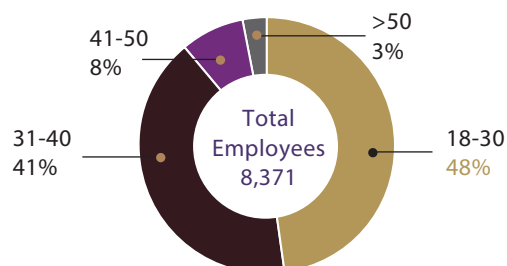
Employees by Management Level



Employees by Gender



Employees by Age Group



Sustainability Report

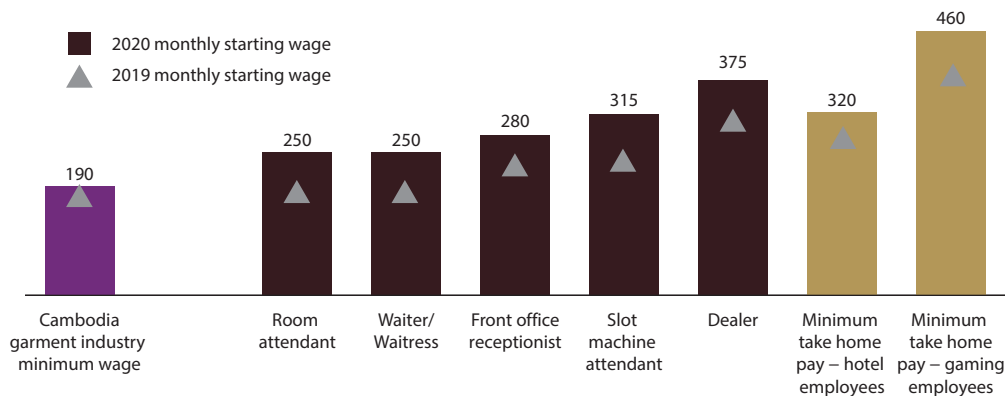
Compensation and Benefits

In recognition of the rising living costs in Phnom Penh, where the vast majority of our employees live, and taking on the feedback from employee representatives, in January 2020 we raised the level of the starting wage for all entry-level positions by approximately 30% and increased salary levels for those positions that require more skills and technical knowledge.

Since April 2020, the Group's performance was impacted by the temporary suspension of our casino operations between April and July, and since the reopening, a significantly lower level of visitation to the country due to the COVID-19-induced travel restrictions

and border closures. To balance the need to maintain the business' viability and help our employees through this difficult time, we introduced a company-wide pay reduction at all levels in the organisation. Since the reopening of the casino business in July, we have implemented a job-sharing scheme and allowed employees in less demanding roles to take unpaid leave. These measures have allowed more of our employees to keep their jobs, and the Group to maintain its skilled workforce ready for full resumption of operations. To support our employees through this difficult time, annual leave was paid out, and we also set up helpdesks to advise and help employees apply for government subsidies.

Monthly Starting Wage Comparison (US\$)



Note: No national minimum wage is specified in Cambodia. However, each year the RGC sets a minimum monthly salary for the garment industry workers. The monthly minimum wage for the factory workers was US\$190 for 2020 and US\$182 for 2019. In September 2020, a minimum wage of US\$192 was set for 2021.

The chart above shows a comparison of monthly starting wages that would be received by garment factory workers in Cambodia and the entry-level employees in NagaWorld. Including service charge, tips and allowance, the lowest monthly take-home pay for the Group's entry-level hotel and casino employees were US\$320 and US\$460, respectively. This represented a 19% increase compared with 2019 levels. We believe that our salary offer is one of the best, if not the highest, in Cambodia. Furthermore, our employees are required to work 12.5% fewer hours per week than employees at other comparably sized consumer service or lodging companies in Cambodia.

In addition to the above-the-market-rate salary, employees are entitled to discretionary performance bonuses ranging from 1 to 1.5 times of their monthly wages based on the achievement of business objectives and completion of key priorities and milestones. We also offer generous benefits designed to improve the quality of life for our employees. These include:

- Incremental 1.5 days of paid annual leave for every month of service rendered. Annual leave pay increases based on length of service;
- Fourteen days sick leave per year, which is well in excess of the minimum government requirement;
- Other paid leave entitlements including sick leave, maternity, paternity leave and marriage leave;
- Free medical care through a dedicated in-house clinic. Given the relatively high medical costs in Cambodia, many of

our employees take advantage of this service. In 2020, 5,950 employees used the clinic, culminating in a total number of 32,832 visits to the facility in the Year;

- Free laundry and dry cleaning services for work attire;
- Accident and Life Insurance;
- 300% pay for working on public holidays, well above the statutory requirement of 200%;
- A monthly language incentive up to US\$100.

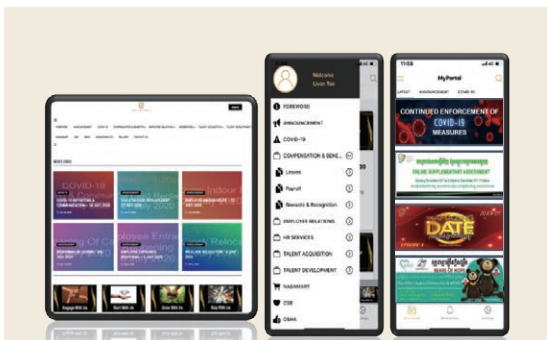
Employees can also continue to enjoy the benefits of our own in house retail shops Nagamart and unlimited free meal allowance, the two initiatives launched in 2019 to support our employees and help lower their living expenses. Nagamart, a not-for-profit supermarket where employees can purchase daily staple and household goods at cost, saw all our employees benefited from this subsidised service during the Year.

On 28 January 2021, the Board has adopted the Share Award Scheme, which is valid for a term of ten years from the adoption date, unless terminated earlier. It aims to continue attracting skilled and experienced employees, incentivise current employees and recognise the contribution of long serving employees and high performing employees to the Group. Lastly, participation in the scheme will motivate employees to strive for the future development and expansion of the Group by providing them with the opportunity to obtain equity interests in the Company.

Sustainability Report

Communication and Engagement

During 2020, the Company has rolled out several new initiatives to improve communication and engagement. A multi-dimensional communication strategy was developed that included, amongst other things, the following:



MyPortal

To encourage downloads, we hosted daily roadshows and service helpdesks for MyPortal and its mobile app. To better meet our employees' needs, we continue to solicit feedback and adding new features. One of them is the "Contact Us" function, through which individual employees can communicate with management directly. It has significantly improved two-way communications between management and employees. Since its launch until 31 December, we have received 773 enquiries relating to matters such as salary payment, talent development, and annual leave. The average time taken to resolve each enquiry was 4.4 days. An electronic payslip functionality was launched in MyPortal in February 2021.

- HR branding tools – these tools were created to ensure a consistent and professional image when we communicate with our employees. It aims to create a sense of belonging and ensures that employees recognise messages relayed as specific to them. It has been designed around the 3-tier human resources strategy: Starting with us, Growing with us and Staying with us.
- Changed the format and structure of our Shop Stewards meetings by scheduling smaller and more regular meetings, which we believe has created a better forum for open dialogue and a platform where work-related matters can be discussed and acted on.
- Launched an online communication tool called MyPortal. Many of our employees, given the nature of their work, have no access to computers at work, making timely communication challenging. The MyPortal mobile app enables them to stay informed anywhere anytime with real-time information, such as instant message alerts and company announcements. This has been particularly important when we have to make regular and quick changes according to the government's instructions and the continually evolving COVID-19 situation. More than 92% of our workforce have now downloaded the MyPortal mobile app and frequently use it.

We also engage with our employees through various rewards and recognition programmes, such as the Employee of the Month and Honesty Award. Employees who have served the Company for a long period are recognised with long service awards.

In line with the provisions in the Cambodian Labour Law (the “Labour Law”), employees are represented by elected Shop Stewards, and all employees are free to join or form a union. The Labour Law requires that Shop Stewards be consulted on drafting and modifying internal regulations and must also be consulted on any planned measures for lay-offs due to a reduction in business activities or internal reorganisation.

The Labour Rights Supported Union of Khmer Employees of NagaWorld (“LRSUKE” or the “Union”) is an employee union independent of NagaWorld. On 25 April 2018, the LRSUKE renewed its registered mandate with the Ministry of Labour for four years. As of 31 December 2020, 47.5% of NagaWorld’s employees are members of the LRSUKE.

The roles of Shop Stewards are to:

- present to the employer any individual or collective grievances;
- inform the Labour Inspector of complaints and criticism relating to the enforcement of the labour legislation and labour regulations;
- ensure the enforcement of the provisions relating to occupational safety and health administration (“OSHA”); and
- suggest useful measures that would contribute to protecting the health and improving employees’ safety and working conditions.

During the Year, 25 meetings were held between management and Shop Stewards. The topics discussed included general business updates, COVID-19 updates, proposed amendments to the Group’s internal rules and other relevant matters raised by the Shop Stewards. New Shop Steward elections are planned for the early part of 2021, which will be followed with workshops to further improve the communication between the Company and Shop Stewards.

Legislative labour requirements in Cambodia are aligned with international standards, including matters such as the prohibition of child and forced labour, employees’ rights to organise unions and engage in collective bargaining, non-discrimination and civil and political rights. NagaCorp complies with all relevant laws and regulations.

Fostering a Responsible Culture

Health and Safety

We are committed to providing a healthy, hazard-free and safe environment for our employees, guests, visitors, suppliers and contractors. To achieve this, we have implemented a systematic approach to identify and assess health and safety risks and to allocate appropriate resources to manage those risks. We maintain an effective communication system on OSHA and continuously monitor and review our performance. NagaWorld complies with all relevant laws and regulations on health and safety.

Sustainability Report

The review of our OSHA policies and operating procedures is ongoing, which helps to keep us in line with International Labour Organisation standards. The OSHA team conducts regular audits and shares observations and actions with departments thereafter. Awareness training is provided to all employees, and safety standards of daily operations are monitored and maintained. Each manager is accountable for achieving their OSHA objectives. We continue to promote and improve workplace safety during the Year. For example, we launched a week-long Safety Awareness Campaign in February 2020 to promote general safety, such as workplace, fire, road and food safety.

Work-related lost time injury ("LTI") and the LTI frequency rate ("LTIFR"), a proxy measurement for safety performance, remained low in 2020. Our LTIFR of 0.17 was well below the 4.0 for the gaming sector and 6.1 for the F&B service industry, the only available benchmarks published by the Australian government statutory body Safe Work Australia. Work-related lost time injury is defined as an injury or illness caused, contributed or significantly aggravated by events or exposures in the work environment. At NagaWorld, such injuries occur more often in the kitchens, such as burns, cuts, or slips.

No work-related fatality was recorded in NagaCorp and its subsidiaries in the past five years.

Lost Time Injury	2018	2019	2020
Man-hours ('000)	111,005	104,944	68,947
Number of injuries (work-related)	45	16	12
LTIFR	0.41	0.15	0.17
Lost days due to work-related injuries	Not available	140	58
Work-related fatality	0	0	0

Notes:

- (1) Total man-hours were lower in 2020 due to the temporary suspension of casino operations between 2 April and 7 July 2020 following the RGC's instructions.
- (2) LTIFR = number of LTI x 1,000,000/total man-hours.
- (3) "Lost days due to work-related injuries" was a new measure starting in 2019. There was no comparable data for 2018.

Ensuring our employees and guests' safety and well-being is paramount to us, especially during the pandemic when situations are constantly evolving. Since the end of January 2020, we have implemented several strict health and safety protocols, such as mandatory temperature checks and wearing masks upon entering NagaWorld and hourly sanitisation of escalator handrails and door handles. Additional preventive measures were implemented later, and social distancing was enforced and observed since the resumption of casino operations in July. Some of these preventive measures are listed below. In addition, we have also temporarily closed swimming pool, replaced the buffet service with a la carte option, and reduced seating capacity in all F&B outlets.



- Additional sanitisation of air handling units and fan coil units;
- Installed disinfectant aerosol sprays in guests areas and employee canteens;
- Scheduled fumigation of guest and employee areas;
- Installed social distancing signage and queue line;
- Converted non-gaming areas to gaming so that customers can enjoy playing while practicing social distancing;
- Implemented track & trace QR code scanning for all guests entering NagaWorld Complex.



- Installed thermal scanners and disinfectant spray units at entrances;
- Designated quarantine rooms;
- Regular sanitisation of company vehicles, tabletops, gaming machines and surfaces in public and office areas;



Sustainability Report

Product Responsibility

Being a service business, NagaWorld does not produce any physical products other than the food and beverage prepared for our F&B outlets. Policies and standards are in place to ensure these products and our services meet quality standards. NagaWorld complies with all relevant laws and regulations relating to OSHA, advertising, labelling and privacy matters. We seek to improve our standards continuously.

In August 2020, we established a Guest Service Policy to reflect our shared values of providing the highest possible service standards. A mandatory online training programme was rolled out across the Group.

Food Safety

We take food safety seriously and abide by relevant local and international standards and regulations.

We aim to serve food prepared to the highest standards, using only the best quality products and ingredients. We believe NagaWorld is one of the leading hotels in Cambodia in food safety and hygiene. To ensure best practices, we have developed a common set of operating standards and procedures implemented in all our kitchens and F&B outlets. We also provide employees with all the necessary information, training, and tools to do their job effectively and with good hygiene practices. Monthly inspections and sampling are carried out in bars, F&B outlets (including staff canteens), kitchens and housekeeping areas.

In addition, we work with local suppliers on improving their knowledge and standards on an ongoing basis. Product quality is

checked in the receiving areas before entering NagaWorld. Non-compliant products are rejected upon inspection and the required standards are reiterated to the supplier. This approach not only ensures the products we use are safe but also helps improve the food safety standards across the industry.

In 2020, we also conducted a food handler refresher training programme, with 908 employees attended. Since April 2019, we have been in the process of implementing Hygiene ISO22000 Standards in regards to food safety, which is expected to complete by early 2022.

The Ministry of Health of Cambodia conducts regular audits of F&B outlets. During the Year, all NagaWorld complex restaurants have been certified with an "A" rating that signifies the highest level of hygiene and cleanliness.

Fire Safety

The safety of our guests and employees is paramount. NagaWorld has an in-house fire safety department ("FSD") managed by a team of experienced firefighters and fire safety professionals specialising in different fields of emergency response and management.

With 64 firefighters and 15 officers, the team operates 24 hours a day, seven days a week to ensure around the clock emergency assistance and support. Since 2012, all members of the FSD have completed and passed the NFPA (National Fire Protection Association) 1001 International Standard Training – a firefighter professional qualification. All our firefighters are also trained and certified by the Cambodian Red Cross in First-Aid and International SOS in administering medical oxygen and automated external defibrillator.

To raise fire safety awareness and ensure correct procedures are followed during an emergency, training programmes to teach employees how to use fire extinguishers and evacuate safely are ongoing. Despite the disruption of the pandemic, 470 employees (2019: 1,813) participated in the training programme with a total of 1,428 hours (2019: 2,486 hours) in 2020. Additionally, we launched a week-long Safety Awareness Campaign in February to promote fire safety.

Fire training and drills are conducted regularly in order to develop a safety-first behaviour and culture among our employees and our business partners. In September, we conducted an emergency evacuation drill with 120 employees of our business partner, China Duty Free Group, who leases and operates the retail shops in NagaCity Walk.



As part of the CSR programme, we partner with the Ministry of Education, Youth and Sports to deliver fire safety classes to raise fire safety awareness amongst school children and local communities. In 2020, 300 school children attended fire safety classes. We also donated six fire extinguishers to two selected secondary schools.

Customer Engagement

We strive to provide top quality experience and services to all our customers during their stay. We value customer feedback which gives valuable information to our continuous improvement.

We engage with our customers through various channels, such as website, social media and loyalty programme. In addition to the conventional face to face engagement, customers are also encouraged to connect with us on social media, e.g. Facebook and Weibo, and through messaging apps, e.g. WeChat and WhatsApp. These digital platforms provide a direct channel for us to engage with our customers, dealing with issues and gathering feedback instantly. The Premier Club loyalty programme has also helped us understand our customers' needs and preferences better, leading to higher customer satisfaction.

Sustainability Report

Privacy and Data Protection

We collect personal information from our hotel guests and members of the loyalty programme. This information is managed and securely stored in a central location and used for marketing and promotion purposes only.

All of these are done with customers' consent. A multi-level control system is in place to ensure safe and secure transfer and storage of our customers' data electronically. Standard operating procedures must be followed in regards to handling sensitive information such as personal data, which is implemented and monitored on a departmental level.

Supply Chain Management

Our suppliers are our business partners, and we aim to maintain a long term relationship with them to continuously improve the quality of the products and services we offer.

All our suppliers must meet the requirements of NagaWorld's standards. This is monitored regularly through factory visits and engagement programme. Through these programmes, we ensure the quality of the products we receive and, to our best effort, that they are compliant with Cambodian Labour Law which includes the prohibition of slavery and child labour. Factory visits were temporarily suspended in 2020 due to the pandemic. We aim to resume them as soon as it is practically feasible.

Our sustainability policy is fully embedded in our supply chain management. We continue to work with our suppliers and partners to ensure that products and raw materials are from sustainable sources. For example, all paper in our hotel rooms is certified by Forest Stewardship Council (FSC) and Programme for Endorsement for Forest Certification (PEFC) since 2019.



To reduce our environmental footprint and support the Cambodian economy, we prioritise local suppliers where possible. Over the years, we have built a robust local supply chain that gives us greater control and flexibility and cost benefits. In 2020, 76% of our 566 frequent suppliers were based in Cambodia.

During the Year, the pandemic has disrupted the global supply chain. The supply shortage of PPE and sanitising materials early in the year was particularly challenging. Our focus was to ensure enough supply to keep our employees and guests protected so that the business could continue to operate. Our local business partners' support has enabled us to operate with minimal disruptions during this challenging time. On the other hand, we also recognise the difficulties they face and have provided them with as much support as possible, such as regularly sharing COVID-19 updates and best practices for prevention and allowing more flexibility on delivery dates.

We have also developed a new e-submission system that allows pre-vetted vendors to access information about new tenders and the selected ones to submit bids electronically. The new system has been on trial run with local vendors since October 2020 and can be rolled out to include international vendors once the trial is completed. The e-submission system aims to improve efficiency, speed up our vendor approval process, and promote transparency.

Maintaining Effective Governance

We are committed to maintaining high ethical standards, conducting our business with integrity, honesty and transparency to maintain the trust and confidence of our customers, employees, business partners and other stakeholders. We believe that good corporate governance and ethical processes provide an established framework to operate efficiently and provide first-rate risk management.

In the 2020 Institutional Investor All-Asia Executive Team poll, NagaCorp was voted the "Best CEO", "Best CFO", "Best IR Team", "Best IR Program" and "Best ESG" in the Gaming & Lodging sector. The Institutional Investor's annual rankings are regarded globally as the financial industry's benchmark for excellence. In addition, at the 10th Asian Excellence Awards 2020 organised by Corporate Governance Asia in October 2020, NagaCorp was honoured with four awards – Asia's Best CEO (Investor Relations), Asia's Best CFO (Investor Relations), Best Investor Relations Professional and Best Investor Relations Company (Hong Kong). These awards and recognitions were endorsements of our honest and transparent approach in communicating with Shareholders and investors, which is underpinned by our devotion to adopting and complying with the best international standards and practices in corporate governance and investor relations efforts.

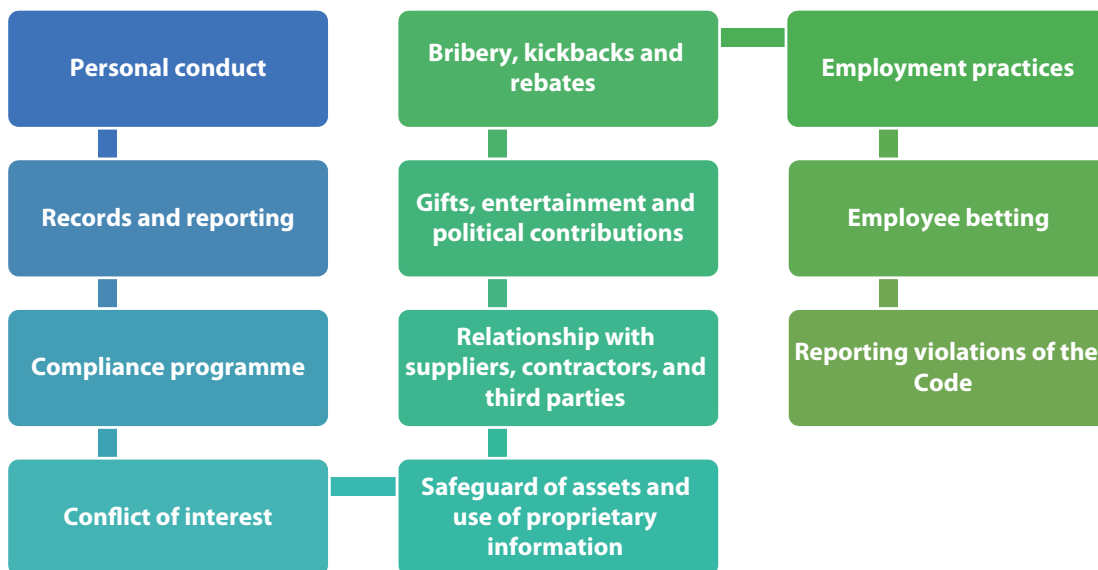
Sustainability Report

Code of Conduct

We have a clear set of standards and principles incorporated in the Company's Code of Conduct (the "Code"). The Code governs how all employees must behave and guides daily interactions with fellow employees, customers, suppliers, government officials and business partners. It outlines NagaCorp's expectations on employees with regard to conflicts of interests and encourages employees to report any malpractice and misconduct. The Code sets out our principles in the following 11 areas.

We have also devised and benchmarked our policies and procedures to ensure compliance with all relevant laws and regulations with respect to anti-corruption, AML, extortion, fraud and combatting terrorist financing. These policies are, in our view, industry-leading. All employees are required to comply with all policies and the Code.

NagaCorp Code of Conduct



Anti-corruption

NagaCorp has a zero-tolerance policy with regards to involvement in corruption or bribery activities of any kind. An anti-corruption handbook is made available to all employees.

The Code lays out the legal and ethical responsibilities of, and the expected behaviour of our employees. It explicitly prohibits employees from soliciting, accepting, or offering bribes or any other form of advantage. In keeping with best practice, NagaCorp has also developed and implemented an Anti-corruption Policy which reinforces the Code and provides additional guidance regarding compliance with laws and regulations related to bribery and corruption.

Both the Code and the Anti-corruption Policy play a critical role in defining our values and act as a framework for guiding our operations and business practices.

NagaCorp complies with the best international standards and practices in dealing with anti-corruption and anti-bribery issues, which include, but are not limited to, Cambodian law, the Listing Rules, Guidelines published by the Organization for Economic Cooperation and Development, the United Nations Convention Against Corruption and the principles supporting the Foreign Corrupt Practices Act.

Considering NagaCorp's primary business as a gaming operator, which entails particular sensitivity to the risks of unsuitable associations and the need to comply with legal and regulatory requirements, diligence is required to avoid impropriety the appearance of impropriety by employees engaged in business dealings. NagaCorp has developed a Compliance Programme to structure a process to review and report on certain business activities and identify individuals and organisations' suitability to engage in joint business endeavours with NagaCorp.

In August 2020, we started rolling out our first online anti-corruption training programme through our e-learning system – Moodle. As of 31 December, 85% of our workforce had participated in the training.

During 2020, no legal case regarding corruption was brought against the Company or its employees.

Anti-money Laundering

NagaCorp's long term sustainability and success are dependent on its integrity and transparency in its daily gaming operations in relation to world best practices on AML.

The Board reviews and assesses the adequacy and effectiveness of the Group's internal control system on AML through the AML Oversight Committee and the reports made by an AML specialist firm. The AML Oversight Committee formulates AML development and implementation programmes' policies and strategies, ensures quality control, and oversees AML matters.

To ensure that we maintain a high standard for compliance and integrity on AML, we have established a programme designed to protect our reputation and mitigate AML risks. The programme is underpinned by a four-tier AML control structure comprising:

Management Committee



Led by our Compliance Officer and supported by senior managers from various key operational departments, tasked with ensure compliance in day to day operations

Periodical Internal Audits



6-months internal audit of all relevant AML / anti-corruption matters

Board Oversight Committee



Quarterly board review to review the work and reports of the AML Management Committee and Internal Audit

Regular Review by External Auditor



Biannual external audit by AML specialist

Sustainability Report

We comply with the Financial Action Task Force ("FATF") recommendations. We follow best practices and impose strict rules on AML controls in daily operations, with a dedicated ACAMS (Association of Certified Anti-Money Laundering Specialists) certified compliance officer overseeing all AML related compliance practices and reporting. A threshold report ("TR") for cash transaction is filed for each transaction with an amount equal to or exceeding US\$3,000. TRs for all transactions over US\$10,000 and Suspicious Transaction Reports ("STRs") are submitted online to the Cambodian Financial Intelligence Unit ("CAFIU"). We believe NagaCorp is the first and the only Cambodian company that makes cash transaction reports ("CTRs") and STR filing electronically since the system was in place in July 2018.

All new employees are required to undertake AML training before they start. The training ranges from how to identify fraudulent banknotes and IDs to fill out CTR and STR forms. From 2020, all employees must partake in refresher training once a year. In 2020, 4,254 employees underwent AML training with a total of 4,254 (2019: 1,201) hours. In addition to the training, we also provide an AML Procedure Manual in Khmer and English to employees to help them handle money laundering matters in daily operations.

AML specialist firm, JB Advisory Services Limited ("JBAS"), conducts bi-annual reviews of our AML controls and produces reports for the Board to assess the adequacy and effectiveness of the Company's internal control system. The review includes site visits, as well as research work and external consultation. For the year 2020, JBAS assessed that neither the pandemic nor the enforced closure of the gaming operations negatively impacted the AML controls applied by the Company. Sources within the National Bank of Cambodia and external sources consulted

by JBAS acknowledged that the Company remains at the forefront of AML compliance efforts in Cambodia. The review found the Group to be in full compliance with both the Cambodian 2010 AML Prakas and the 2012 FATF Recommendations, and noted that the 2015 Mutual Evaluation Report on Cambodia of the APG and its second update in August 2019 were positive developments. A copy of the independent review report can be found on pages 119 to 121 of this annual report.

To the best of the knowledge, information and belief of the directors of the Company (the "Directors"), neither NagaCorp nor any of its employees are subject to any actual, pending or threatened cases regarding any corrupt practice or any allegation of unethical practice during the Year.

Risk Management

Sound risk management and internal control systems are vital to the achievement of the Group's strategic objectives. NagaCorp has an established risk framework under which it identifies risks relevant to the Group's operations and activities and assesses risks in relation to their likelihood and potential impacts. Under the framework, management is primarily responsible for designing, implementing, and maintaining the risk management and internal control systems. The Board and the Audit Committee oversee the implementation and monitor the effectiveness of these systems and safeguard the Group's assets.

Our internal audit department conducts routine testing and an annual audit, during which the Audit Committee reviews the risk management and internal control system for the Year. The review includes, but is not limited to, financial, operational and compliance controls.

Our primary operations are located in Cambodia. To support the Board in assessing the country's investment risks, the Company has commissioned an annual independent review to evaluate the political, social, investment and macro-economic risks associated with Cambodia. In the most recent review conducted by Political and Economic Risk Consultancy, Ltd. ("PERC") in January 2021, Cambodia was given a socio-political risk rating of 5.17 (of the rating of 10 the highest risk). It has reduced from the prior year's rating of 5.56, and is on par with Thailand (4.93), and lower than other Asian developing countries such as the Philippines (5.52), Indonesia (5.43) and India (5.63). The full review can be found on pages 115 to 118 of this annual report.

Supporting Our Community

Cambodia has undergone a transformation over the past two decades. Driven by garment exports and tourism, the Kingdom's economy has sustained an average 7% growth between 1998 and 2019, making it one of the world's fastest growing economies. NagaWorld was one of the first foreign-invested private companies in the Kingdom following decades of wars and depredation. We see ourselves as part of the fabric of the Cambodian community and believe we only thrive as the country prospers. In the past 25 years, NagaWorld has supported Cambodia's development, including promoting tourism alongside the Ministry of Tourism and sharing best practices with the government and business communities.

Today, as one of Cambodia's largest private sector employers and economic contributors, NagaWorld plays an important role in the well-being of the people whose lives we touch upon and the community in which we operate.

"Since our inception in 1995, contributing to society, doing charity and helping nation building have always been synonymous with the way NagaCorp carries out its business in Cambodia. Through private and public sector participation programmes, NagaCorp's community, environmental, and national care encompass a wide sphere of activities from education, sports development, human resources development, promoting tourism, contributing to charitable causes, sustainability, green initiatives and benchmarking international industry best practices by adhering to global corporate governance programs."

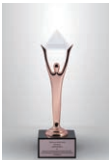
**NagaCorp Founder and CEO,
Tan Sri Datuk Dr Chen Lip Keong.**

NagaWorld Kind Hearts

NagaWorld Kind Hearts is an employee-based community of volunteers formed in 2014 with a collective goal of giving back to our society. Our initiatives and activities are grouped under four pillars: Education Enhancement, Community Engagement, Sports Development, and Environmental Care. Since inception till the end of 2020, more than 390,000 Cambodians have benefited through our CSR programmes. Charitable donations made by the Group to worthy causes in Cambodia during the Year totalled US\$3.24 million (2019: US\$3.1 million).

NagaWorld Kind Hearts' continuous efforts in supporting the economic and social development in the Kingdom continue to be recognised internationally, collecting multiple awards through various programmes in 2020.

Sustainability Report

Award	Awarded by	Category	NagaWorld Kind Hearts Programme
Silver Award 	The 2020 Global CSR Summit & Awards™	Best Community Programme	Community Engagement
Bronze Award 	The 2020 Global CSR Summit & Awards™	Best Environmental Excellence	Environmental Care
Silver Stevie® Award 	The 17th International Business Awards®	CSR Programme of the Year in Asia, Australia and New Zealand	The award recognised for NagaWorld Kind Hearts' long-term contributions towards nation building of Cambodia through comprehensive and impactful CSR initiatives. Continuous efforts on Education Enhancement, Community Engagement, Sports Development and Environmental Care have shown visible results in transforming our communities across the country for the better.
Bronze Stevie® Award 	The 17th International Business Awards®	CSR Programme of the Year in Asia, Australia and New Zealand	The award was for the "Nation Building for Cambodia's Youth and National Sports Development" programme, a series of sport-related initiatives, such as the Football Development Programme at Kampong Speu, which benefited 42,000 students the province.
Bronze Stevie® Award 	The 17th International Business Awards®	CSR Programme of the Year in Asia, Australia and New Zealand	The award was for the "NagaWorld Kind Hearts – Helping Create a Sustainable Greener Cambodia" programme, a series of activities and workshops on environmental conservation and waste management.

Award	Awarded by	Category	NagaWorld Kind Hearts Programme
Bronze Stevie® Award 	The 17th International Business Awards®	The Most Valuable Corporate Response to COVID-19	The award was given to “NagaWorld Battles COVID-19 With Proactive Preventive Measures” programme, recognising our continuous efforts in COVID-19 prevention both internally and externally and in supporting the Cambodian government and authorities in their efforts to contain and fight COVID-19.
Honourable Mention 	The 11th Annual PR News CSR & Nonprofit Awards 2019	Volunteer Programme	“Nation Building Through NagaWorld Kind Hearts” overall programme
Honourable Mention 	The 11th Annual PR News CSR & Nonprofit Awards 2019	Green Campaign	“A Sustainable Cambodia Through NagaWorld Kind Hearts” programme
Honourable Mention 	The 2nd Annual PRNews’ Platinum PR Awards	Top Campaign of The Year (Community Engagement)	“NagaWorld Kind Hearts Uplifts and Engages: Nation Building in The Cambodia Society” programme
Honourable Mention 	The 2nd Annual PRNews’ Platinum PR Awards	Campaign, Industry Vertical (Sports)	“Pathways to Ultimately Empower The Youth of Cambodia” programme

Sustainability Report



THE INTERNATIONAL
BUSINESS AWARDS®

The Stevie® Awards

The Stevie® Awards are regarded as the world's most-coveted accolades, equivalent to the Oscars for business performance and social impact. NagaWorld Kind Hearts were recognised for four awards at this year's International Business Awards®. This is our second consecutive year of being honoured at this highly respected awards ceremony.

Comments from the Stevie® Awards judges:

"Impressive initiatives – shall be copied in other countries"

"Very impressive CSR programme focusing on the most important four pillars. This is a great example of how communities, societies and nations progress. Great job."

"This is well-planned PR programme, it is amazed to see how integrated in different level it is."

2020 was a challenging year for everyone in Cambodia. To show our support, we carried on with the majority of our CSR programmes despite the various preventive COVID-19 measures constraints. A summary of the progress we made during the Year is below.

Education Enhancement

Why We Care

Education is the passport to the future

Our Aim

To provide educational opportunities for underprivileged students and communities, and to further enhance the knowledge and skills of our next generation in Cambodia.

We believe that investing in education is investing in the future of a nation. A population with full quality education and good health will raise a country's productivity, as well as improve social mobility. However, for the two million people still living below the national poverty line these things are hard to come by. We support underprivileged children and youth in Cambodia through material and financial aid, in addition to the time and resources donated by our employees.

School Outreach Programme: Stationery Set Distribution

To support schools in rural areas, we collaborated with the Ministry of Education, Youth and Sport and launched the school



outreach programme in 2014. The programme has now completed its sixth year, benefiting 125,239 children from over 100 primary schools. Under a renewed collaboration agreement with the Ministry of Education, Youth and Sport, the programme has been expanded to include Pursat Province, making it the 12th municipalities/provinces that have been benefited. That is half of the Kingdom's administrative divisions.

All students received writing books and pens, and outstanding students received much needed school bags. These contributions have proven to be very useful, especially for students whose parents may ill afford these necessary items for the children to continue their studies.



Heng Sou Eng, NagaWorld Kind Hearts Volunteer (Housekeeping Department)

Public speaking for me is very challenging. However, through volunteering in NagaWorld Kind Heart's initiatives, I have learned and improved my skills and strengths. At the same time, I've learnt the joy of giving, and also to meet fellow colleagues from different departments whom I may not have opportunities to meet during the course of my work.

I feel that I have spent my time and energy in the right way as this is one way to help our communities. It also helps build greater camaraderie amongst colleagues in the long run. I have also learnt about planning and strategizing, and fostering better teamwork with an effective output.

Sustainability Report

NagaWorld volunteers participated and contributed their time to share their work and life experiences with the children, as well as educated them about the importance of waste management and personal hygiene. By engaging with the children, our volunteers also had opportunities to work as a team and build up their confidence levels in public speaking.

School Outreach Programme: Fire Safety Awareness

To raise fire safety awareness amongst school children and local communities, we have partnered with the Ministry of Education, Youth and Sports to deliver fire safety classes and donate fire extinguishers to selected secondary and high schools.

In 2020, the programme has been expanded from Phnom Penh and Kandal Province to encompass Takeo, Kampong Speu, and Kampong Cham provinces. Around 3,500 more students will benefit by learning much needed fire safety knowledge.



Children@Risk Programme

We continue our collaboration with Cambodia Outreach, a non-government organisation ("NGO"), on the Children@Risk Programme, supporting ten Cambodian children through their studying. The programme aims to bring hope and opportunities to the underprivileged children and orphans by supporting them and their families until they graduate from high school.

Since early 2019, we have been providing the children with financial aids to cover their expenditure, including food, study materials and daily living needs. The children, who were previously lagging in school, have all achieved good grades. It was particularly commendable in 2020 as their study was interrupted by the school closures due to the pandemic.



Community Engagement

Why We Care

To serve is to love

Our Aim

To engage and integrate with underprivileged communities, focusing on well-being and sustainability and inspiring children to follow their dreams and passion.

We work closely with the local and international NGOs on several programmes to help those in need, with a particular focus on underprivileged children and youth. In 2020, we doubled our efforts in supporting local communities during our battle against COVID-19.

COVID-19 Support Programme

To support the Cambodian government in fighting and containing the virus, we had made a series of donations to the Ministry of Health. These included portable hand sanitisers and temperature checker kiosks to keep students safe at schools. We also contributed much needed COVID-19 testing equipment including a Nucleic Acid Extraction System, 6,400 viral DNA extraction kits, 3,000 units of virus sample collection kits, five laptops and 500 bottles of hand sanitiser gel. In addition, we donated 40,000 face masks, 4,000 bottles of hand sanitiser gel and 720 litres of sanitising alcohol to several authorities, including the Ministry of Education, Youth and Sport, the Ministry of Land Management, Urban Planning and Construction, the General Commissariat of National Police and the Phnom Penh City Hall. These donations proved invaluable for the government in managing the pandemic, especially during the global shortage of personal protection equipment supply.

Relief was provided to those who had been severely impacted by the pandemic. We donated US\$55,000 to Phnom Penh City Hall for purchasing around 100 tonnes of rice to distribute to impoverished communities who were struggling to cope with the economic impact and restrictions induced by the pandemic.



Sustainability Report

In total, NagaWorld has contributed more than US\$174,000 worth of medical equipment and supplies to public institutions in response to the pandemic. NagaWorld has donated a total of US\$10.5 million to the Cambodian Red Cross over the years.



Relationship with Cambodian Red Cross

The Cambodian Red Cross is the largest NGO in Cambodia and is officially recognised by the Cambodian Government as the primary auxiliary for humanitarian services throughout the country. Apart from contributing in nation building, NagaWorld has been a long-standing contributor to the Cambodian Red Cross – giving back to the community and working toward building Cambodia's social welfare.

Teen Challenge Programme

In collaboration with local NGO Teen Challenge Cambodia, we launched the 'Teen Challenge Project' in October 2019. The programme intends to help youths considered to be at risk and marginalised communities through a year-long recovery programme to help them rebuild their lives. NagaWorld provided six teenagers with support covering medical care, counselling, literacy and vocational training, such as eco-farming techniques and motorcycle repairing skills, so that they were better equipped for a brighter future and to become productive members of society.



Thet, Teen Challenge Cambodia participant

"I was born in Siem Reap. I have joined and received skills training, and am happy that I am on my way to achieving my dream. I can read and write Khmer to a certain level. I practice my guitar through music sessions and can play a few songs. When I left the Centre, I wanted to be a tour guide in my home town. I realized that I was at a very

high risk of destroying my own future. But now I have learned something new and have transformed myself to having a good attitude. I can see a realistic career path ahead of me. Thanks to NagaWorld for giving us a 'second chance' to change our lives."

Flood Relief Programme

Torrential rain in October 2020 had resulted in widespread flooding in Cambodia, causing various degrees of damage to people's livelihood and local infrastructure in 19 out of 24 provinces across the Kingdom. In response to this, NagaWorld donated US\$55,000 to the General Commissariat of National Police to purchase approximately 100 tonnes of rice as emergency relief for those who are affected.

Bears of Hope

To support local small businesses and social causes, we have collaborated with Cambodia Knits, a social enterprise, and Australian charitable wildlife protection association, Free The Bears, and launched the 'Bears of Hope' programme during the Year. The

knitted bears are available for sale at the NagaWorld Souvenir Store. All sale proceeds will go back to Cambodia Knits to support the continuation of its social cause, such as providing assistance to single mothers in underprivileged communities that have been impacted disproportionately by the pandemic.

Additionally, US\$1 from the sale of each bear will be given to wildlife conservation and animal welfare at Free The Bears, which runs the largest sanctuary for sun bears and moon bears in Cambodia (also known as Malayan and Asiatic black bears). The donation will help provide shelter, food, and daily care to over 120 rescued bears in the Phnom Tamao Wildlife Rescue Centre in Takeo Province.



Cambodia Knits

Cambodia Knits is a social enterprise working with marginalised communities in and near Phnom Penh. It produces high quality and uniquely handcrafted products while providing fair and flexible employment opportunities to women who often face constraints in finding and keeping paid employment, and empowering them to break the intergenerational cycles of poverty.

Sustainability Report

Sports Development

Why We Care

Unlocking potential through continuous efforts

Our Aim

To develop sports programmes for communities, encourage participation in physical activities, foster teamwork and leadership skills, and promote an active and healthy lifestyle.

NagaCorp believes that participation in sports develops character, fosters teamwork and leadership, and revitalises the young and the disadvantaged in a sustainable way. NagaCorp continues to support Cambodian sports through a partnership with the National Olympic Committee of Cambodia ("NOCC") and continuing support of both grassroots and international events.

Empowering Sports

NagaWorld is the longest corporate supporter of Cambodian athletes, having been the first company sign a sponsorship agreement to support the Cambodian contingent for the 2011 SEA Games in Indonesia, the 2012 Olympic Games in London and the 2016 Olympic Games in Rio de Janeiro.

In 2019, we extended the partnership agreement with the NOCC for another four years to honour Cambodian athletes' success at major international sporting events, including the ASEAN Para Games in 2021, the postponed 2020 Summer Olympics and Paralympics in Tokyo, the 2022 Asian Games in Hangzhou and the 2022 Summer Youth Olympics in Dakar.

NagaWorld Football Club

Football is the most popular sport in Cambodia. NagaWorld Football Club ("NagaWorld FC") is one of the founding clubs of the Cambodia Premier League which started in 2005, and one of the best-known clubs in the country.

In the 2020 season, NagaWorld FC finished runner up in the Hun Sen Cup, one of the two main football tournament in Cambodia. To promote women's football, the Football Federation of Cambodia ("FFC") launched the inaugural Cambodia Women League in September 2020. NagaWorld FC women's team was one of the ten teams participating the competition.



Football Development Programme in Kampong Speu

Sports is a key pillar in NagaWorld Kind Hearts' programmes. As such, NagaWorld Kind Hearts and NagaWorld FC continue to use football to reach out to Cambodia communities to encourage a healthier nation through sports. NagaWorld has been running the Football Development Programme since November 2018. In line with Cambodian government's plan to promote sports, the programme aims to equip sports teachers in secondary and high schools with professional coaching techniques

which they can employ to improve students' football skills. To date, 120 secondary and high school sports teachers in the Kampong Speu Province have been trained and obtained a 'D' coaching licence issued by the FFC. They have been providing football techniques training to their students since. As of the end of 2020, around 42,000 students have benefited. The programme is supported by the Ministry of Education, Youth and Sport, the Union of Youth Federations of Cambodia and the provincial government of Kampong Speu.



Sreyleak, Along Chhrey High School student

"After our sports teacher returning from the football coaching course with NagaWorld, my school team trainings have been held every Saturday and Thursday. Apart from improving our football skills, we have also gained knowledge of leadership and life skills, and understanding of girls' football. My ultimate goal is to become a professional footballer and represent Cambodia at international women's tournaments."

After successfully completing the two-year programme in 2020, we conducted a football coach refresher course with 20 selected sports teachers, upgrading their knowledge and skills to the next level of football coaching, i.e. professional 'C' License coaching. The course, delivered by the FFC, consists of three practical components: conducting a training session, shaping a team, and the individual programme.

We also organise regular youth tournaments to identify promising young talents for the national team. Of the ten student candidates scouted from the U18 tournament organised by NagaWorld in 2019, one has been selected by the NagaWorld FC to play in the professional league.



Sustainability Report

Environmental Care

Why We Care

Start today. Save tomorrow. Towards a sustainable future

Our Aim

To spread awareness and provide education to citizens on the importance of environmental conservation and protection.

Access to Clean Water

According to Water.org, an NGO, more than three million people in Cambodia lack access to safe water, and most of them live in rural areas. Access to sufficient, safe, and clean water and sanitation remains a pressing issue for the Cambodian government and people.



In response to the RGC's call for assistance in the sustainable rural development of Cambodia, NagaWorld donated US\$2 million towards community-supporting activities of the Water Wells Foundation in September 2020. This significant contribution helps create new and hygienic water sources for a large number of marginalised communities of over 100,000 people. This will be a significant improvement to their daily lives and a foundation for the better future, contributing to the sustainable development of rural areas towards a cleaner and healthier living standard, as well as assisting the government in nation building.

In addition, we have contributed US\$3,000 to an annual charity event hosted by the SOMA Group, known as one of the successful locally-owned business in Cambodia to raise funds for clean water access in rural areas, especially for the most vulnerable families who cannot afford tap water connection fees. The initiative has brought safe drinking water to over 20,000 people in nearly 5,000 households through the newly built water treatment plant. Around 40 families have gained access to clean water through NagaWorld Kind Hearts participation.

Soap Recycling Programme

Launched in 2017, NagaWorld Kind Hearts has been supporting the Soap for Hope project, which aims to hygienically recycle used soap, provide employment and training opportunities, and lift the community's standards with the provision of free soap. To date, we have donated around 1,356 kg of used soap in total, which has benefitted over 500 underprivileged families across Phnom Penh.



Nhem Pouv, School Principal of Prek Raing Secondary School

"After attending the Plastic-Free Workshop organised by NagaWorld in 2019, I have guided the school teachers and together, we have taught the students to practice together to reduce overall plastic usage. I do hope it helps make our country a cleaner and greener place."

Plastic Waste Awareness Programme

As part of our continuing effort to reducing plastic consumption and making the environment cleaner and greener, we have implemented a wide-ranging 'No Plastic Straws, Please!' Campaign which involves removing single-use plastic straws from our operations since December 2018 and replacing takeaway plastic cutlery and containers with recyclable alternatives. To date, around 4.5 million plastic straws have estimated to be eliminated.

Our continuous efforts to raising awareness of environmental damages from single-use plastic have also paid off. Our environmental sustainability workshop hosted by NagaWorld Kind Hearts in collaboration with NGO Plastic Free Cambodia in August 2019 has received good feedback. Attendees to the workshop, including NagaWorld employees and the principals from 28 high schools in Phnom Penh, have been sharing what they've learned back in their schools and within their communities, further spreading plastic waste awareness.

Sustainability Report

HKEX ESG Reporting Guide Index

A. Environmental

Name	Description	Page, reference and additional comment	GRI reference
A1. Emissions			
General disclosure	Information on: a) the policies; and b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Page 39, 41, 42, 44, 45 We aim to meet international standards and adopt best practices regarding environmental protection and natural resource management where possible. In situations where such matters are not in our control, such as the lack of a recycling facility in the country, we work with our partners to find appropriate solutions.	103-2 (c-i), 305, 306, 307-1
KPI A1.1	The types of emissions and respective emissions data.	Page 42, 43	305-1, 305-2, 305-4, 305-6, 305-7
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) GHG emissions (in tonnes) and where appropriate, intensity.	Page 43 Energy consumption and emissions table.	305-1, 305-2, 305-4, 305-6, 305-7
KPI A1.3	Total hazardous waste produced (in tonnes) and where appropriate, intensity.	Page 45 As a service business, we do not produce a material amount of hazardous waste, nor any waste relating to product packaging.	306-2(a)
KPI A1.4	Total non-hazardous waste produced (in tonnes) and where appropriate, intensity.	Page 46	306-2(b), 306-3

Name	Description	Page, reference and additional comment	GRI reference
KPI A1.5	Description of measures to mitigate emissions and results achieved.	Page 43, 44 Our primary source of emissions is purchased electricity. Reducing energy consumption helps to lower emissions. Fifteen energy saving initiatives were introduced in 2018. Thirteen of which have been implemented and the remaining two are ongoing.	103-2, 305-5
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Page 45, 46 As the amount of waste produced depends on business volume, which is affected by external factors, it is difficult to set internal targets on waste reduction. However, we have adopted the "5R" strategy for waste management and put in place several measures to reduce waste e.g. the withdrawal of single-use plastic straws and replacement of plastic takeaway cutlery and containers with 100% biodegradable and recyclable alternatives.	103-2, 306-2, 306-4

Sustainability Report

Name	Description	Page, reference and additional comment	GRI reference
A2. Use of Resources			
General disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Page 38, 39	103-2(c-i), 301, 302, 303
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity.	Page 40, 41	302-1, 302-2
KPI A2.2	Water consumption in total and intensity.	Page 42	303-1, 303-3, 303-4, 305-5
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	Page 41	103-2, 302-4, 302-5
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Page 41	103-2, 303-3, 303-4, 303-5
KPI A2.5	Total packaging material used for finished products (in tonnes), and if applicable, with reference to per unit produced.	Not applicable to NagaCorp as a service business.	301-1
A3. Environment & Natural Resources			
General disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	Page 38, 39	103-2(c-i), 301, 302, 303, 304, 305, 306
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	There is no activities of significant impact on the environment and natural resources in 2020.	103-1, 103-2, 303-1, 303-2, 304-2, 306-3(c), 306-5

B. Social

Name	Description	Page, reference and additional comment	GRI reference
B1. Employment			
General disclosure	Information on: a) the policies; and b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest period, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Page 53, 57	103-2(c-i), 202, 401, 405, 406, 419-1
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Page 53 See charts.	102-8, 405-1(b)
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Page 53 See charts.	401-1
B2. Health and Safety			
General disclosure	Information on: a) the policies; and b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Page 57, 58	103-2(c-i), 403, 419-1

Sustainability Report

Name	Description	Page, reference and additional comment	GRI reference
KPI B2.1	Number of rate of work-related fatalities.	Page 58	403-9
KPI B2.2	Lost days due to work injury.	Page 58 See table. We started record data on lost days due to work-related injuries since 2019, hence there was no comparable data in 2018.	403-9
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Page 58	103-2, 103-3(a-i), 403-1
B3. Development & Training			
General disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Page 47, 48, 49	103-2(c-i), 404-2(a)
KPI B3.1	The percentage of employees trained by gender and employee category.	Page 49 See charts.	404-1
KPI B3.2	The average training hours completed per employee by gender and employee category.	Page 50 See charts.	404-1
B4. Labour Standards			
General disclosure	Information on: a) the policies; and b) compliance with relevant laws and regulations that a significant impact on the issuer relating to preventing child and forced labour.	Page 57	103-2(c-i), 408, 409, 419-1

Name	Description	Page, reference and additional comment	GRI reference
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Page 57 NagaCorp complies with all relevant labour laws and regulations requirements in Cambodia, which are aligned with international standards, including matters such as prohibition of child and forced labour. We also work tirelessly to ensure all our suppliers and partners are fully compliant with Cambodian Labour Law. During the Year, we developed an engagement programme that helps increase awareness about child labour among our suppliers, and ensure they adhere to our No Child Labour policy. This is monitored regularly through factory visits and engagement programmes with our suppliers. To the Company's best knowledge, no case of child and/or labour was found in the Company's premises and its supply chain in 2020.	103-2, 408, 409
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	To the Company's best knowledge, no case of child and/or forced labour was found in the Company's premises and its supply chain in 2020.	103-2, 408, 409

Sustainability Report

Name	Description	Page, reference and additional comment	GRI reference
B5. Supply Chain Management			
General disclosure	Policies on managing environmental and social risks of the supply chain.	Page 62, 63	103-2(c-i), 204, 308, 414
KPI B5.1	Number of suppliers by geographical region.	Page 63	102-9
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Page 62 All our suppliers must meet the requirements of NagaWorld's standards to identify environmental and social risks. This is monitored on a regular basis through factory visits and engagement programmes. We also continue to work with our suppliers and partners to ensure that products and raw materials are from sustainable sources to identify the environmental risks. For example, all paper in our hotel rooms are certified by Forest Stewardship Council (FSC) and Programme for Endorsement of Forest Certification (PEFC). For social risk, please refer to the comments in ESG B4.	103-2, 308-1, 308-2, 414-1, 414-2

Name	Description	Page, reference and additional comment	GRI reference
B6. Product Responsibility			
General disclosure	Information on: a) the policies; and b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Page 60, 61, 62 Policies and compliance information are provided in each of the relevant sections.	103-2(c-i), 416-2, 417-2, 417-3, 418-1, 419-1
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable to NagaCorp as a service business.	
KPI B6.2	Number of products and services related complaints received and how they are dealt with.	Page 61	102-43, 102-44, 103-2(c-vi), 418-1
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Not applicable to NagaCorp as a service business.	
KPI B6.4	Description of quality assurance process and recall procedures.	Not applicable to NagaCorp as a service business.	
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Page 62	103-2, 103-3(a-i), 418

Sustainability Report

Name	Description	Page, reference and additional comment	GRI reference
B7. Anti-Corruption			
General disclosure	Information on: a) the policies; and b) compliance with relevant laws and regulations that have significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Pages 64, 65	103-2(c-i), 205, 205-3, 419-1
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Page 65, 66 During 2020, no prosecution, lawsuit or claim regarding corruption was brought against the Company or its employees.	205-3
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Page 64, 65	102-17, 103-2, 103-3(a-i), 205
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Page 65	205-2

Name	Description	Page, reference and additional comment	GRI reference
B8. Community Investment			
General disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Page 67	103-2(c-i), 413
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Page 67, 70-79	203-1(a), 413-1
KPI B8.2	Resources contributed to the focus area.	Page 67, 70-79 We have a dedicated CSR team of four supporting the NagaWorld employee volunteering group NagaWorld Kind Hearts' initiatives relating to the four pillars of focus.	201-1(a-ii), 413-1



