

Creating Value Through Sustainable Practices



The Business and
Sustainability of Profits



The Environment



Our People



The Communities
Around Us

What's Inside

About this Report	02	The Environment	23
		Introduction	24
Chairman's Message	03	Energy Consumption and Management	24
		Climate Change and Emissions	26
CEO's Message	04	Task Force on Climate-Related Financial Disclosures	26
		Water Consumption and Management	29
Highlights and Achievements	05	Waste Management	29
		Biodiversity	30
About MR. D.I.Y.	06	Our People	31
Our Vision and Mission	06	Talent Management and Development	32
Awards and Accolades	07	MR. D.I.Y. is an Equal Opportunity Employer	35
		Freedom of Association and Collective Bargaining	35
Driving Sustainability Through Good Governance	08	Grievance Mechanism	35
Stakeholder Management and Engagement	10	Minimum Notice Period for Operational Changes	35
Membership in Associations	11	Occupational Safety and Health	35
Our Material Matters	12		
Approach to Good Governance	13	The Communities Around Us	37
Board's Competence and Experience	14	Overview	38
Ethical Behavior and Corporate Integrity	15	Donation of Education Toys to PTSI	39
Anti-Corruption and Anti-Bribery	15	Chinese New Year CSR Project	40
Risk Management	16	#DIY4Universiti Sentiasa Berwaspada, Tanggungjawab Bersama	40
Upholding Human Rights	16	Back-To-School Initiative	40
Data Privacy and Security	17	Upcycle: Walk with Style	41
Sponsorships, Donations including Political Contributions	17	Raya Serba Baharu CSR Initiative	41
Tax and Tax Transparency	17	DIY Made Simple	41
Operating in a Competitive Retail Market Space	17	MR. D.I.Y. Art Competition	42
The Business and Sustainability of Profits	18	Conclusion	
Economic Value Created	20	- Looking to the Future	43
Procurement Practices	20		
Product Quality and Responsibility	21	GRI Standards Content Index	44
Upholding Customer Satisfaction	21		
Product Labelling	22		
Responsible Marketing	22		
Supply Chain Management	22		





Creating Value Through Sustainable Practices

FY2022 sees MR. D.I.Y. continue to register progress on its sustainability journey. The Group's commitment to upholding sustainability is driven by the increasing focus on value creation; that is the role that ESG has in supporting financial value creation as well as building a better world and society for generations to come.

About this Report

MR D.I.Y. GROUP (M) BERHAD (“MR. D.I.Y.”, “THE GROUP” OR “THE COMPANY”) IS PLEASED TO PRESENT ITS SUSTAINABILITY REPORT FOR THE FINANCIAL YEAR ENDED DECEMBER 31, 2022 (“FY2022”).

Sustainability Report FY2022 (“SR2022”) presents a detailed narrative of the Group’s environmental, social and governance (“ESG”) performance for FY2022.

The contents herein include the Group’s management approach in addressing environmental and social impacts and the creation of stakeholder value; as well as detailed data based performance disclosures for material topics.

REPORTING SCOPE AND BOUNDARY

SR2022 is scoped to the public listed entity of MR. D.I.Y. and all MR. D.I.Y. subsidiary companies in Malaysia and Brunei. The Group’s corporate structure is provided in the Corporate Structure section of the annual report.

Exclusions are associate companies of which the Group does not exercise management control.

The scope and boundary have been further refined to significant material topics of the Group as determined through the following: 1) a comprehensive material assessment exercise (“MAE”) involving internal and external stakeholders; and 2) Disclosures requirements of the Bursa Malaysia Sustainability Reporting Guide – 3rd Edition (released in September 2022).

Where meaningful and accurate data is available, SR2022 provides disclosures on its value chain which includes disclosures on ESG impacts and where practicable, the Group’s efforts to avoid / reduce impacts attributed to providers of goods and services to MR. D.I.Y.. This includes continued efforts to develop “greener” supply chains and to retail

more environmentally friendly goods and services. Please refer to Supply Chain Management section on page 22 for specific information related to supply chain disclosures.

The following additional frameworks have been referenced / used in the development of content for SR2022:



DEFINITIONS

All references of “MR. D.I.Y.”, “the Group”, “the Company”, “we”, “us” refer to MR D.I.Y. Group (M) Berhad and subsidiary companies. FY2022 refers to the financial reporting year of 1st January 2022 to 31st December 2022.

GRI STATEMENT OF USE

The Board of Directors of MR. D.I.Y. acknowledges responsibility for the following statement of use: The information contained in SR2022 has been prepared in reference to the GRI Standards.

FORWARD LOOKING STATEMENT

While every care has been exercised in ensuring that the information presented is accurate as possible, such information may be invalidated due to a wide range of factors that are beyond the Group’s control. These include changes in the external operating environment.

As such, readers are advised to exercise their own discretion and due diligence prior to arriving at any conclusions, assumptions or in making any investment or strategic decisions based on SR2022’s disclosures. Actual results may differ.

The Group is not responsible for any financial or non-financial losses incurred due to variances in business or operational

performance or strategies. The Group assumes no obligation to update or revise any forward-looking statements as and when new information becomes available.

PRECAUTIONARY APPROACH

The precautionary principle is set out in Principle 15 of the UN Rio Declaration on Environment and Development. The precautionary principle means taking early action to prevent and mitigate potential negative impacts in situations where conclusive scientific understanding or evidence is lacking, but there is sufficient reason to expect serious or irreversible damage.

MR. D.I.Y. has applied the precautionary approach across its business operations.

The application of the precautionary approach is reflected throughout business operations based on the premise of prevention or reduction of environmental and social impacts, as well as in the mitigation and management of business, operational and financial risks. This includes addressing energy and water consumption, matters related to Occupational Safety and Health (“OSH”), labour and human rights as well as supply chain management.

REPORT AVAILABILITY & FEEDBACK CHANNEL

SR2022 is available for download at: <https://mrdiy.listedcompany.com/sustainability-reports.html>.

We welcome questions, feedback and suggestions towards improving our sustainability disclosures and performance. Suggestions for improvements or comments can be sent to:

Lot 1907, Jalan KPB 11,
Kawasan Perindustrian Balakong,
43300 Seri Kembangan,
Selangor Darul Ehsan, Malaysia.
Email: my.scom@mrdiy.com



Scan here to
download our
Sustainability
Report 2022

Chairman's Message

I AM PLEASED TO SHARE UPDATES ON MR. D.I.Y.'S SUSTAINABILITY JOURNEY FOR THE FINANCIAL YEAR 2022, WHICH HAS SEEN US CONTINUE TO MAKE GOOD PROGRESS ACROSS OUR FOUR SUSTAINABILITY THEMES AND FOCUS AREAS.

While the journey has been challenging, it has also been a journey of discovery and improvement. Many lessons have been learnt and insights developed into how MR. D.I.Y. as a retailer can effect positive change through value creation.

We are cognisant of our organisational potential as a force for good – empowering and uplifting communities, providing customers with more sustainable product choices and cascading good governance across our operations and value chains. We also continue to focus on our operations – relooking at how our environmental footprint can be reduced even as we expand our network of stores nationwide.

We believe we can also play a meaningful role in developing greater consciousness and stronger collective effort within the retail sector.

This presents a notable challenge for us and for any business for that matter. How does an organisation manage its ESG impact, in particular its environmental footprint as it consumes more resources to fuel business expansion? How do we provide more sustainably sourced products with a high level of traceability while ensuring that these products remain affordable and accessible to customers of diverse demographic segments?

The Board and Management of MR. D.I.Y. remain steadfast in our view that businesses can and should grow



sustainably. However, it is not an immediate transition but a progressive one, that we are fully resolved to pursue as evidenced by the positive developments achieved in FY2022.

I am pleased to share that we are on track to meet all our ESG targets, with the exception of three. In FY2022, we continued to achieve reductions for emissions, energy consumption, water and waste as measured against our FY2021 baseline. We remain well on track towards our 2030 targets and are positive of making progress year-on-year with our existing and new strategies. Specifically, I wish to highlight that we have more than doubled our use of solar energy at our distribution facilities.

The MR. D.I.Y. business model is centred on creating value by serving society – addressing present market gaps for affordable consumer goods. Our business approach is premised on the provision of good quality products at prices which consumers of all demographics can afford. We believe we can continue to fulfil this role, while operating in a sustainable manner.

Towards this end, MR. D.I.Y. will continue to endeavour to seek opportunities to embrace and leverage sustainability as a strategy for business improvement while progressively transforming the Group into a company that serves the greater good. This is our commitment, to ensure a sustainable future for all stakeholders.

I thank you for your interest in MR. D.I.Y.'s sustainability journey and welcome your feedback to drive further improvements.

DATO' AZLAM SHAH BIN ALIAS
Independent Non-Executive Chairman

CEO's Message

THE PROGRESS WE HAVE MADE IN TERMS OF ESG INDICATES THE GROUP'S COMMITMENT TO NOT JUST ENSURING ENVIRONMENTAL AND SOCIAL REGULATORY COMPLIANCE, BUT ALSO IN LEVERAGING ESG FOR VALUE CREATION AND TO ENHANCE BUSINESS AND OPERATIONAL PERFORMANCE.

We have taken significant steps towards integrating responsible practices with our business strategies while growing the business sustainably and profitably. To achieve these goals, we have set long-term targets and KPIs that are aligned to our business strategies with decisive action plans to reduce our carbon footprint and waste for the benefit of the Group and our stakeholders.

We have continued to progressively raise our sustainability ambitions. This is reflected in the continuous progress that we have made in the performance across the goals and standards that we have set. The following sections of this report detail the Group's considerable efforts as well as progress we have made on these long-term targets.

The integration of responsible and sustainable business practices with financial and operational considerations has enabled our Management to develop more holistic and comprehensive strategies that will drive sustainable business growth. This includes managing inherent and emerging risks and maximising opportunities to create value for all stakeholders.



Clearly, sustainability is material to our business operations as there is a clear link between poor ESG oversight and erosion of performance, which ultimately impact competitiveness, brand reputation and access to talent and financing. These are just some examples of how ESG is vital to the long-term resiliency of our business.

Climate change, labour and human rights as well as supply chain management have emerged as key sustainability topics for Malaysia. Consistent with this growing focus, MR. D.I.Y. has also ramped up its efforts in these areas. FY2022 marks the first year of MR. D.I.Y. aligning its energy consumption, carbon emissions and other related disclosures to the recommendations made under the TCFD framework. We also continue to strengthen our oversight of our supply chains.

In FY2022, MR. D.I.Y. has also reassessed its material topics which reflects shifting sustainability trends and the Group's

continuous engagement with our stakeholders – by reflecting their views and aspirations within our approach to sustainability.

Increasingly, sustainability considerations will be further integrated into our strategies and decision making across the organisation. Our Sustainability Policy and Framework charts our overarching approach to ESG as well as our intended outcomes.

At MR. D.I.Y., we understand that sustainability is a journey, and external engagement and transparency are fundamental to making significant progress in this area. We strive to keep our stakeholders regularly informed on our commitments and progress.

ADRIAN ONG

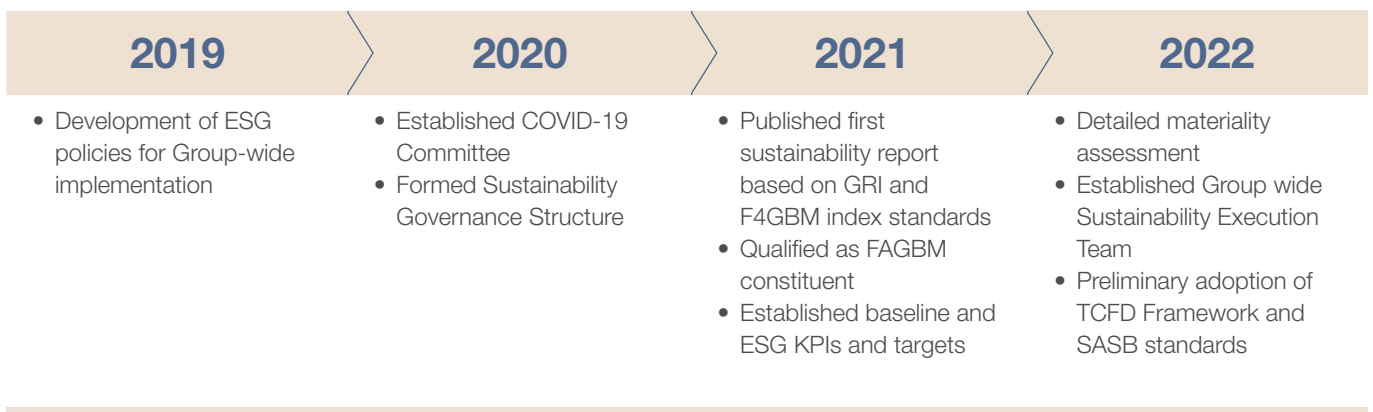
*Non-Independent Executive Director/
Chief Executive Officer*

Highlights and Achievements

FY2022 PERFORMANCE AGAINST SET TARGETS

THE BUSINESS & SUSTAINABILITY OF PROFITS	Target	FY2021 Base Year	FY2022	Progress
Vendor Code of Conduct ("VCC") onboarding	To report ongoing progress	4 signatories	250 signatories	On Track
Customer Satisfaction & Experience Scoring	80% score by 2030	75% score	94% score	On Track
THE ENVIRONMENT				
Plastic Bag per 1,000 transactions	To report ongoing progress	8.3 kg	7.3 kg	On Track
Contribution of Eco Products to Revenue	10% of total revenue by 2030	3.0%	3.4%	On Track
30% of Total Energy to be Renewable Energy ("RE") by 2030	30% RE mix for all our distribution facilities	4.0%	15.7%	On Track
Carton Boxes per 1,000 transactions	40% reduction or 0.12 kg by 2030 and from base year 2021	0.3 kg	0.4 kg	Missed
Scope 1 Emissions: diesel per 1,000 transactions	20% reduction or 5.5 litres by 2030 and from base year 2021	27.5 litres	25.7 litres	On Track
Scope 2 Emissions: megawatt-hour ("MWh") per store	30% reduction or 33.8 MWh by 2030 and from base year 2021	112.5 MWh	123.6 MWh	Missed
Report Scope 3 Emissions: Suppliers	To report ongoing progress	0	25	On Track
OUR PEOPLE				
Lost Time Injury Frequency Rate ("LTIFR")	0 by 2025	0.48	0.50	Missed
THE COMMUNITIES AROUND US				
Sourcing from Local Suppliers	30% by 2025	29.4%	28.7%	On Track

MILESTONES AND SUSTAINABILITY JOURNEY



About MR. D.I.Y.



MR. D.I.Y. Aeon Mall, Penang

MR. D.I.Y. is Malaysia's largest home improvement retailer. The homegrown brand aims to make a positive impact on the lives of the communities it operates in by offering over 20,000 everyday essentials at "Always Low Prices" at 1,080 convenient locations nationwide and at its e-commerce platform, www.mrdiy.com.my.

MR. D.I.Y. stores offer a wide selection of products across five major categories, namely hardware, household and furnishings, electrical, stationery, and sports equipment, as well as others like toys, car accessories, jewellery, cosmetics, and food and beverages.

The Company strives to put its customers first by operating an innovative and flexible business model, with a wide variety of good quality products that offer excellent value for money, in exciting store formats.

For more information on MR. D.I.Y., please log on to www.mrdiy.com.



OUR VISION

To be the most valued retailer.



OUR MISSION

To offer everyone everything, everyday, at always low prices.



**Always
Low
Prices**



**Wide
Product
Range**



**Convenient
Locations
Nationwide**



AWARDS & ACCOLADES



Putra Entering Brand of the Year 2022



The Edge ESG Awards

Best Newcomer In The Equities Category



Frost & Sullivan Best Practices Award 2022

Malaysia Home Improvement Retail Company Of The Year



World Branding Awards 2022

Regional Award, Top Home Improvement Retail Brand



Deloitte Malaysia

Best Managed Companies Awards 2022

Scope 1 emission intensity is

6.9% lower year-on-year to 68.7 kg CO²-eq per 1,000 transactions

More than

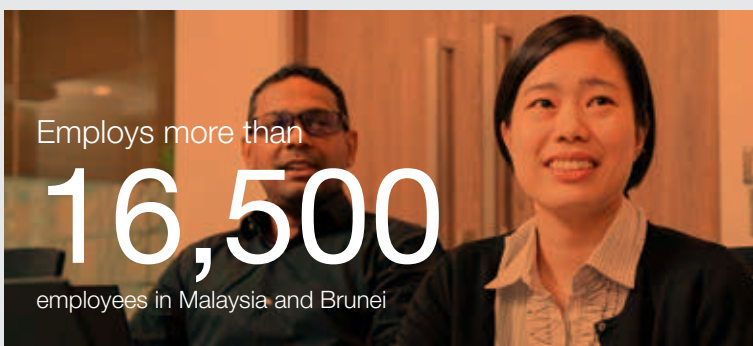
193,600

training hours

that benefitted more than

13,000

employees



94.0%

positive rating on customers satisfaction survey





MR. D.I.Y. PLUS, MidValley Megamall

Driving Sustainability Through Good Governance

Stakeholder Management and Engagement	10
Membership in Associations	11
Our Material Matters	12
Approach to Good Governance	13
Board's Competence and Experience	14
Ethical Behavior and Corporate Integrity	15
Anti-Corruption and Anti-Bribery	15
Risk Management	16
Upholding Human Rights	16
Data Privacy and Security	17
Sponsorships, Donations including Political Contributions	17
Tax and Tax Transparency	17
Operating in a Competitive Retail Market Space	17



ESG is viewed as an opportunity to build a more competitive and resilient business model; one that is able to effectively mitigate emerging and existing risks and remains relevant and primed to continue creating and sustaining enterprise value.

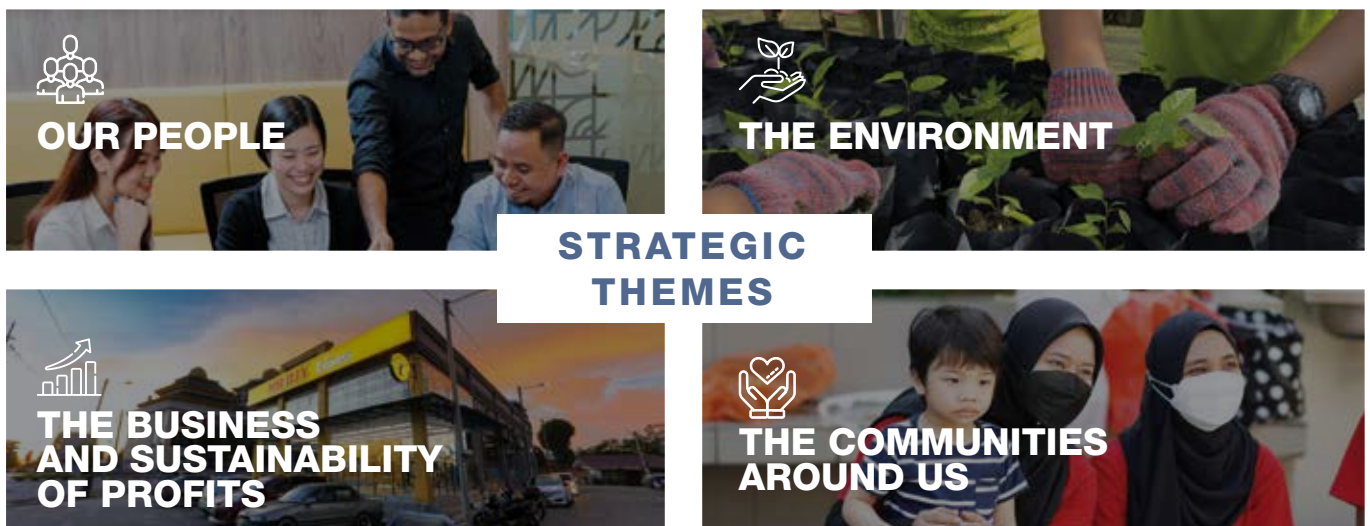
Driving Sustainability Through Good Governance

MR. D.I.Y.'S APPROACH TO SUSTAINABILITY IS DRIVEN BY THE PHILOSOPHY OF VALUE CREATION. SUSTAINABILITY IS VIEWED NOT JUST FROM THE PERSPECTIVE OF REDUCING OR AVOIDING ENVIRONMENTAL AND SOCIAL IMPACTS, BUT ALSO FROM A STRATEGIC PERSPECTIVE OF HOW ESG PERFORMANCE CAN CREATE POSITIVE FINANCIAL AND NON-FINANCIAL OUTCOMES FOR MR. D.I.Y. AND ITS STAKEHOLDERS.

The commitment to good ESG practice therefore, is not merely driven by a do-no-harm approach. Neither is sustainability undertaken to ensure regulatory compliance.

ESG is viewed as an opportunity to build a more competitive and resilient business model; one that is able to effectively mitigate emerging and existing risks and remains relevant and primed to continue creating and sustaining enterprise value.

Given MR. D.I.Y.'s strategic approach to ESG, the Board and Management's focus is driven by a clear and robust framework to develop and deliver transformation that improves business and financial performance. The Group's approach to sustainability is centred on four distinct themes:



The themes are inter-connected, with improvements in performance in one having corresponding positive effects on the other. For example, by focusing on the people theme, namely talent management and development, MR. D.I.Y. is able to ensure a sufficient talent pool of competent professionals to support business expansion plans. Skilled and trained employees support business and operational productivity, improved customer services and experiences. Conversely, improvements in business performance translate into increased revenue and earnings, which support continued investments into human capital development.

Ultimately, all strategic themes are interconnected in a virtuous circle. The outcome is a continuous process of improvement that benefits the environment, society and the business.

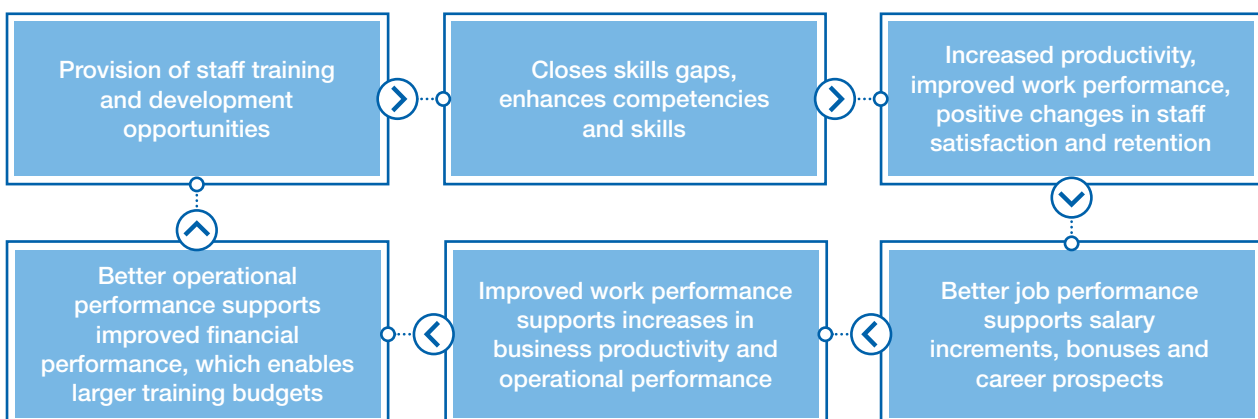


Figure 1 Virtuous cycle of how sustainability and business performance are mutually co-related.

Driving Sustainability Through Good Governance

STAKEHOLDER MANAGEMENT AND ENGAGEMENT

The views, concerns and aspirations of stakeholders remain a fundamental aspect of MR. D.I.Y.'s approach to determining and managing material ESG matters.




The Board and Management are of the view that in ensuring an inclusive and accurate approach to sustainability, stakeholder perspectives, both internal and external, are essential in the formulation of policies, strategies, action plans, as well as in the development of Key Performance Indicators (“KPIs”) and targets.





Throughout the course of the financial year, MR. D.I.Y. has engaged extensively with a wide range of stakeholders – assessing their concerns and soliciting their views. A key highlight of the engagement was the comprehensive materiality assessment exercise (“MAE”) undertaken in FY2022 that involved respondents from diverse stakeholder groups.

However, aside from the MAE, MR. D.I.Y. has prioritised two-way stakeholder engagement towards developing a comprehensive understanding of how the Group’s business model and operations impact stakeholders and vice versa.

Stakeholder engagement also presents opportunities for the Group to determine how else we can create value for society and to maintain or even expand its role as a committed and conscientious corporate citizen who contributes positively to the development of society.

A snapshot table providing details on the Group’s stakeholder engagement activities and outcomes achieved is provided below:

Stakeholder	Group Expectations & Concerns	Method of Engagement	Frequency	Our Response
 Regulatory Bodies & Government Agencies	<ul style="list-style-type: none"> Regulatory framework governing business operations and product licensing Sustainability practices and reporting Legal compliance, statutory duties, and responsibilities 	<ul style="list-style-type: none"> Consultations Meetings/Discussions Attendance at seminars, forums, and dialogues organised by the respective bodies and agencies Participation in events and close engagement with regulators 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Collaboration and close engagement with relevant authorities and agencies to ensure full compliance with laws and regulations
 Shareholders	<ul style="list-style-type: none"> Business performance Sustainable growth and dividends Strategy and vision 	<ul style="list-style-type: none"> Annual Reports Quarterly financial results announcements Annual General Meetings Analysts and investor meetings and roadshows MR. D.I.Y. Investor Relations webpage 	<ul style="list-style-type: none"> Annually Quarterly As required Ongoing 	<ul style="list-style-type: none"> Timely updates on business, financial, and strategic performance Monthly introduction of new product ranges
 Customers	<ul style="list-style-type: none"> Product variety Pricing Customer experience Promotions and product recommendations 	<ul style="list-style-type: none"> MR. D.I.Y. stores MR. D.I.Y. E-commerce website Above the line advertising Digital marketing Customer feedback & satisfaction surveys 	<ul style="list-style-type: none"> Ongoing As required 	<ul style="list-style-type: none"> Monthly introduction of new product ranges Affordable product range at “Always Low Prices” One-stop store for home improvement needs Promotions and discounts / blogs / videos / key opinion leaders Quick and easy to use platform to gather feedback for continuous improvement

Stakeholder	Group Expectations & Concerns	Method of Engagement	Frequency	Our Response
 <p>Suppliers</p>	<ul style="list-style-type: none"> Onboarding programme Relationship management Business development Pricing / new items / products New products Favourable terms of payment / contract 	<ul style="list-style-type: none"> Formal and informal meetings and events Product-sharing sessions and networking Exchange of products 	<ul style="list-style-type: none"> Ongoing As required 	<ul style="list-style-type: none"> Conducting engagement sessions to share the Group's short-term plans Discussing market landscape and trends Ensuring transparent and ethical procurement practices
 <p>Employees</p>	<ul style="list-style-type: none"> To be kept informed of the Group's latest strategic initiatives and business development To have a safe and secure working environment 	<ul style="list-style-type: none"> Learning and development Staff benefits Performance appraisal Internal communications Employee survey 	<ul style="list-style-type: none"> Monthly Quarterly Annually Ongoing 	<ul style="list-style-type: none"> Various engagement activities Volunteer opportunities On-the-job training Health and safety policies
 <p>Media</p>	<ul style="list-style-type: none"> Ethical business practices Health and safety Data protection Updates on ESG New innovations and technology Business growth 	<ul style="list-style-type: none"> Face-to-face engagements Dialogues and forums Corporate events Partnerships 	<ul style="list-style-type: none"> Ongoing As required 	<ul style="list-style-type: none"> Networking and sharing sessions Hosting events with the media Holding press conferences Providing press releases
 <p>Local Communities</p>	<ul style="list-style-type: none"> Employment and business opportunities Expectations of corporate social responsibility ("CSR") activities that will benefit communities in areas we operate 	<ul style="list-style-type: none"> CSR activities Skills training Sponsorship and welfare programmes 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Hiring locals in areas we operate Having a comprehensive and holistic #mrdiycares CSR programme that covers community, environment and workplace

MEMBERSHIP IN ASSOCIATIONS

As a leading retailer of consumer goods, MR. D.I.Y. is a member of the following professional and industry associations:

- Malaysia Retail Chain Association ("MRCA")
- Malaysian International Chamber of Commerce & Industry ("MICCI")
- Malaysian Employers Federation ("MEF")

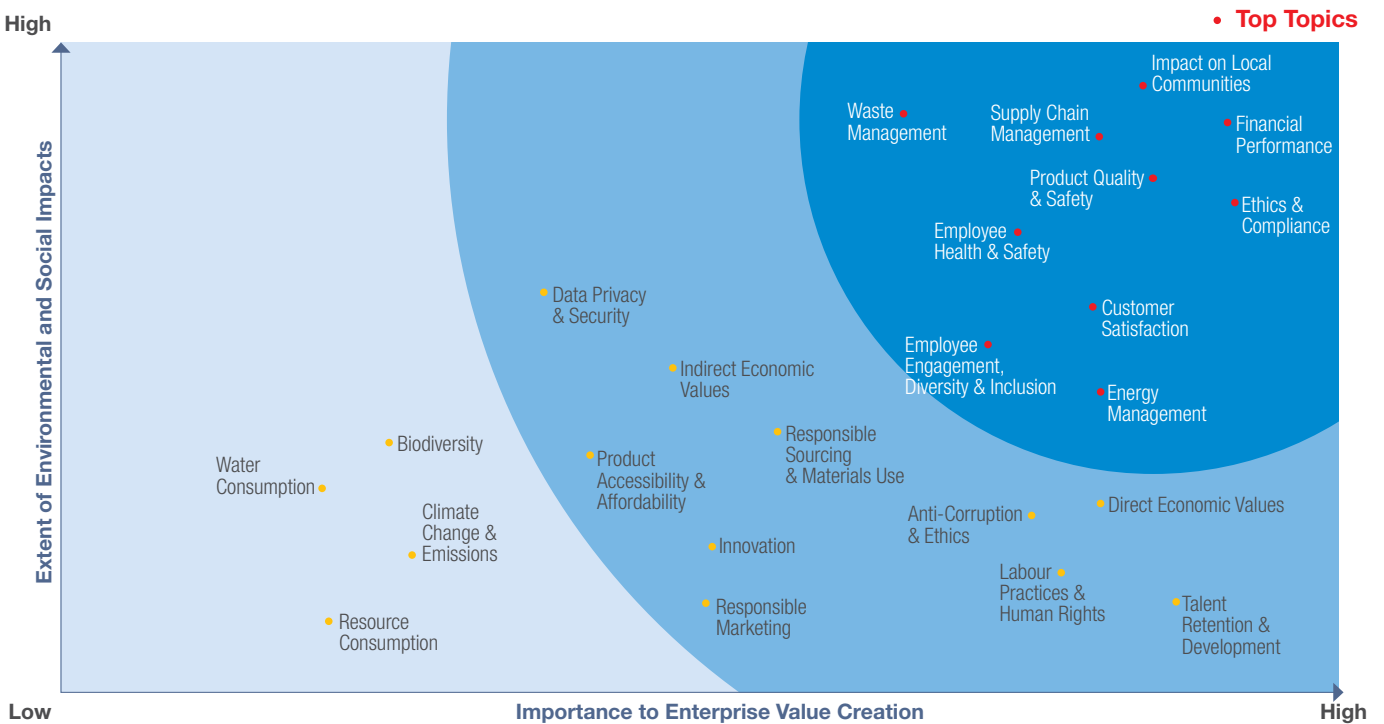
Driving Sustainability Through Good Governance

OUR MATERIAL MATTERS

In FY2022, MR. D.I.Y. engaged a wide range of internal and external stakeholders to reassess its significant material topics. The reassessment of materiality was conducted in tandem with the Group’s evolving approach to sustainability.

A comprehensive materiality assessment questionnaire was developed and made available in three languages: English, Bahasa Melayu and Chinese. These were distributed online in December 2022 to a wide range of stakeholders, including those based outside of Malaysia.

The survey responses were aggregated and analysed, and findings subsequently developed. Findings were deliberated at the working committee, management and Board levels. The Group’s materiality matrix for FY2022 as presented below was approved by the Board on February 14, 2023.



KEY SUSTAINABILITY FOCUS AREAS

Financial Performance	Employee Health & Safety	Product Quality & Safety	Ethics & Compliance	Waste Management
Energy Management	Employee Engagement, Diversity & Inclusion	Supply Chain Management	Impact on Local Communities	Customer Satisfaction

The above topics were deliberated by the Board and have been considered together with the existing sustainability themes and focus areas. There are similarities in both lists which indicate definite congruence between the strategic thinking of the Board and Management of MR. D.I.Y. with the views of stakeholders.

Post deliberation, the Board has retained its sustainability themes as being the key drivers for the ESG agenda and has introduced two new sustainability focus areas: Customer Satisfaction and Impact on Local Communities. Both material matters were deemed to be necessary for inclusion given the views of stakeholders who ranked both topics to be of significant importance to themselves and to MR. D.I.Y.

MR. D.I.Y.’s disclosures in SR2022 has been developed in accordance with its sustainability focus areas and the additional material topics deemed material from the recent MAE.

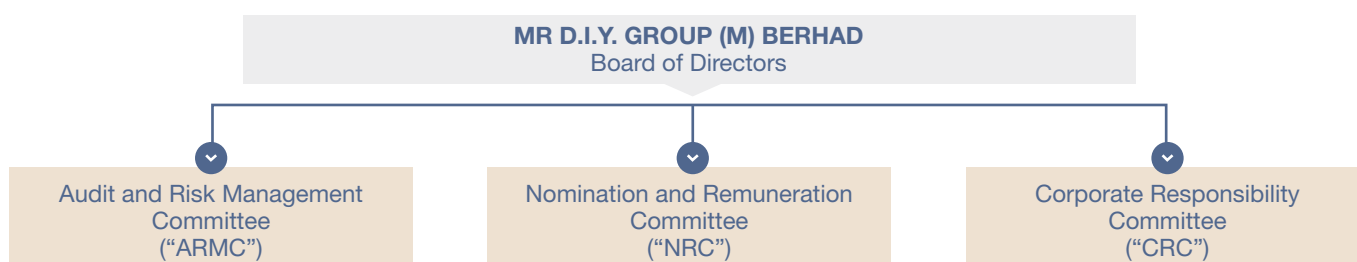
APPROACH TO GOOD GOVERNANCE

Good corporate governance includes upholding ethical behaviour and integrity as being a fundamental aspect of sustainable value creation.

At MR. D.I.Y., good governance is reflected through oversight and supported by robust internal controls, policies and processes which provide the necessary impetus to drive the ESG agenda. Governance also enables the formation of effective strategies and action plans, ensures ownership of the same, and supports the promulgation of an organisation-wide sustainability mindset and culture. It is a prerequisite for all aspects of sustainability and applies to all key material topics.

Governance of the Group is achieved through the existing governance structure – which begins with the Board and is cascaded accordingly to Senior Management and subsequently working teams Groupwide. The structure is effective through the establishment of the following:

- Terms of References – defining the roles and responsibilities of governance bodies (including limitations),
- Groupwide policies that provide broad objectives, desired outcomes and fundamentals on how the Group should operate towards the realisation of its objectives,
- Internal processes and controls that further lay out in specific detail how the Group should operate.



The Board sets the overall strategic direction for the Group's overarching sustainability plan, and approves MR. D.I.Y.'s sustainability disclosures and its contents.

The Sustainability Committee has oversight on the development and implementation of sustainability initiatives, and maintains accurate records of the operations and outcomes. The Sustainability Committee, which comprises representatives from Finance, Human Resource Management, Procurement, Retail Operations, Warehouse & Distribution, Marketing & E-commerce, and Corporate Secretariat, oversees sustainability at MR. D.I.Y.. The Sustainability Committee reports to the Management Committee, led by the Chief Executive Officer, who oversees the progress of the Groups sustainability projects.

The Management Committee reports to the Board and through this sustainability governance structure, the Management and Board of Directors of MR. D.I.Y. continue to have strategic oversight on all material topics. The Board continues to pursue professional development by attending a wide range of related training, including training on corporate governance, anti-corruption and sustainability. The following is a snapshot of the training courses / professional development programmes undertaken by the Board during the financial year:

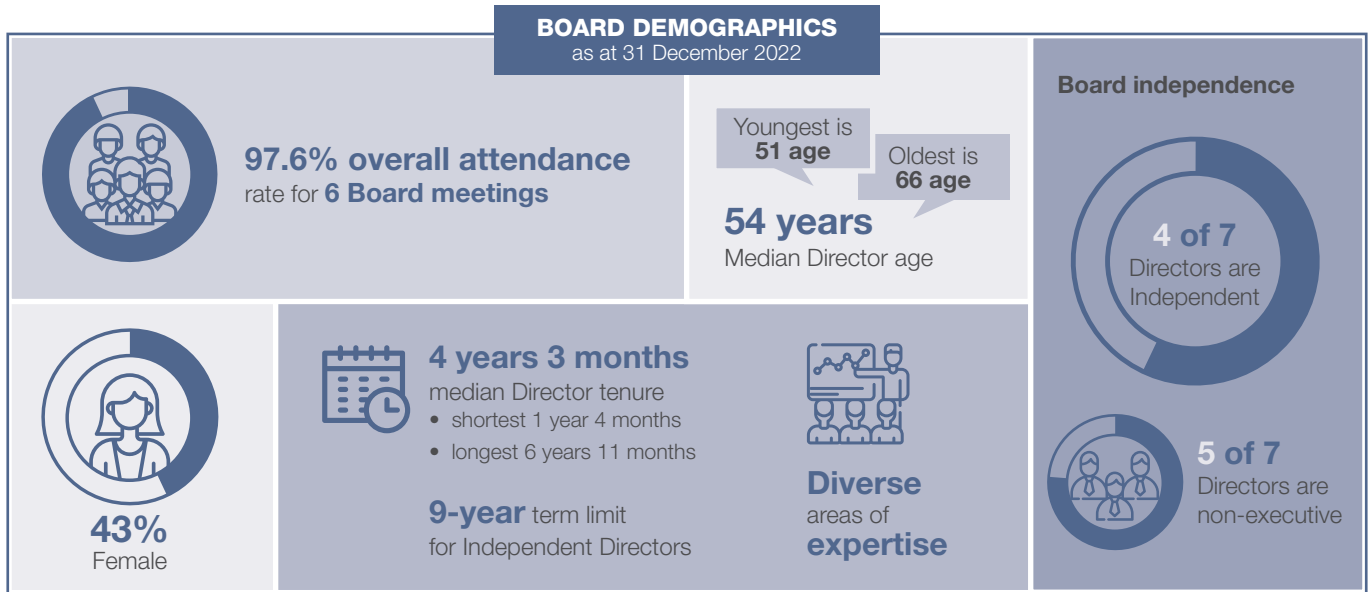
Courses/Seminar/Training/Conference	Organiser	Date
Environment, Social and Governance ("ESG") Training	PwC Malaysia	5 January 2022
TCFD Climate Disclosure Training Programme	Bursa Malaysia Securities Berhad	2 & 9 March 2022
Share Buy-Back: A Regulatory Perspective	CKM Advisory Sdn. Bhd.	30 June 2022
ICDM Emerging Trends Talk: ESG Oversight: Role of the Board	Institute of Corporate Directors Malaysia ("ICDM")	25 August 2022
Bursa Malaysia Immersive Experience: The Board "Agender"	Bursa Malaysia Securities Berhad	30 November 2022
Beyond Box-Ticking: Essentials for Effective Remuneration Committees	Asia School of Business	9 March 2022
Audit Oversight Board Conversation with Audit Committees	Securities Commission Malaysia's Audit Oversight Board	17 November 2022

Driving Sustainability Through Good Governance

Presently, the remuneration of executive directors is partly linked to the achievement of the Group's ESG targets which includes the continued inclusion of MR. D.I.Y. in the FTSE4Good Bursa Malaysia index and the improvement of MR. D.I.Y.'s performance as per the Group's ESG KPIs and targets.

Information pertaining to the composition of the Board of Directors, their skillsets and professional experience as well as gender diversity is provided in the Board of Directors Profile section of the Annual Report.

Additional information on the specific role of the Board in providing the necessary stewardship of the Group and championing good corporate governance is provided in the Corporate Governance Report for FY2022 – available for download here: https://mrdiy.listedcompany.com/misc/cg/MRDIY_CGReport_2022.pdf.



BOARD'S COMPETENCE AND EXPERIENCE

The Board of Directors of MR. D.I.Y. comprises corporate professionals and industry experts – each bringing to the Group their respective skillsets, qualifications and competences to collectively deliver the necessary competence required to guide, deliberate and make informed strategic decisions in the best interests of the Group and its shareholders. These include long-standing track records serving in various professional capacities for leading corporate organisations in retailing, banking, finance, and various other industries, both locally and beyond.

Specific details on the qualifications, experience and skillsets of the Board are provided in the Board of Directors Profiles section of the annual report. The following is a concise and collective view of the skills and expertise of the present Board members.

Area of Expertise	Details
Financial Knowledge and Expertise	Professional accounting and corporate finance qualifications and knowledge combined with years of experience at the helm of various finance function within leading corporates.
Business / Entrepreneurial Capabilities	Proven track record in establishing business models and establishing successful companies, including successfully listing of said companies.
Corporate Leadership	Management roles in strategic positions of leading companies, including serving in executive leadership positions, heading core functions, developing and implementing strategies on a day-to-day basis.
Industry Specific Experience	Prior exposure and involvement in related industries and niche sectors such as retail, retail financing and more.
Risks and Stakeholder Management	Experienced in identifying and mitigating business, operational, financial and strategic risks as well as engaging and working closely with a wide range of stakeholders. These include regulators, the financial community, media, customers and others.

ETHICAL BEHAVIOR AND CORPORATE INTEGRITY

MR. D.I.Y. is committed to operating in a responsible and ethical manner in all its dealings, including that with stakeholders. This commitment to fair business practice and engagement has been defined in the Group's Code of Business Ethics ("COBE").

The COBE provides for how MR. D.I.Y. should operate and its approach to managing a wide range of ethical business aspects. These include anti-corruption, conduct of the Board, Management and employees, stakeholder engagements, investor interests and more.

The COBE, which is available in three languages – English, Bahasa Melayu and Chinese can be viewed here: <https://mrdiy.listedcompany.com/misc/cg/MRDIY-Code of Business Ethics 2022.pdf>.

MR. D.I.Y.'s Vendor Code of Conduct which is based on the COBE has been extended to vendors to ensure a high level of corporate integrity and to inculcate good business practices among vendors. As at December 31, 2022, 250 vendors have signed the VCC.

In addition to the COBE, MR. D.I.Y. has established various policies, which are applicable Groupwide: <https://www.mrdiy.com/policies>.

Anti-Bribery and Corruption Policy	Board Charter	Code of Business Ethics
Conflict of Interest Policy	Constitution	Corporate Governance Report
Fit and Proper Policy	Gift and Entertainment Policy	Remuneration Policy
Whistleblowing Policy	Vendor Code of Conduct	

ANTI-CORRUPTION AND ANTI-BRIBERY

MR. D.I.Y. practices a zero tolerance approach as stipulated in the Groupwide Anti-Bribery and Corruption ("ABC") Policy. The Board of Directors maintains oversight of the ABC Policy.

The policy clearly defines corruption in a comprehensive form and provides detailed SOPs on how the Board, Management and employees as well as external stakeholders i.e. suppliers should conduct themselves with regard to all dealings and interactions with MR. D.I.Y.. The policy also stipulates the corrective/punitive actions to be taken in the event any party is directly or indirectly involved in corrupt acts.

The ABC Policy has been disseminated to MR. D.I.Y.'s suppliers and agents, as well as landlords of our retail stores. Acknowledgement of the policy and expressed agreement in writing is a prerequisite for any stakeholder who wishes to have a business relationship with MR. D.I.Y.. In FY2022, there were no reported incidents of corruption within the Group.

CONFLICTS OF INTEREST AND RELATED PARTY TRANSACTIONS

MR. D.I.Y. complies with all listing requirements and the laws of the nation with regard to matters of conflict of interest and related party transactions. MR. D.I.Y. has also established a dedicated Conflicts of Interest Policy which can be viewed at: <https://mrdiy.listedcompany.com/misc/cg/Conflict of Interest Policy-Effective 24 November 2020.pdf>.

Matters related to conflicts of interests and related party transactions come under the responsibility of the ARMC. Specific details on conflicts of interests are provided in the Board of Directors profiles and the Corporate Governance Overview Statement of this annual report. Specific details on related party transactions are provided in the ARMC Report and Additional Compliance Information of this annual report.

ORGANISATIONAL ANTI-CORRUPTION ASSESSMENT

Assessments were conducted on all departments (100%) within MR. D.I.Y. comprising the following: Business Development, Warehouse and Distribution, Purchasing, Corporate Planning, E-commerce and Marketing, Finance, Human Resource, Administration and Payroll, Legal, Corporate Secretary, Internal Audit, Information Technology, Logistics and QM and Retail Management.

The thorough assessment indicated that no specific departments had a higher corruption risk. Existing safeguards and measures continue to be sufficient in serving as deterrents in preventing corruption and also in identifying any such incidents should they occur in the organisation.

Driving Sustainability Through Good Governance

ANTI-CORRUPTION AWARENESS, EDUCATION AND TRAINING

All incoming Board members and senior management are briefed on anti-corruption during their induction. Frequent refresher sessions are held throughout the year. In FY2022, a total of 87% of employees have received anti-corruption training and cumulatively since FY2020, 89% of employees have received such related training.

WHISTLEBLOWING POLICY AND MECHANISM

MR. D.I.Y. has established both a whistleblowing policy and supporting mechanism to enable an effective reporting channel for any stakeholder to lodge a complaint or divulge information related to corruption or any other breach of ethics or non-compliant behaviour as defined by the Group's policies or local legislation.

All reports will be investigated accordingly by a select team comprising personnel from Group Human Resources, Internal Audit and Legal departments (if the accused party is an executive, non-executive). For cases involving middle and senior management staff, all reports are investigated and escalated to Senior Management and if warranted, the Board of Directors.

Findings may be reported to local enforcement authorities if the matter is deemed to be serious in nature and has clearly flouted local legislation.

In FY2022, there were no whistleblowing reports received.

RISK MANAGEMENT

An important aspect of good corporate governance is effective risk management, which comprises comprehensive oversight on risk factors and the effective management and mitigation of the same.

Towards this end, MR. D.I.Y. has established a robust Enterprise Risk Management ("ERM") Framework and continues to update / strengthen its framework in tandem with best practices. This includes the continued integration of risks arising from material ESG topics. For example, ESG related risks are being progressively introduced into the Group Risk Register, which is regularly assessed and where necessary, updated. This is in line with the strategic perspective that poor ESG performance, notably in the medium to long-term would have adverse implications on business and operational performance. This would ultimately impact financial and non-financial value creation.

The ERM Framework has been developed in accordance with the globally recognised ISO 31000 Risk Management standard, a best practice approach with regard to developing oversight, management and mitigation of risks. An updated ERM Framework was approved by the Board in the first quarter of FY2022. Further information pertaining to risk including specific details on the Group's risk management framework is provided in the Statement of Risk Management and Internal Control ("SORMIC") of the FY2022 annual report.

UPHOLDING HUMAN RIGHTS

MR. D.I.Y. continues to ensure its operations has no human rights or related infringements. The Group's Code of Conduct Policy clearly stipulates that business operations of the Group must always adhere to a zero-tolerance policy towards child and forced labour or illegal workers. This has also been extended across the entire value chain via the Supplier's Code of Conduct.

The Group continues to ensure hiring of, and treatment of employees are in accordance to the Employment Act 1966. Any foreign workers hired are to be legally documented workers with all required permits for employment in place.

MR. D.I.Y. does not hire underaged employees or engage underaged contingent workers through third parties. The Group strictly complies with the laws and regulations of Malaysia. For FY2022, there have been no reported incidents of labour infringement in relation child, forced or illegal labour within the Group's operations or its supply chains, or any other human rights related violations during the financial year.

MR. D.I.Y.'s written commitment to this effect is provided for in its Code of Conduct Policy. Group Human Resources has participated in various government or industry driven engagement sessions pertaining to employees, labour and human rights. This is an ongoing activity on an annual basis.

The whistleblowing channel is accessible via:
my.whistleblower@mrdiy.com



Scan here
to view our
Whistleblowing
Policy online.

DATA PRIVACY AND SECURITY

“WE REMAIN COMMITTED TO MANAGING OUR CUSTOMERS’ TRUST VIA OUR ROBUST DATA PRIVACY AND CYBER SECURITY PROCEDURES”



ZERO

Substantiated Complaints of Breaches of Customer Privacy



ZERO

Cases of Identified Leaks, Thefts, or Loss of Customer Data

As a retailer, MR. D.I.Y. manages a large amount of data, especially customer related data. Protecting the confidentiality of such information is a priority for the Group.

Beyond adhering to the Personal Digital Protection Act 2010 (“PDPA”), MR. D.I.Y. has put in place, tight security protocols for the handling of customer information. This includes a Standard Operating Procedure (“SOP”) on how customer information should be collected, stored, used (strictly for limited authorised purposes only) and safeguarded.

The Group does not disseminate customer information to third parties without the prior written consent to the data owner. Data is protected by a robust IT based system that ensures data can only be accessed by a limited number of internal users. There were no breaches of customer privacy & loss of customer data reported for FY2022.

SPONSORSHIPS, DONATIONS INCLUDING POLITICAL CONTRIBUTIONS

MR. D.I.Y. is an apolitical organisation and as such, the Group holds no political position and does not support nor is affiliated to any political organisation. The Group has not made any donations to any political parties.

As provided for in the laws of the country pertaining to freedom of association, staff, value chain partners and other stakeholders have the right to join or support political parties of their choosing or any civil society or NGO, so long that these entities are recognised as legal bodies by law. However, in supporting societal causes, MR. D.I.Y. may participate in government organised programmes and activities. For example, the Group’s contribution and participation in COVID-19 related programmes and activities. Participation is purely on the basis of good corporate citizenship and in delivering benefits to societal stakeholders.

TAX AND TAX TRANSPARENCY

MR. D.I.Y. complies with the Income Tax Act 1967 of Malaysia and the equivalent in Brunei. The Group pays its tax in accordance to its location of operations and its revenue generating business operations and does not use offshore tax havens. The Board, through the ARMC, maintains oversight on income tax and other taxation matters. Taxes paid are provided in the quarterly and annual audited financial accounts of the Group. The said financial accounts are reviewed and approved by order of the Board. Taxes paid on an annual basis are provided in the audited financial statements of this annual report. Such information has been audited and verified by the Group’s auditor, BDO PLT.

Tax Jurisdiction			
Income Tax (RM million)	FY2020	FY2021	FY2022
Malaysia	119.4	153.7	167.8
Brunei	1.1	0.9	0.6
Total	120.5	154.6	168.4

OPERATING IN A COMPETITIVE RETAIL MARKET SPACE

MR. D.I.Y. operates in a highly regulated marketplace with many competitors/industry players. Market access is not restricted by the government or MR. D.I.Y.. Any party intending to venture into the retail space can do so, provided they comply with the required laws and regulations.

MR. D.I.Y. does not have any influence in controlling market access. The Group’s business focus is to expand market share, whilst driving revenue and earnings growth, by providing a more attractive customer value proposition, increase brand appeal and retain/expand its customer base. In FY2022, the Group did not receive any complaints with regard to anti-competitive behaviour and/or monopolistic practices.

BANEKA



MR D.I.Y.



The Business and Sustainability of Profits

Economic Value Created	20
Procurement Practices	20
Product Quality and Responsibility	21
Upholding Customer Satisfaction	21
Product Labelling	22
Responsible Marketing	22
Supply Chain Management	22

MR. D.I.Y.



Photo credit: Foo Yong Jui, MR. D.I.Y. One Utama, Petaling Jaya, Selangor

MR. D.I.Y. continues to generate a positive socio-economic multiplier effect by stimulating the domestic economy, creating jobs and developing local supply chains through a growing network of stores and expanding business activities.



The Business and Sustainability of Profits

ECONOMIC VALUES CREATED

Continued improvements in business performance are necessary to maintain stakeholder value creation. A for-profit business must sustain growth in revenue and earnings to be successful, and this can have a positive impact on stakeholders beyond just financial performance.

Business growth is driven not only by financial goals, but also by the desire to create value for both internal and external stakeholders.

In FY2022, MR D.I.Y.'s business model generated the following economic value for stakeholders.

(RM million)	FY2020	FY2021	FY2022
Economic Value Generated	2,559.3	3,373.4	3,985.8
Economic Value Distributed	(2,567.8)	(2,772.3)	(3,313.7)
Total Monetary Value / Spend on Procurement	(1,467.8)	(1,981.5)	(2,338.6)
Total Payout to Employees in Salaries and Benefits	(291.7)	(382.4)	(484.8)
Taxes Paid to Government	(120.8)	(138.8)	(171.3)
Repayments to Financiers	(591.7)	(97.0)	(114.8)
Dividend Returns to Shareholders	(95.8)	(172.6)	(204.2)
Economic Value Retained	(8.5)*	601.1	672.1

Note : * Economic Value Retained in FY2020 was negative due to repayments made to financiers from the Initial Public Offering proceeds. Repayments were not made from the Group's revenues.

PROCUREMENT PRACTICES

Being a homegrown Malaysian company, MR. D.I.Y. practices a Malaysia-first approach to procurement and seeks to source locally manufactured products and services wherever practicable. For FY2022, the Group sources 28.7% of its products locally and 71.3% from overseas vendors and manufacturers. The higher proportion of overseas sourced products are driven by the fundamental principle that we seek to optimise our value-for-money proposition while providing a greater diversity of choice for the benefit of our customers.

All stores in Malaysia and Brunei primarily source for locally¹ produced goods and services required for their daily business operations. Products sold in stores are sourced from local and global manufacturers.

The Group's Product Procurement Team manages procurement processes, which includes the identification of suitable suppliers, manufacturers and distributors, as well as product sourcing and purchasing, distribution and logistics.

As much as possible, the Group selects suppliers based on a competitive tender basis, with the vendor providing the best value proposition in terms of price, quality and other factors being selected. In FY2022, 100% of all procurement was performed through competitive tenders.

As mentioned previously, MR. D.I.Y. has set a target to increase locally manufactured products and brands in its stores. While it has seen a marginal decrease in local procurement year-on-year, it remains on track to achieve its target of 30% local procurement by FY2025.

Local Vs Foreign Procurement (%)	FY2020	FY2021	FY2022
Sourcing from Local Suppliers	28.4%	29.4%	28.7%
Sourcing from Foreign Suppliers	71.6%	70.6%	71.3%

¹ Local in this context is defined as in local in where MR. D.I.Y. operates.

PRODUCT QUALITY AND RESPONSIBILITY

As a leading retailer of consumer goods, product quality is essential to ensuring repeat purchase, whilst maintaining brand reputation and credibility. Ensuring that products meet quality expectations is not just a business consideration; it is also about public health and safety.

Quality control and assurance begins at the sourcing stage. MR. D.I.Y. ensures that all products sourced from suppliers comply with local regulatory requirements. This includes quality standard certification i.e. standards set by SIRIM or any industry body that regulates product manufacturing standards. Where products are sourced from distributors, those distributors must ensure that the products they supply have been certified as meeting stringent quality standards.

Beyond relying on desktop audits and the provision of documentation, MR. D.I.Y.'s physical inspection of selected suppliers also includes the evaluation of ESG matters such as incidents of forced or child labour within their operations.

Within the ambit of suppliers' ESG performance, MR. D.I.Y. is also committed to monitoring suppliers' performance with regard to the impact of climate change, for example energy performance and carbon emissions. Suppliers who adopt practices to lower energy consumption and emissions or take measure to avoid emissions will be considered by MR. D.I.Y. as part of our environmental assessment of suppliers. Other aspects of environmental performance may include pollution and consumption of resources, waste management, and water consumption.

MR. D.I.Y. also works closely with regulatory authorities to ensure our products meet specifications, and comply with local health and safety standards. For instance, MR. D.I.Y. complies with audits by the Energy Commission ("EC") of Malaysia for the assessment of electrical appliances. The Group also ensures that sourced products do not infringe of intellectual property and trademark laws.

Health and safety impact assessments of products retailed at our stores are conducted by product manufacturers and distributors. These products have been certified as fit for purpose or consumption by the relevant regulatory bodies.

In FY2022, there were zero products recalled by MR. D.I.Y. due to negligence, defects or due to expiry. There was one (1) recall incident by a manufacturer where, MR. D.I.Y. immediately removed the said product including 36 stock keeping units ("SKUs") from its retail stores. No financial

losses were incurred as the recall was by the manufacturer and MR. D.I.Y. has been compensated accordingly.

UPHOLDING CUSTOMER SATISFACTION

MR. D.I.Y. prioritises customer satisfaction and we have clear policies and SOPs to manage customer complaints and incidents of dissatisfaction.

Consistent with the Group's Return Policy, customers may exchange any product purchased within seven days, provided all the terms and conditions are complied with. In lieu of a product exchange, customers can obtain a full refund upon mutual agreement of applicable terms and conditions. Warranties for fixed time periods are also provided for specific products. The Return Policy extends to products purchased via the Group's E-commerce platform.

Customers can contact MR. D.I.Y. regarding product issues or any concerns via the E-Rating and Customer Feedback System. As at December 31, 2022, the system has been rolled out to 62% of our stores. The customer satisfaction scores provided by the E-Rating and Customer Feedback System in FY2022 was 94%.

There were 987 complaints received in FY2022. All complaints were successfully resolved to the satisfaction of customers.

	FY2021	FY2022
Customer Satisfaction Score (%)	75%	94%



MR. D.I.Y. PLUS, MidValley Megamall

The Business and Sustainability of Profits

PRODUCT LABELLING

As one of the leading retailers in the country, we are responsible for ensuring that all our products are accurately labelled while meeting the required and relevant labelling standards. This is to ensure that our customers can make informed choices which is an important part of our responsible marketing and branding strategy. This approach is consistent with our values and business principles of operating with the utmost integrity, and being a force for good in society.

In FY2022, there were no complaints by customers, regulatory bodies or other stakeholders with regard to product labelling.

AT MR. D.I.Y., ALL ELECTRICAL APPLIANCES SOLD DISPLAY SPECIFIC LABELS STIPULATING THAT PRODUCTS HAVE COMPLIED WITH THE REQUIREMENTS OF SIRIM.



RESPONSIBLE MARKETING

MR. D.I.Y. values the freedom of consumers to make purchasing decisions based on their personal preferences than imposing restrictions on their choices. MR. D.I.Y. ensures that its advertising and marketing campaigns are ethical and do not mislead or provide false information. All messages are reviewed before being released to the public. However, the company cannot control the promotional messages of product manufacturers. This is particularly important for processed foods sold at MR. D.I.Y. stores.

The Company, however works with manufacturers and relevant authorities to ensure accurate and responsible messaging.

In FY2022, MR. D.I.Y. did not receive any complaints or regulatory censures related to its marketing messaging.

All products have detailed labeling information, including nutritional content, preservatives, flavorings, and colorings. This information is sufficient to enable customers to make informed decisions.

It should be noted that some processed Foods and Beverages ("F&B") sold by MR. D.I.Y. may contain higher amounts of salt, sugar, and oils; the Company recognises that they have been authorised for consumption by the relevant authorities. We are also considering a range of healthy and nourishing food and beverages.

The company plans to engage with customers through surveys and informal conversations to better understand their preferences and to provide information for them to make informed choices.

SUPPLY CHAIN MANAGEMENT

MR. D.I.Y. manages multiple local and global supply chains to cater to the wide range of products available in its stores. The Group's management of these supply chains are based on various factors such as quality, pricing, customer service, speed of delivery, and suppliers' sustainability commitments.

Our dedicated product procurement team oversees our procurement process and identifies suitable products for our stores and end suppliers, comprising manufacturers and distributors. Our team typically communicates with our end suppliers' on a regular basis to survey their new product offerings and assess the quality of the products. Once suitable product and end supplier are identified, our procurement team negotiates the supply arrangements. This process enables us to ensure that our supply terms are competitive and commercially favourable to us.

Before making any purchase, MR. D.I.Y. conducts checks for necessary licenses, approvals, certifications, and adherence to intellectual property and trademark laws.

The Group also requires suppliers to comply with its vendor Code of Conduct, which outlines legal and regulatory requirements, environmental laws, human rights practices, good governance, and anti-corruption measures. Compliance with this code is necessary for suppliers to be eligible to provide goods and services to MR. D.I.Y.. The vendor Code of Conduct can be viewed here: https://mrdiy.listedcompany.com/misc/cg/MRDIY-Vendor_Code_of_Conduct_2022.pdf. This has also been translated into Bahasa Melayu and Chinese.



Azry bin Sulaiman from MR. D.I.Y. Distribution Facility Department



Gutta Percha Tree Planting project: our volunteer Fauzan bin Mohd Sofi

The Environment

Introduction	24
Energy Consumption and Management	24
Climate Change and Emissions	26
Task Force on Climate-Related Financial Disclosures	26
Water Consumption and Management	29
Waste Management	29
Biodiversity	30



MR. D.I.Y. is aware of climate change, finite natural resources, and other environmental challenges. The company is taking steps to improve the circularity of its operations by reducing, reusing, and recycling. We are also focusing on energy efficiency and decarbonisation initiatives to reduce its environmental footprint.

The Environment

INTRODUCTION

WITH 1,080 STORES ACROSS MALAYSIA AND BRUNEI AS WELL AS EXTENSIVE DISTRIBUTION FACILITIES, MR. D.I.Y. IS COGNISANT OF ITS POTENTIAL AND ACTUAL ENVIRONMENTAL IMPACTS, WHICH PRIMARILY CENTRE AROUND ENERGY CONSUMPTION; FUEL AND ELECTRICITY USAGE, AS WELL AS PRODUCTION OF WASTE FROM BUSINESS OPERATIONS. WATER IS ALSO CONSUMED AT ALL STORES.



Batu Gajah Perdana, Perak (BGP)



The Group is progressing towards our set target of having up to **30% renewable energy ("RE")** mix for all our distribution facilities by 2030.

The environmental footprint of MR. D.I.Y. presents both challenges and opportunities for the company. The company is well-positioned to adopt eco-friendly measures and technologies, and become one of the leading sustainably operated retailers in the country.

To achieve this, MR. D.I.Y. is focusing on energy efficiency, decarbonization through renewable energy adoption, and a 3R (reuse, recycle, regenerate) approach to resource consumption and waste management.

The company is making progress towards its goal of having a renewable energy mix of up to 30% for its distribution facilities by 2030.

ENERGY CONSUMPTION AND MANAGEMENT

MR. D.I.Y. monitors fuel and electricity consumption across its operations and supply chain, recognizing their impact on the environment.

However, since 44% of its stores are in malls, the Group cannot control the energy systems in most of these locations.

Nevertheless, MR. D.I.Y. works with premise owner to adopt energy-efficient practices such as the use of energy-efficient LEDs and installation of solar panels on building rooftops.

MR. D.I.Y. has also installed energy-efficient LED lighting in its standalone stores and has installed energy saving devices for approximately 63 existing stores. The target is to install energy saving devices for another 200+ stores by the end of FY2023.

For its stores and distribution facilities, the Group has implemented energy-saving measures such as SOP to switch off air conditioning on rainy days and switching off lights when not in use.



OUR TARGET

Our goal is to increase our renewable energy mix by **30%** for all our distribution facilities by 2030.

We are also in the midst of installing solar panels at our Setia EcoHill store and Distribution Facilities Q.



OUR PROGRESS

The solar panels installed at three distribution facilities generate a total of **801 MWh** of energy, equivalent to **15.7%** of the total annual electricity consumption across all our distribution facilities.



ENERGY AND FUEL EFFICIENT INITIATIVES



Implementation of energy saving devices at select stores.



Installation of efficient LED bulbs at our new stores.



Monitoring diesel consumption of delivery fleet.



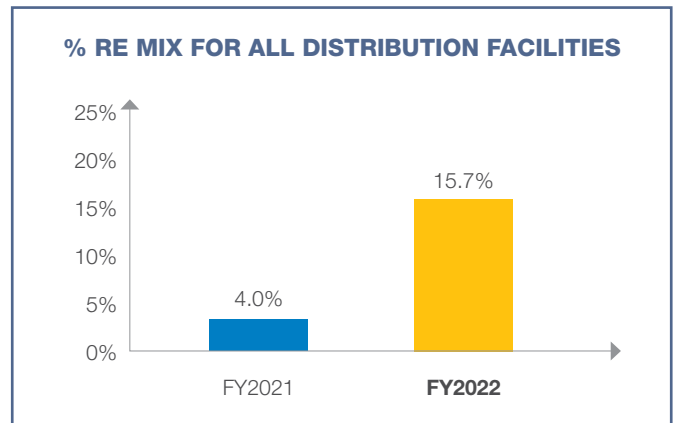
Phased installation of inverter air conditioning at new stores.

The Group's electricity consumption per store increased by 10.4% year-on-year as installation of energy efficient equipment at stores was only implemented from August 2022. The savings from this measure was reflected in terms of quarter-on-quarter performance. Hence, it is expected that the full ROI will be derived in FY2023. With this, the Group foresees a downward trend being achieved by end FY2023 and ultimately, continued progression towards the realisation of the 30% reduction target set by 2030.

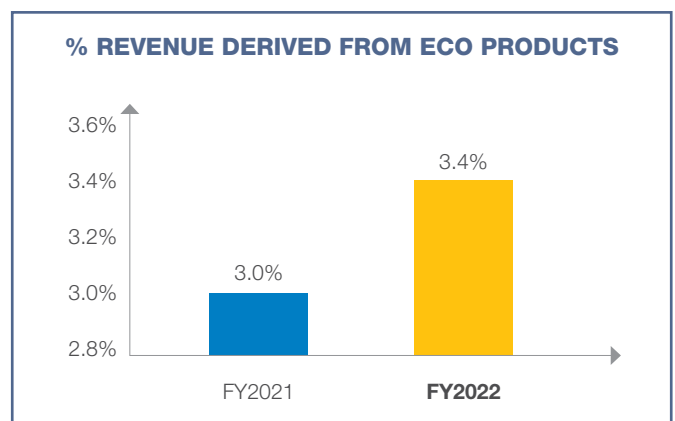
	FY2021	FY2022
Total Purchased Electricity for Stores ('000 MWh)	97	128
Average Electricity Consumption per Store (MWh)	107.7	118.9
Total Scope 2 Emissions: Stores Only ('000 CO ² -eq tonnes)	57	75
Average Scope 2 Emissions per Store (CO ² -eq per store)	63.0	69.6

As at the end of FY2022, the Group continues to make good progress against its 2021 baseline for percentage of RE mix for its distribution facilities with a goal of reducing electricity expenditure by an average of 30% for all stores.

	FY2021	FY2022
Total Purchased Electricity for Distribution Facilities (MWh)	4,357	5,086
Average Electricity Consumption per Distribution Facilities (MWh)	335	299



The company offers various sustainable and eco-friendly products to encourage society to be more environmentally-friendly. We define eco-products as products that reduce energy and water consumption, are made of recycled and biodegradable materials as well as products that are reusable. We continue to make good progress on our target of deriving 10% of our revenue from the sale of eco-products by 2030.



The Environment

The Group monitors fuel usage through GPS tracking systems installed in vehicles to ensure fuel efficiency and reduce carbon monoxide emissions. This enables close monitoring of routes and fuel usage.

Staff are given petrol cards or stipends to cover their commuting costs, with any excess costs being absorbed by these individual staff mainly to encourage efficiency. Middle management staff receive RM300 per month, while executives and non-executives receive RM150 per month.

	FY2021	FY2022
Litres of Diesel per 1,000 Transactions	27.5	25.7
Total Scope 1 Emissions (CO ² -eq tonnes)	8,600	9,900
Scope 1 Intensity (kg CO ² -eq per 1,000 transactions)	73.7	68.7

CLIMATE CHANGE AND EMISSIONS

Climate change is a very important issue that is facing the world today. The Group has adopted the Task Force on Climate-Related Financial Disclosures framework to develop an effective approach to manage climate change risks and impacts.

This adoption, while still in its early stages, will help to create the necessary policies, controls, and plans to address climate change risks and opportunities.

MR. D.I.Y. has identified potential climate change risks and has disclosed its emissions for Scope One and Scope Two in SR2022.

MR. D.I.Y. is considering the collection of data on business travel for Scope 3 emissions. This is still in the early stages.

The Group leases almost all of its store premises, which limits its control over energy sources, but it is encouraging premise owners to adopt energy efficiency measures and transition to renewable energy. The Group is also implementing a wide range of fuel saving measures as abovementioned.

However, the products sold in MR. D.I.Y. stores may contribute to GHG emissions and we are exploring the development of a list of high-carbon products that can be labeled for consumers to make more informed choices.

TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES



GOVERNANCE

Specific Recommendations	Organisation's Adoption of Recommendations
Describe the Board's oversight of climate-related risks and opportunities.	<p>The Board of Directors maintains oversight of all sustainability material matters including climate change and related matters, such as energy consumption and emissions as detailed in the Group's Sustainability Governance Structure.</p> <p>The Board is kept abreast on climate change matters such as energy management, renewable energy alternatives, carbon emissions and the Group's sustainability targets, commitments and progress via regular updates by the Sustainability Committee.</p> <p>The Board of Directors also reviews risks attributed to climate change or related impacts through the Board level Risk Management Committee.</p> <p>Kindly refer to page 13: Sustainability Governance Structure for specific information on the aforementioned approach to governance of ESG and materiality topics, including climate change.</p>



GOVERNANCE (CONT'D)

Specific Recommendations	Organisation's Adoption of Recommendations
<p>Describe management's role in assessing and managing climate-related risks and opportunities.</p>	<p>Management is responsible for setting KPIs and targets, developing the necessary strategies and action plans to drive the Group's sustainability plans including addressing climate related matters.</p> <p>Beyond performance, the role of management is to report on the Group's sustainability journey – providing timely updates on energy, emissions, waste and related performance data; and to recommend improvement plans to the Board.</p> <p>Management is also responsible for identifying and managing emerging risks associated with climate change and to determine the potential impacts of such risks to Group.</p>



STRATEGY & RISKS

Specific Recommendations	Organisation's Adoption of Recommendations
<p>Describe the organisation's processes for identifying and assessing climate-related risks.</p> <p>Describe the climate-related risks and opportunities the organisation has identified over the short, medium, and long term.</p>	<p>The Group's process for identifying and assessing climate-related risks is based on its existing risks management framework, which employs a three line of defence approach. The assessment of its physical, transitional and fine, penalties and reputational risks are based on Management's own internal assessments, inputs and discussions with external experts as well as consideration of the Group's business model and operations. Due consideration is given in terms of the nature and extent of the impact i.e. a direct or indirect impact to the Group and its stakeholders, the severity of it over the short, medium and long-term horizons.</p> <p>The identification and categorisation of risks is the preliminary step in the development of robust mitigation strategies. These strategies include continued efforts to decarbonise operations, to undertake climate change scenario, to strengthen existing business continuity plans, develop required competencies and skillsets and budget allocations to ensure a measured response to addressing climate change risks and opportunities.</p> <p>Following are the primary risks identified by MR. D.I.Y. associated with climate change:</p> <p>PHYSICAL RISKS:</p> <ul style="list-style-type: none"> • Potential floods or flash floods caused by sudden or incessant rainfall in cities and particularly on the east coast of peninsular Malaysia during the monsoon periods. • Potential losses include potential inventory write off, damage to stores and distribution facilities arising from these flash floods which may lead to monetary losses or higher insurance premiums. • Floods can also impact local and overseas logistic network such as roads, rail and ports due to rising sea levels which could lead to delays in shipment of inventory to our stores. • Floods can also impact customer foot traffic to stores and affect sales. • Floods may disrupt employees ability to commute and report to work which impacts productivity and service at stores. • Going forward, the Group is looking to conduct a more detailed study on how its business and value chain could be impacted by climate change. <p>TRANSITIONAL RISKS:</p> <ul style="list-style-type: none"> • Potential transitional risks include existing and new changes in governmental legislation, industry policies and standards as well as stricter requirements by the regulators. All of which may increase compliance challenges as well as costs. • The aforementioned changes may necessitate increased financial investments and other resources. With more stringent restrictions, compliance cost may increase over time as consistent resources may be required for ESG matters going forward. • Additional risks include any negative quotas or caps imposed on carbon emissions going forward.

The Environment



STRATEGY & RISKS (CONT'D)

Specific Recommendations	Organisation's Adoption of Recommendations
	<p>FINES & PENALTIES, REPUTATIONAL RISKS:</p> <ul style="list-style-type: none"> As governments and regulators demand more stringent practices from corporates, there is greater urgency and requirement by corporates to comply with requirements. Furthermore, non-compliances may result in fines and penalties by the regulators. Reputational risks could also arise due to events of non-compliance which could draw negative publicity to or otherwise adversely impact our reputation or brand and may deter customers from shopping at our stores and buying our products. Such negative events could also impact the willingness of our business partners, including manufacturers, distributors and other suppliers to conduct business with us. <p>OPPORTUNITIES:</p> <ul style="list-style-type: none"> Ability to leverage on customers' growing ESG awareness and preference towards more eco-friendly products. Potential to leverage on lower cost financing i.e. Green Financing, either to fund climate change mitigation projects and strategies, or to gain access to financing for business purposes i.e. refinancing of existing debt with lower interest rates or business expansion purposes. Greater access to government and regulatory engagement and to collaborate or lobby for increased support such as tax relief for the retail sector as it transitions towards becoming more sustainable. <p>Going forward, the Group's mitigation strategies pertaining to climate change include:</p> <ul style="list-style-type: none"> Continued efforts to decarbonise operations. Undertaking climate change scenario planning. Working with external consultants to develop required competencies and skills. Budget allocation for a measured response to climate change risks and opportunities.
<p>Describe the impact of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning.</p>	<p>The impact of climate-related risks and opportunities on the Group's business, strategy as well as financial planning are as described above.</p> <p>Going forward, MR. D.I.Y. intends to develop a Climate Change Policy and also embark on climate change scenario planning. Initial measures have been implemented with the preliminary introduction of climate change related impacts. Going further, MR. D.I.Y. will look into measuring the potential financial losses in the event of a climate change related incident i.e. flooding. This approach also goes towards estimating the cost of implementing the necessary mitigants.</p>
METRICS AND TARGETS	
<p>Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process.</p>	<p>Where possible, risks factors are measured and quantified, i.e. forecasted impact on revenue, earnings and costs. Other metrics used are impacts on productivity, employee morale, company brand, reputation and other considerations.</p>
<p>Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks.</p>	<p>Scope One and Scope Two emissions are provided on pages 25 and 26: Climate Change and emissions.</p>
<p>Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.</p>	<p>MR. D.I.Y. has developed KPIs, targets (including intensity targets) for energy consumption, carbon emissions, solar energy utilisation and waste reduction targets. These targets are provided in the relevant sections of these report: Energy Consumption, Climate Change and Emissions, Water and Waste.</p>

WATER CONSUMPTION AND MANAGEMENT

Water scarcity and security may not be as significant in Malaysia as in other countries due to the country's abundant rainfall and tropical weather. However, disruptions to water supply have occurred in the past due to pollution and infrastructure issues.

With the effects of climate change on weather patterns and higher global temperatures, stakeholders should still recognise the importance of water to their business operations and the nation's water security.

OUR APPROACH TOWARDS WATER MANAGEMENT

Water is not a significant factor in MR. D.I.Y.'s business model as a retailer of consumer goods. At a majority of the Company's mall located sites, we have no direct control over the tracking of water consumption data. However, we remain committed to optimising our water consumption via regular management and monitoring, encouraging our staff and stakeholders to practice good consumption habits via various communication channels.

The Company reports water consumption only for stores and distribution facilities where it has direct control.

Water Consumption		
	FY2021	FY2022
Total Water Consumption for Stores ('000 M ³)	101	157
Average Water Consumption per Store (M ³)	112	145
Total Water Consumption for Distribution Facilities ('000 M ³)	97	113
Average Water Consumption per Distribution Facility (M ³)	6,948	6,673

Total water consumption at our distribution facilities has increased, mainly due to an increase in the number of facilities which has risen from 13 in FY2021 to 17 in FY2022. When measured on a per facility basis, the data shows that water consumption has decreased by 10.8% in FY2022.

On the other hand, average water consumption per store has increased due to the expansion of the store network in line with business growth. We opened 180 net new stores in FY2022, of which almost 91% were standalone stores.

Management is of the view that with a continued focus on water efficiency measures as well as increased use of non-potable water, the Group will see further improvements in water efficiency. The Group's operations has zero wastewater discharge save for wastewater produced for sanitary purposes.

WASTE MANAGEMENT



2022 CSR Activity: our volunteers Justin Ng and Mohammad Rafiq

Most of MR. D.I.Y.'s waste comes from packaging, especially carton boxes. We monitor the amount of carton boxes received and reuse them before selling them to recycling facilities to reduce landfill waste.

The Group purchases new carton boxes locally and reuses them 18 times before recycling.

In FY2022, an increase in inventory deliveries caused an increase in carton box usage, but this is temporary and will be resolved by 1QFY2023.

MR. D.I.Y. focuses on waste reduction and recycling, and intend to implement waste segregation before sending waste to recycling centres. All stores use biodegradable plastic bags made of recyclable materials.

Overall Waste Management Tracking		
	FY2021	FY2022
Total biodegradable plastic used: ** (tonne)	954	717
Total carton boxes received from suppliers: * (tonne)	7,726	10,568
Total new carton boxes purchased from local suppliers: * (tonne)	34	119
Single use plastic bags per 1,000 transaction *(kg)	8.3	7.3
Carton boxes per 1,000 transaction *(kg)	0.3	0.4

* Data covers operation in Malaysia

** Data covers operation in Malaysia and Brunei

The Environment

BIODIVERSITY

Biodiversity loss is a serious issue as it is linked to food security as well as the local culture and way of life.

Although not directly material to MR. D.I.Y.'s business, the Group is aware of its role in addressing this issue by reducing energy consumption, emissions and waste. None of our sites are located in high biodiversity areas or form threats to habitats, flora and fauna listed on the IUCN Red List. The Group's direct business operations, activities, products and services have no material impact on biodiversity.

One of MR. D.I.Y.'s biodiversity-linked CSR programmes is its river clean-up programme, where volunteers from MR. D.I.Y. worked in collaboration with the local municipal councils of Hulu Selangor and Sungai Melaka. The Group intends to increase its biodiversity-related CSR programmes in the future.



Sungai Melaka River Cleanup project: our volunteers Ridwan Dollah and Mohammad Rafiq

SUPPORTING THE CONSERVATION OF LOCAL SPECIES



Elephant Conservation Center Kuala Gandah project: our volunteer Jackson Richard

Around 25 MR. D.I.Y. staff volunteered at the Elephant Conservation Center Kuala Gandah, which is under the care of The Wildlife and National Parks Peninsular Malaysia Department ("PERHILITAN").

The center takes care of distressed elephants that have lost their homes due to deforestation and also serves as an education and training center to domesticate wild animals. It helps to relocate troubled animals instead of resorting to extermination, promoting biodiversity.

MR. D.I.Y. contributed to the repair and maintenance of the facilities, while its team also assisted with cleaning works.

ESG Targets

The Environment

Reduce single-use plastic bags / 1k transactions
Ongoing progress from base year 2021

Renewable energy source: own warehouse
4.0% 2030 Target – 30% from base year 2021

Reduce Scope 1 emission: diesel (liters) / 1k transactions
27.5 L 2030 Target – 20% from base year 2021

Sales mix that promote responsible Eco products
3.0% 2030 Target – 10% from base year 2021

Reduce recycled waste: carton boxes (kg) / 1k transactions
0.3kg 2030 Target – 40% from base year 2021

Reduce Scope 2 emission: per store (KWh)
2030 Target – 30% from base year 2021

The Business and Sustainability of Profits

Supplier onboarding of VCC
Ongoing progress from base year 2021

Customer Satisfaction Scoring
2030 Target – 30% from base year 2021

Eco products: 1. Energy Saving 2. Water efficient 3. Environmental friendly



Our People

Talent Management and Development	32
MR. D.I.Y. is an Equal Opportunity Employer	35
Freedom of Association and Collective Bargaining	35
Grievance Mechanism	35
Minimum Notice Period for Operational Changes	35
Occupational Safety and Health	35



At MR. D.I.Y., our people are our priority. We provide a healthy and safe working environment that promotes learning and growth. We value our employees and are committed to their success through ongoing training and development opportunities and our focus on workplace safety.

Our People

TALENT MANAGEMENT AND DEVELOPMENT

MR. D.I.Y. RECOGNIZES THAT HAVING A WELL-TRAINED AND COMPETENT WORKFORCE IS ESSENTIAL FOR PRODUCTIVITY AND VALUE CREATION. TO ACHIEVE THIS, THE COMPANY PRIORITISES HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT TO INSPIRE EXCELLENT BUSINESS PERFORMANCE AND DRIVE BUSINESS GROWTH. THE COMPANY'S TALENT MANAGEMENT APPROACH FOCUSES ON HIRING, RETAINING, AND DEVELOPING TALENTS IN COMPLIANCE WITH MALAYSIAN LABOUR LAWS.

MR. D.I.Y.'s extensive business operations have positively impacted society by creating many managerial positions and roles requiring professional and technical skills, such as accounting, finance, logistics, communications, and strategic planning.

The company has also helped to address the challenge of youth unemployment by providing jobs for the younger segments of the population, both in small towns and big cities, and bridging the income disparity caused by the urban-rural divide.

TALENT DEVELOPMENT HIGHLIGHTS



78.1%
OF ALL EMPLOYEES
PARTICIPATED IN TRAINING
PROGRAMMES IN FY2022



ON AVERAGE, EACH
EMPLOYEE RECEIVED
11.6 TRAINING HOURS



WE INVESTED IN
193,600 TRAINING
HOURS THAT BENEFITTED
MORE THAN **13,000**
EMPLOYEES NATIONWIDE



**OVERALL EMPLOYEE
SATISFACTION SCORE**
STOOD AT **90%** IN FY2022



MR. D.I.Y.'s workforce is diverse, comprising employees from all major ethnic groups of Malaysia. The company values workforce diversity as it brings individuals and teams with various skillsets, competencies, experiences, and professional qualifications, making them better equipped to respond effectively to the dynamic challenges of the modern world.

Additionally, a diverse workforce helps the company respond more effectively to a diversified customer profile.

The company also provides opportunities to young talents through internships. Interns gain cross-functional job experience and exposure, working in various departments and business units. This gives them practical employment experience and helps them develop a wide range of on-the-job skills.

HIRING PHYSICALLY DISABLED STAFF

MR. D.I.Y. supports the hiring of physically disabled individuals to help them earn a better living and lead more fulfilling lives. This not only empowers the disabled persons but also their families.

The company currently employs several physically disabled individuals and collaborates with various NGOs that promote the interests of disabled individuals.

These partnerships also help MR. D.I.Y. actively source for physically disabled persons for employment opportunities.

PROFESSIONAL DEVELOPMENT OF TALENT

MR. D.I.Y. provides structured and holistic staff training and development to enhance employees' skills and capabilities, address competency gaps, and prepare them for future positions within the company. The company's training approach is part of its succession planning and career progression strategy.

MR. D.I.Y. assesses employees' training needs annually through performance appraisals. All employees receive an annual appraisal. In FY2022, 100% of employees received appraisals. MR. D.I.Y. uses performance appraisals to identify each employee's specific training needs and develop a customized training program. Training is paid for by the company, and all sessions are assessed for effectiveness. This assessment includes measuring the impact on job performance or behavior changes and business impact, as well as gathering feedback from attendees through feedback forms or other means.

Our Workforce	(%)
Total Workforce by Gender	
Male	59
Female	41
Total Workforce by Age Group	
15-20 y/o	17
21-30 y/o	66
31-40 y/o	14
41-50 y/o	3
51 & above	negligible
Total Workforce by Ethnicity / Nationality	
Malay	72
Indian	4
Chinese	4
Others (Dusun, Iban, Orang Asli, etc)	5
Non-Malaysians	15

Training Hours by Gender	(%)
Male	55
Female	45

Total Training Hours by Employment Position				
FY2022	Management	Executive	Non-Executive	Grand Total
Total Participants	300	1,200	11,500	13,000
Total Training Hours	14,900	21,700	157,000	193,600

Our People



STAFF REMUNERATION AND BENEFITS

MR. D.I.Y. ensures that its employees are competitively compensated, based on market benchmarks and their respective job positions, experience, and contributions to the company.

The Company applies the principle of equal pay for equal work, with no gender-based distinctions. Employees are entitled to benefits under the Employment Act, as well as additional benefits.

MR. D.I.Y. complies with Malaysia's Minimum Wage Order and as of December 31, 2022, only 65% of the company's workforce remained at minimum wage, with the balance receiving a higher form of compensation. The company is committed to gradually increasing the salaries of employees in this group to exceed the minimum wage. In FY2022, we recorded no incidents of discrimination in our workforce.

Staff Benefits And Leave Entitlement

MR. D.I.Y. provides employees with benefits as per the Employment Act of 1955, as well as additional benefits at the company's discretion.

Full time employees are entitled to the following health benefits:

- Statutory sick pay leave without hospitalisation varies depending on the period of service:
 - 14 days for tenure of less than two years
 - 18 days for tenure between two to five years
 - 22 days for tenure exceeding five years
- Employees are entitled for up to 60 days off for hospitalisation
- Allowances and reimbursement claims

Employees are entitled to various paid and unpaid leave, which include:

- Compassionate leave
- Maternity (60 days)
- Maternity 98 days & paternity 7 days (only take effect on 1st Jan 2023)

Employees Are Entitled To Various Other Benefits Which Include

- Transportation (Foreign employees)
- Overtime payments (where applicable)
- Bonus & Incentives
- Sports & Recreational Activities
- Employee's Birthday Meal Allowance
- Meal Subsidies
- Accommodation (Foreign employees)
- Employee's Bereavement Contribution
- Internal & External Training Programmes
- Group Personal Accident ("GPA") insurance coverage

MR. D.I.Y. IS AN EQUAL OPPORTUNITY EMPLOYER

We strive to create an environment that promotes respect, diversity, equity, and inclusion. We endeavour to ensure that all our employees are given equal opportunities to explore and develop their talents, as well as to advance their careers.

	FY2020	FY2021	FY2022
Female to male basic salary ratio	0.95:1	0.95:1	0.90:1

STATUTORY CONTRIBUTIONS TO EMPLOYEES RETIREMENT/ PENSION SAVINGS

MR. D.I.Y. makes statutory contributions to the Employees Provident Fund (“EPF”) and Social Security Organisation (“SOCSO”) for all its employees, as required by law.

(RM million)	FY2020	FY2021	FY2022
EPF	22	29	38
SOCSO	3	4	6
TOTAL	25	33	44

FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

MR. D.I.Y. respects the rights of employees to the freedom of Association and collective bargaining. Employees have full access to join any political, social, or industry association or participate in activities organised by the same so long as such entities are legal.

GRIEVANCE MECHANISM

Employees with grievances or issues may report them to Group Human Resources via the dedicated online grievance channel which can be found at <https://form.123formbuilder.com/6159502/form>.

This channel provides a direct line for any employee working at any level of the organisation to send a message, question or enquiry to Group Human Resources.

While employees are encouraged to settle grievances amicably, they are in no way discouraged or sanctioned if opting to use the grievance channel instead. The reporter or complainant will be granted full confidentiality in the management and processing of the enquiry; employees’ right to voice grievances is fully respected.

MINIMUM NOTICE PERIOD FOR OPERATIONAL CHANGES

MR. D.I.Y. does not provide a confirmed fixed period for operational changes. However, as much as possible, employees are given advance notice on major changes in their employment. Such changes include change of workplace location, change of working hours, change of job scope and more.

Where required, management provides support to employees to adjust to these changes. These include financial compensation or allowances, counselling by Group Human Resources and more.

OCCUPATIONAL SAFETY AND HEALTH

MR. D.I.Y. prioritises the safety and security of its employees at all sites. The Group adopts a strict approach to Occupational Safety and Health (“OSH”). We are in the process of building an automated distribution facility on a 9-acre plot, featuring an Automated Storage and Retrieval System, conveyors and sorters, as well as an autonomous mobile robot mini load with a Pick-to-Light system. All these facilities will be housed within a distribution facility and office complex with a built-up area of over 600,000 sq. ft.

The distribution facility, which also features an improved Warehouse Management System, will allow us to better control and track inventory, process orders safer, faster, more accurately and efficiently.

Six distribution centres have received fire safety certifications from Jabatan Bomba, a 200% increase from the initial two distribution centres. This demonstrates the Group’s commitment to safety and precautionary measures.

The certification process is rigorous and only achieved after complying with Jabatan Bomba’s stringent standards.

MR. D.I.Y. strives to align its safety practices to the following regulations:



Our People

LTIFR: CHANGE IN METHODOLOGY

MR. D.I.Y. has revised its LTIFR calculation methodology from 1 day to more than 4 days in line with regulations of accident reporting to DOSH.

Our Health and Safety Performance				
Indicator	FY2019	FY2020	FY2021	FY2022
LTIFR*	0.47	0.45	0.48	0.50
Percentage of employees covered for LTIFR (%)	100	100	100	100
Number of work-related injuries (including fatalities)	11	13	15	21
Total number of staff	9,470	11,607	12,551	16,677

* LTIFR incidents per 1 million man-hour

REPORTING OSH INCIDENTS

In July 2022, a fire occurred in one of the Group's yet-to-be-opened stores in Kajang, Selangor. It was found that the actions of personnel involved in the renovations of the site violated SOPs by smoking on site, unfortunately leading to one fatality due to smoke inhalation. The incident was thoroughly investigated by both MR. D.I.Y. and the local Fire Department. It was found that certain personnel were in direct violation of the Group's SOPs. The Group moved swiftly to review all safety process and to reinforce the following protocols amongst employees and vendors:

1. Strict adherence to and enforcement of the no-smoking rule at all operational sites with disciplinary action taken in the event of non-compliance.
2. Close monitoring to ensure that all fire exits are unobstructed at all times (i.e. staircases being used to store empty carton boxes, etc.).
3. Supervision of staff, especially general workers, at all times.
4. Reinforcing all SOPs related to safety, fires and fire hazards.
5. Conducting fire drills, fire and emergency training and more to reinforce the safety standards in place.

A review was taken to ensure that all sites have sufficient fire extinguishers and that staff have been trained to use them effectively.

OSH TRAINING

MR. D.I.Y. provides OSH training to relevant staff operating Material Handling Equipment ("MHE") or working in distribution facilities to ensure regulatory compliance.

The training includes necessary qualifications and certifications to operate machinery, as well as basic first aid, life-saving, and firefighting training.

Number of Employees Trained on OSH in FY2022	
	Grand Total
Middle Management	211
Executive	978
Non-Executive	5,315
Grand Total	6,504



Raya Serba Baharu 2022 CSR Project: our volunteer Sharifah Nurul Shahidah

The Communities Around Us

Overview	38
Donation of Education Toys to PTSI	39
Chinese New Year CSR Project	40
#DIY4Universiti Sentiasa Berwaspada, Tanggungjawab Bersama	40
Back-To-School Initiative	40
Upcycle: Walk with Style	41
Raya Serba Baharu CSR Initiative	41
DIY Made Simple	41
MR. D.I.Y. Art Competition	42



Delivering a positive impact on society is the cornerstone to MR. D.I.Y.'s sustainability strategy. As a responsible corporate citizen, the Group continues to champion corporate social responsibility ("CSR") efforts that generate lasting, meaningful differences on the lives of the communities we operate in.

The Communities Around Us

OVERVIEW

MR. D.I.Y. HAS BEEN COMMUNITY-FOCUSED SINCE OUR INCEPTION IN 2005, PROVIDING AFFORDABLE, QUALITY PRODUCTS AND FRIENDLY CUSTOMER SERVICE TO MEET SOCIETY'S NEEDS. THE MAJORITY OF OUR EMPLOYEES ARE LOCAL, AND WHERE POSSIBLE, WE RELY ON LOCAL PROCUREMENT FOR GOODS AND SERVICES, STRENGTHENING OUR POSITION AS A PILLAR OF THE COMMUNITIES WE SERVE.

FY2022 HIGHLIGHTS



EXECUTED MORE THAN

90 COMMUNITY IMPACT PROGRAMMES



SUPPORTED CLOSE TO

126,000 BENEFICIARIES ACROSS MALAYSIA



CONTRIBUTED RM 2.3 MILLION TO COMMUNITY IMPACT INITIATIVES NATIONWIDE



Raya Serba Baharu 2022 CSR Project: our volunteer Muhammad Nazri bin Zainal Abidin

Beyond selling affordable products and creating jobs, MR. D.I.Y. also believes in making a positive impact on society.

MR. D.I.Y. believes in contributing to society beyond just selling affordable products and creating jobs.

We have a strategic and structured approach to fulfilling our corporate social responsibility agenda. Our community-driven philosophy aligns with several sustainable development goals. These include:



In FY2022, MR. D.I.Y. supported over 90 CSR events, investing RM2.3 million in community upliftment and development. environmental conservation, flood relief, and education programmes, benefitting over 126,000 people nationwide, including in Sabah and Sarawak.

MR. D.I.Y.'s approach to CSR focuses on creating a social return on investment and assessing the long-term impact of each initiative, including the number of individuals and communities impacted and any trickle-down effects.

These parameters help us analyse our budget and allocate resources more efficiently towards events, programmes, and activities that provide the best benefits compared to costs and investments.

CONTRIBUTIONS TO OUR COMMUNITY: CREATING SOCIETAL IMPACT VIA OUR EXPANSION



180

new stores introduced in FY2022



More than **16,500** employees in Malaysia and Brunei



4,000

net new jobs created in FY2022



28.7%

of business and operational supplies sourced from local vendors in FY2022

The following are some examples of the key CSR activities carried out by the Group:

Category	SDG Pillar	Programme Name	Cost (RM)	Programme Summary	No. of Recipients
Community	Good Health and Wellbeing	Sanitizer Distribution with Yayasan Food Bank Malaysia	102,000	Hand sanitizers to needy families.	8,568
Community	Good Health and Wellbeing	Test Kit Distribution in Kota Kinabalu	90,000	Distributed a total of 32,000 test kits to organisations in Kota Kinabalu, Sabah including Hospital Queen Elizabeth, Jabatan Kesihatan Negeri Sabah and Soroptimist Kota Kinabalu.	32,000
Community	Sustainable Cities and Communities	Malaysian Relief Agency & MR. D.I.Y. Flood Relief Project 2022	44,000	Contributed Covid-19 essentials and personal care item to flood victims.	2,000
Community	Sustainable Cities and Communities	MR. D.I.Y. Flood Contribution	57,000	Prepared food items and household products to flood victims and unfortunate families. Distribution is done by stages.	1,000
Environment	Life on Land	CSR Zoo Negara and Zoo Melaka	87,000	Wildlife sponsorship programme and contribution in kind.	Not Applicable
Our People	Sustainable Cities and Communities	Staff Affected by Floods	39,000	Cash contribution to affected staff.	20
Community	Quality Education	Medical Awareness Camp Outreach ("MACO") - Computers for Schools	487,000	Refurbished computers from MR. D.I.Y. headquarters & retail stores which were sent to schools.	487

Here are some highlights of the social impact initiatives MR. D.I.Y. ran in FY2022 and the many communities we engaged with over the course of the year.

DONATION OF EDUCATION TOYS TO PTSI

MR. D.I.Y. continues to support community development through charitable contributions to genuine organisations. Educational toys from MR. TOY were distributed to the children of Pusat Tuisyen Sinaran Impian ("PTSI"), an institution which offers tuition to underprivileged children and playgroup settings for children with developmental disabilities.

The contribution from MR. TOY, MR. D.I.Y.'s homegrown toy store chain, are to aid in developing skills for children who have physical, cognitive, or developmental disabilities. These toys are suitable for young children with down syndrome, autism, and other developmental disabilities, to stimulate their senses and enhance their learning capabilities.

The toys were presented at the tuition centre in Seri Kembangan, Selangor on 9 December 2022 to PTSI's founders Dr. Shirley Joseph and Ms. Laura Joseph by representatives of MR. D.I.Y. Cares. Such CSR projects are MR. D.I.Y.'s commitment to supporting non-traditional teaching methods for a more holistic and inclusive learning journey.

The Communities Around Us

CHINESE NEW YEAR CSR PROJECT



In conjunction with Chinese New Year, MR. D.I.Y. brought cheer to over 400 underprivileged children, the physically challenged and the elderly in care homes around the country. These contributions included much-needed household items such as food, electrical appliances, and personal hygiene items.

Among the 15 care homes which benefitted from the project were Sarawak Cheshire Home, Persatuan Pengurusan Kebajikan Wen Hua Kuala Lumpur & Selangor, and Pertubuhan Kebajikan Orang Tua Cacat & Kurang Upaya, Taman Connaught, Kuala Lumpur.

Our volunteers also brought festive joy to the children of Persatuan Kebajikan Kanak-Kanak Angels by helping them prepare for the festive season, including a makeover of their facilities which included cleaning, repairing, tree planting, mural painting and decorating, as well as preparing festive meals.

#DIY4UNIVERSITI SENTIASA BERWASPADA, TANGGUNGJAWAB BERSAMA



The #DIY4Universiti initiative is one in a series of collaborations between MR. D.I.Y. and higher learning institutions designed to help undergraduates re-settle into campus life following the prolonged pandemic lockdown. The programme was aimed at reminding undergraduates of the need to test regularly, and to make testing accessible so that university communities stayed safe.

As part of the programme, MR. D.I.Y. distributed a total of 85,000 self-test kits across Malaysian universities in two phases.

Phase 1 was launched in July FY2022 and involved six universities, namely Universiti Malaya (“UM”) Kuala Lumpur, Universiti Teknologi MARA (“UiTM”) Shah Alam, Universiti Kebangsaan Malaysia (“UKM”) Bangi, Universiti Tunku Abdul Rahman (“UTAR”) Sungai Long, UNITAR International University (“UNITAR”), Petaling Jaya and International Islamic University Malaysia (“IIUM”), Gombak. Phase 2, which ran in October 2022, included Universiti Putra Malaysia (“UPM”) Serdang, Universiti Teknologi Malaysia (Kuala Lumpur and Skudai, Johor), UTAR (Kampar), and Universiti Sains Islam Malaysia (“USIM”), Nilai.

Previous activities under #DIY4Univeristi involved programmes to distribute sanitisers, face masks and other contributions to students in Universiti Malaya and Universiti Tunku Abdul Rahman in October and November 2021 respectively as well as the contribution of cash aid to 12,000 Universiti Malaya students between in December 2021.

BACK-TO-SCHOOL INITIATIVE



As part of an initiative to ease the financial burden of B40 families, MR. D.I.Y. contributed stationery, school shoes and other school essentials to 250 children from three schools in Kuala Lumpur.

The children received shoes, clothing, Covid-19 self-test kits, face masks, hand sanitisers, test kits, school supplies and other items.

UPCYCLE: WALK WITH STYLE



When Malaysia changed its regulations on the colour of standard school shoes at national schools from white to black, it resulted in an oversupply of white canvas shoes at retailers nationwide. Not wanting to see the shoes go to waste, our team at MR. D.I.Y. came up with an innovative idea - to involve schoolchildren in the process of upcycling these shoes and giving them a new lease of life.

The “Walk with Style” initiative, a collaboration with Soroptimist International Damansara (“SID”), saw more than 750 school children from Selangor, Perak, Kedah, and Kuala Lumpur use art supplies from MR. D.I.Y. to create a wide array of fun and fashionable school shoes with unique, individualised designs. MR. D.I.Y. also provided the participants with art supplies such as markers, paints, drawing brushes, accessories, and glitter. In total, more than 750 pairs of white school shoes were upcycled.

RAYA SERBA BAHARU CSR INITIATIVE



In conjunction with the Hari Raya festivities, volunteers from the MR. D.I.Y. Cares carried out repair and restoration works at 16 charitable homes including Mesra Home Ampang, a care centre for the elderly and Persatuan Kebajikan Rumah Jalanan Kasih Anak-Anak Yatim Miskin orphanage in Kuala Lumpur.

Both homes received everyday essentials, electrical appliances, and cash vouchers from MR. D.I.Y. and MR. DOLLAR. The volunteers also carried out a spring cleaning of the facilities and broke fast with the residents, after which they presented them with *duit raya*.

DIY MADE SIMPLE



Since 2017, MR. D.I.Y. has been partnering with Universiti Malaya Community Engagement Centre (“UMCares”), to organise ‘DIY Made Simple’, an annual national competition for secondary school students designed to inspire awareness of sustainable lifestyle choices and inspire new ideas on ways to reuse, recycle, regenerate, and upcycle. The competition is supported by the Ministry of Education, Malaysia.

MR. D.I.Y. provides materials and prizes, while the Universiti Malaya Faculty of Built Environment lecturers mentor students throughout the duration of the project. The competition is broken down into 3 phases: Phase 1: Creating a proposal with design ideas which are presented via video, Phase 2: Selected teams to develop a model prototype based on the proposed ideas, and Phase 3: Demonstration of ability to build the proposed ideas in their schools.

Themed, “Facing the New Normal: School Transformation”, the most recent MR. D.I.Y. Made Simple 2022 edition, which ran from 21 March – 21 June 2022, received 82 entries, of which 16 were shortlisted as finalists. The winning team from Kolej Vokasional (Pertanian) Chenor, Pahang took home RM4,500 in cash for their ingenious creation of a sterilisation tool cabinet called the Ultraviolet Cabinet (“UV Cab”). A total of RM15,400 worth of cash prizes and gift vouchers, plus certificates and trophies, were distributed to the winning teams as well as:

- SMK Tunku Besar Burhanuddin, Negeri Sembilan (Second Prize: RM3,000 in cash),
- SMK Darul Aman, Alor Setar, Kedah, (Third Prize: RM1,500 in cash),
- SM Setiabudi, Kuala Lumpur (Fourth Prize: RM1,000 in cash),

The Communities Around Us

- SM Agama Teluk Kemang, Port Dickson, Negeri Sembilan (Fifth Prize: RM500 in cash),
- SMK St. Anthony, Sarikei, Sarawak (RM500 in cash for having the most-liked video on YouTube).

The following schools were awarded consolation prizes of RM400 in MR. D.I.Y. cash vouchers, along with a certificate and trophy:

- SMK Tun Habab, Kota Tinggi, Johor,
- SM Sains Pasir Puteh, Kelantan,
- SMK Cyberjaya and SMK Tun Perak, Selangor,
- SM Arab Asaiyidah Khadijah and SMK Agama Sultan Muhammad, Melaka,
- SM Sains Selangor, Kuala Lumpur,
- SM Agama Persekutuan Bentong and SMK Abdul Rahman Talib, Pahang,
- SMK Riam and SMK Chung Hua, Sarawak.

The MR. D.I.Y. Made Simple competition now receives participation from nearly 50% of schools nationwide and has benefitted over 3,000 students since inception. Earlier this year, MR. D.I.Y. announced that we would be continuing the partnership for another three years for the 2023-2025 competitions.

MR. D.I.Y. ART COMPETITION



In FY2022, MR. D.I.Y. held its inaugural MR. D.I.Y. Art Competition with the theme 'Kita Jaga Kita. What's Next Malaysia?'. The competition called on Malaysian artists to capture, celebrate, and embrace the true spirit of togetherness encapsulated by the #KitaJagaKita rallying cry that emerged art, the COVID19 pandemic, and to interpret how that spirit would take Malaysia forward as a nation. The aim of the competition was to promote and cultivate an appreciation for our Malaysian art; and to provide emerging artists with a platform to showcase their abilities to a wider audience.

The competition, which is open to all Malaysian citizens, permanent residents and Non-Malaysians residing in Malaysia, was held from 3 March 2022 and ran till 5 May 2022, and attracted thousands of entries from all over Malaysia. Over RM30,000 worth of prizes was awarded to 21 deserving young talents who were judged to be the best of the best amongst those who participated.

Conclusion – Looking to the Future

While MR. D.I.Y. continues to progress on its sustainability journey, the Group continues to evaluate its ESG performance closely – seeking opportunities to accelerate catalytic change and to enhance its capabilities as a force for good.

The Board and Management remain committed to the realisation of its ESG KPIs and targets against the set baseline. The achievement of these will provide the foundation to cascade further improvements across the Group and ultimately into the Group's value chains towards driving a significantly larger effect of positive change.

In response to the many material ESG issues confronting society, the nation and the world, MR. D.I.Y. believes we can play a meaningful role in delivering positive outcomes through our business model.

The continued adoption of technology and the proliferation of the same across the business operations enables significant opportunities. The benefits of enhanced business and operational productivity as well as cost efficiency will likely translate into reduced energy consumption, reduced waste and consequently improve environmental performance.

Technology will also lead to improved employment opportunities through the creation of high-paying, skilled based jobs while expanding the Group's reach. Specifically, the implementation of more digitalised systems and robotics would lead to increase process automation at MR. D.I.Y.'s distribution facilities.

MR. D.I.Y. is presently developing a fully automated distribution facility on a 9-acre plot that will feature an Automated Storage and Retrieval System ("ASRS"), conveyors and sorters, as well as an autonomous mobile robot mini load with a Pick-to-Light ("PTL") system. The distribution facility, which also features an enhanced Warehouse Management System, will enable better control and tracking of inventory, accelerate the speed of fulfilment and ultimately deliver our products more efficiently to customers.

With the completion of the facility in end FY2023, MR. D.I.Y. will derive a wide range of business and operational efficiencies, including efficiencies in logistics (transportation and distribution of products) and energy consumption. The approach will support not just productivity but also contribute to a reduced carbon footprint.

MR. D.I.Y. is supportive of the Malaysian government's agenda to achieve carbon neutrality by as early as 2050. On its part, the Group will continue to play its part by driving its strategic plans for solar energy adoption, driving energy efficiency and carbon emissions reduction, and by continuing to provide customers with more choices of eco-friendly product choices.

GRI Standards Content Index

Statement of use	MR. D.I.Y. has reported the information cited in this GRI content index for the period 1 January to 31 December 2022 with reference to the GRI Standards
GRI 1 used	GRI 1: Foundation 2021

GENERAL DISCLOSURES			
GRI Standard	Disclosure	Reference page	Remarks / Reasons for Omission
GRI 2: General Disclosures 2021	2-1 Organizational details	AR: 4-7	A grey cell indicates that omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.
	2-2 Entities included in the organization's sustainability reporting	SR: 2-3	
	2-3 Reporting period, frequency and contact point	SR: 2-3	
	2-4 Restatements of information	SR: 10-11	
	2-5 External assurance	External assurance undertaken for financial data	
	2-6 Activities, value chain and other business relationships	AR: 4-7	
	2-7 Employees	SR: 32-36	
	2-8 Workers who are not employees	SR: 16	
	2-9 Governance structure and composition	SR: 13-14	
	2-10 Nomination and selection of the highest governance body	AR: 30-45	
	2-11 Chair of the highest governance body	SR: 13	
	2-12 Role of the highest governance body in overseeing the management of impacts	AR: 46-48	
	2-13 Delegation of responsibility for managing impacts	SR: 13-14	
	2-14 Role of the highest governance body in sustainability reporting	SR: 13-14	
	2-15 Conflicts of interest	SR: 35	
	2-16 Communication of critical concerns	SR: 12	
	2-17 Collective knowledge of the highest governance body	SR: 14	
	2-18 Evaluation of the performance of the highest governance body	AR: 55-57	
	2-19 Remuneration policies		
	2-20 Process to determine remuneration		
	2-21 Annual total compensation ratio	AR: 41-42	
	2-22 Statement on sustainable development strategy	SR: 9	
	2-23 Policy commitments	SR: 15	
	2-24 Embedding policy commitments	SR: 13	
	2-25 Processes to remediate negative impacts	Related information is provided as part of the management approach disclosures for all material topics	
	2-26 Mechanisms for seeking advice and raising concerns	SR: 16 & 35	
	2-27 Compliance with laws and regulations	SR: 21-22	
	2-28 Membership associations	SR: 11	
	2-29 Approach to stakeholder engagement	SR: 10-11	
	2-30 Collective bargaining agreements	SR: 35	

MATERIAL TOPICS			
GRI Standard	Disclosure	Reference page	Remarks / Reasons for Omission
GRI 3: Material Topics 2021	3-1 Process to determine material topics	SR: 12	A grey cell indicates that omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.
	3-2 List of material topics		
Economic Performance			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 20	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	SR: 27-28	
	201-2 Financial implications and other risks and opportunities due to climate change		
	201-3 Defined benefit plan obligations and other retirement plans	SR: 34-35	
Market Presence			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 34-35	
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	SR: 35	
	202-2 Proportion of senior management hired from the local community	SR: 33	
Indirect Economic Impacts			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 38-39	
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	SR: 39-42	
	203-2 Significant indirect economic impacts		
Procurement Practices			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 20	
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers		
Anti-Corruption			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 15	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	SR: 16	
	205-2 Communication and training about anti-corruption policies and procedures		
	205-3 Confirmed incidents of corruption and actions taken	SR: 15	

GRI Standards Content Index

GRI Standard	Disclosure	Reference page	Remarks / Reasons for Omission
Anti-Competitive Behavior			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 17	
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		
Tax			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 17	
GRI 207: Tax 2019	207-1 Approach to tax		
	207-2 Tax governance, control, and risk management		
	207-3 Stakeholder engagement and management of concerns related to tax	AR: 91-92	
	207-4 Country-by-country reporting	SR: 17	
Energy			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 24	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	SR: 25	
	302-3 Energy intensity	SR: 25-26	
	302-4 Reduction of energy consumption	SR: 25	
	302-5 Reductions in energy requirements of products and services	SR: 21-22	
Water and Effluents			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 29	
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource		
	303-2 Management of water discharge-related impacts	SR: 29	
	303-3 Water withdrawal	SR: 29	
	303-4 Water discharge	SR: 29	
	303-5 Water consumption	SR: 29	
Biodiversity			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 30	
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas		
	304-2 Significant impacts of activities, products and services on biodiversity		
	304-3 Habitats protected or restored		
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	SR: 30	
Emissions			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 26	

GRI Standard	Disclosure	Reference page	Remarks / Reasons for Omission
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	SR: 26	
	305-2 Energy indirect (Scope 2) GHG emissions	SR: 25	
	305-4 GHG emissions intensity	SR: 25-26	
	305-5 Reduction of GHG emissions		
Waste			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 29	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts		
	306-2 Management of significant waste-related impacts		
	306-3 Waste generated		
	306-4 Waste diverted from disposal		
Supplier Environmental Assessment			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 22	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria		
	308-2 Negative environmental impacts in the supply chain and actions taken		
Employment			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 32-33	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	SR: 33	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	SR: 34-35	
	401-3 Parental leave	SR: 35	
Labor/Management Relations			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 16	
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	SR: 35	
Occupational Health and Safety			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 35	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system		
	403-3 Occupational health services	SR: 35-36	
	403-4 Worker participation, consultation, and communication on occupational health and safety		
	403-5 Worker training on occupational health and safety		
	403-8 Workers covered by an occupational health and safety management system	SR: 35	
	403-9 Work-related injuries	LIIFR: Change in Methodology	
403-10 Work-related ill health			

GRI Standards Content Index

GRI Standard	Disclosure	Reference page	Remarks / Reasons for Omission
Training and Education			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 32	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee		
	404-2 Programs for upgrading employee skills and transition assistance programs		
	404-3 Percentage of employees receiving regular performance and career development reviews		
Diversity and Equal Opportunity			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 33-35	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	SR: 13-14	
	405-2 Ratio of basic salary and remuneration of women to men	SR: 35	
Non-Discrimination			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 33-34	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken		
Freedom of Association and Collective Bargaining			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 35	
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk		
Child Labor			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 16 & 21	
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor		
Forced or Compulsory Labor			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 16 & 21	
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor		

GRI Standard	Disclosure	Reference page	Remarks / Reasons for Omission
Local Communities			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR : 38-39	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	SR: 38-42	
	413-2 Operations with significant actual and potential negative impacts on local communities		
Supplier Social Assessment			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 22	
Public Policy			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 17	
GRI 415: Public Policy 2016	415-1 Political contributions		
Customer Health and Safety			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 21-22	
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories		
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services		
Marketing and Labeling			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 22	
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling		
	417-2 Incidents of non-compliance concerning product and service information and labeling		
	417-3 Incidents of non-compliance concerning marketing communications		
Customer Privacy			
GRI 3: Material Topics 2021	3-3 Management of material topics	SR: 17	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		



MR D.I.Y. GROUP (M) BERHAD

[Registration No. 201001034084 (918007-M)]

Lot 1907, Jalan KPB 11
Kawasan Perindustrian Balakong
43300 Seri Kembangan
Selangor Darul Ehsan, Malaysia



TEL. NO. : +603 8961 1338



FAX. NO. : +603 8964 0930



WEBSITE : www.mrdiy.com



E-MAIL : investor.query@mrdiy.com



Scan for
more information