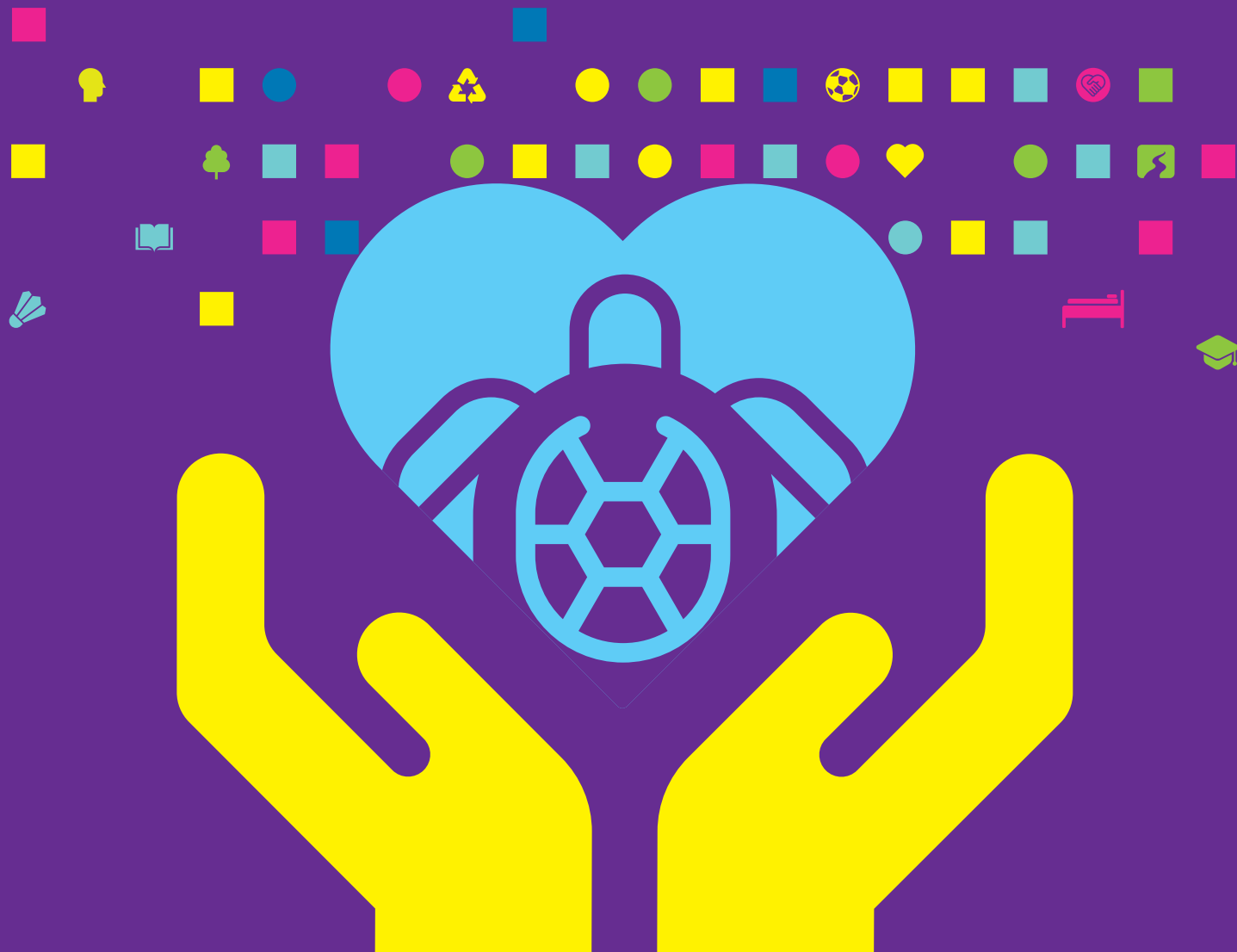


# Collaborating For A Better, More Sustainable Future



Airing over 16,000 hours of PSA across our platforms in FY21

### Supporting the community

Astro celebrates its 25<sup>th</sup> anniversary by renewing its commitment to entertain, inform and inspire Malaysians. From Astro Originals to sports, comedies, reality shows, kids, news and edutainment, we continue to establish deep emotional connections with our audiences.

Our reach to Malaysians puts us in a strong and unique position to effect positive social impact and create job opportunities. We operate responsibly, harnessing our platforms and content to amplify positive community and environmental messaging.

During the pandemic, we responded swiftly to keep Malaysians informed and entertained through complimentary viewing of selected channels and aired over 16,000 hours of PSA across our platforms. We amplified health and safety messages, discredited fake news, paid tribute to local heroes and frontliners, and rallied public support to assist communities in need.

Alongside our foundation, Yayasan Astro Kasih which focuses on the key pillars of lifelong learning, community development, sports and environment, Astro continues to collaborate with partners to better serve our community and care for the environment.



## Community

### Lifelong learning

At Astro, we believe that education opens doors of opportunity, and helps Malaysians pursue their dreams and realise their potential. Through our Kampus Astro programme, we facilitate children's educational journey by providing supplementary learning materials and hostel facilities.

In support of equal access to education for all students, over the years we collaborated with the Ministry of Education (KPM) to provide complimentary Astro decoders and new TV sets to over 10,500 government schools and teacher activity centres. Kampus Astro reaches 5 million students annually and provides free access to 16 learning channels including Astro Tutor TV, Astro Ceria, National Geographic and Animal Planet. Astro Tutor TV comprises three 24/7 syllabus-based channels, serving relevant content to support students including *SMK: Study Squad*, *Pelan A+ SPM*, *Misi Studi*, *Top Tutor* and *TV Pendidikan*. With schools shuttered for most of the year due to the pandemic, Astro Tutor TV helped Astro and NJOI customers with school-going children to supplement home-based learning.

Our Kampus Astro programme is also ongoing in 62 hospitals across Malaysia, benefitting paediatric and children oncology wards as well as School in Hospitals classrooms. In FY21, with contributions from Team Astro and sponsors, we presented mobile carts filled with learning tools and books to paediatric wards across these hospitals, supporting the learning journey for young patients as they recuperate.



Astro contributed NJOI decoders and TV sets to COVID-19 Quarantine and Low-Risk Treatment Centres (PKRC) nationwide

**Visual media is an essential component of learning and Kampus Astro is unique because it has the capability to reach every classroom in Malaysia.**

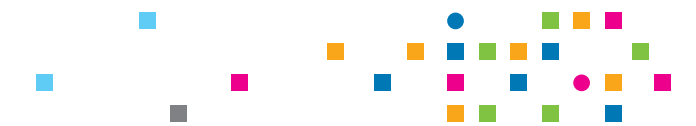
**Working with Astro has helped us reach out to more students and have our educational content accessed beyond the physical classroom.**



Dr Fatimah Binti Hashim  
Educational Resources and Technology Division  
Ministry of Education



**Education has always been my passion. I am thankful for all the learning workshops, camps and classes that Astro Kasih organised for us in school. It was always fun and made me realise that I really enjoy mentoring. Now, I want to give that experience back to other students.**



Hellma Emily Joinin  
Former resident of Astro Hostel and Best Student of SK Magandai, Sabah in 2014  
Currently pursuing a teaching degree in Keningau Teachers' Training Institute, Sabah

### Community development

Since establishing Astro Hostels in 2010, we have supported students residing in remote interiors of East Malaysia. We provide hostel facilities, laptops, revisions books and educational supplies for students in SK Magandai and SK Malinsau in Sabah, and SK Sungai Paku in Sarawak. In FY21, we completed maintenance and repair works at all three hostels to ensure students' safety and well-being.

These hostels save students precious time on their daily school commute which could take days during bad weather. In a normal school year, these facilities collectively save over 190,000 hours of daily commuting time, which can be redeployed for educational and other pursuits. We look forward to organising more engagement activities and resuming educational workshops once the movement restriction is lifted.

In FY21, we expanded our facilities in East Malaysia through a partnership with Starfish Foundation and welcomed five new hostels located within Kota Marudu and Kudat districts in Sabah and one youth centre in Kapit, Sarawak.

Our care also extends to the community residing in these areas. When 100 families in the vicinity of SK Malinsau in Ranau, Sabah faced supply shortages during the pandemic, we quickly channelled essential supplies and face masks to them. We also assisted six families in Kampung Magandai to rebuild their homes which were razed by a fire.

### Sports

Astro continues to champion the development of badminton as a unifying force in our community with the support of our partners, the Ministry of Education (KPM), the Ministry of Youth and Sports (KBS) and the Badminton Association of Malaysia (BAM).

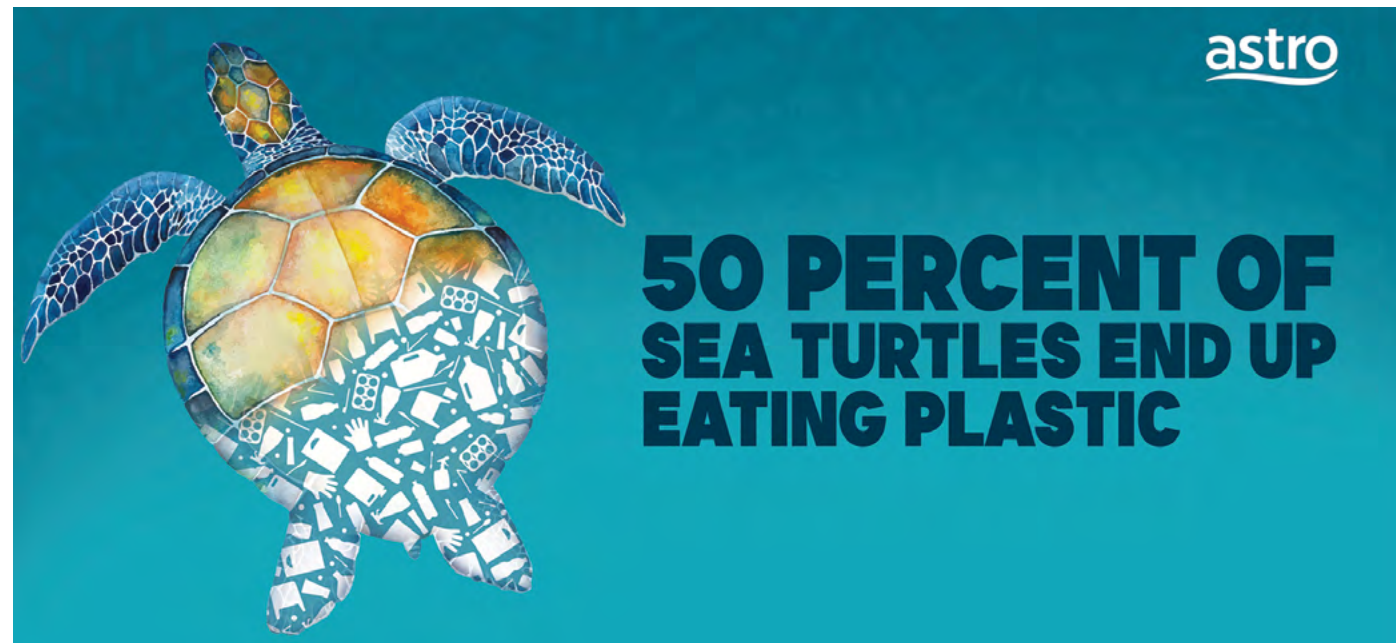
Launched in 2012, Astro Kem Badminton (AKB) is a grassroots development programme to discover young badminton talents between the ages of 10 and 12 and uplift the standards of the sport. To date, AKB has trained over 16,000 children, identifying promising players and providing coaching and mentorship to nurture them towards becoming professional athletes. AKB is proud to have played a role in the journey of many top national shuttlers, with over 65% of the national junior squad being alumni of AKB.

In 2020, AKB's on-ground training programmes were paused due to the COVID-19 pandemic. We pivoted to online training and virtual coaching, providing tips and organising stay-at-home challenges to encourage young shuttlers to stay fit and healthy.

We also took the opportunity to realign our programme and renew our partnership with BAM in preparation for the resumption of AKB in 2021. Under the new arrangement, participants who qualify for the final AKB national level camp scheduled for end-2021 will be trained by our national coaches, presenting an opportunity for them to be selected for the national junior squad.



# Environment



Conserving the environment for a greener planet

### Advocating for a greener planet

Driven by Yayasan Astro Kasih's key pillar of protecting the environment, we aim to effect positive change to benefit the planet. Through our multiplatform reach, we give a voice to climate causes by informing, educating and raising green awareness nationwide. Astro adopts green practices across our operations and invests in environmentally friendly initiatives.

We appoint a third-party consultant to assess and track our resource consumption and GHG emissions in our main operating premises, where 80% of our workforce are based. This assessment has been performed annually since 2016.

As part of our workspace consolidation strategy, Astro terminated its rental and lettable space within MEASAT Teleport and Broadcast Centre (MTBC) in Cyberjaya in August 2019 while operations within Menara ICON in Kuala Lumpur were relocated to our main operating premises in December 2019. As such, emissions and other data associated with these two premises were not reported in 2020.

### Our main operating premises

- All Asia Broadcast Centre (AABC), Bukit Jalil
- Astro Cyberjaya Broadcast Centre (ACBC), Cyberjaya
- Bangsar South Contact Centre (BSCC), Kuala Lumpur
- Wisma Ali Bawal (WAB), Petaling Jaya
- Bursa Malaysia, Kuala Lumpur



### Reducing our carbon footprint

The impact of climate change is becoming more apparent with 2020 being the warmest year on record.

Despite operating in an industry that does not pose a significant environmental risk, we remain conscious of our carbon footprint. The latest assessment completed in March 2021 by a third-party consultant measures our total GHG emissions under the following scopes as defined in the GHG Protocol:

Scope	Description	GHG Emissions (tCO <sub>2</sub> e)		
		2018	2019	2020
1	Direct GHG emissions from sources that are owned or controlled by the reporting company.  Example: Electricity generators, fuel for company-owned vehicle, in-house van service and cooling refrigerant	839	1,149*	538
2	Indirect emissions associated with the generation of imported/purchased electricity and cooling chilled water.  Example: Purchased electricity and chilled water	23,609	19,738	19,379
3	Other direct GHG emissions from transport means that are not company-owned.  Example: Employee business travels and third-party installer travels, outsourced shuttle bus service	6,946	5,165*	5,506
<b>Total GHG Emissions</b>		<b>31,394</b>	<b>26,052*</b>	<b>25,423</b>

\* Restated due to expanded scope as explained below

We recorded lower overall GHG emissions in 2020 with a reduction of 2% to 25,423 tCO<sub>2</sub>e.

Scope 1 emissions decreased by 53% as there was no leakage of refrigerants from industrial chillers in 2020. Even with such fugitive emissions excluded in 2019, a steady reduction of 10% in Scope 1 emissions were recorded. The emissions from stationary combustion of fuel by gensets also decreased significantly by 24% in 2020. 2019 Scope 1 GHG emissions were restated to account for additional emissions from our in-house shuttle van service.

Solar energy harvested from the 4,780 solar panels covering an area of over 100,000 square feet installed in AABC in 2018 also reduced the overall need for purchased electricity and energy, resulting in a reduction of Scope 2 emissions by 2%.

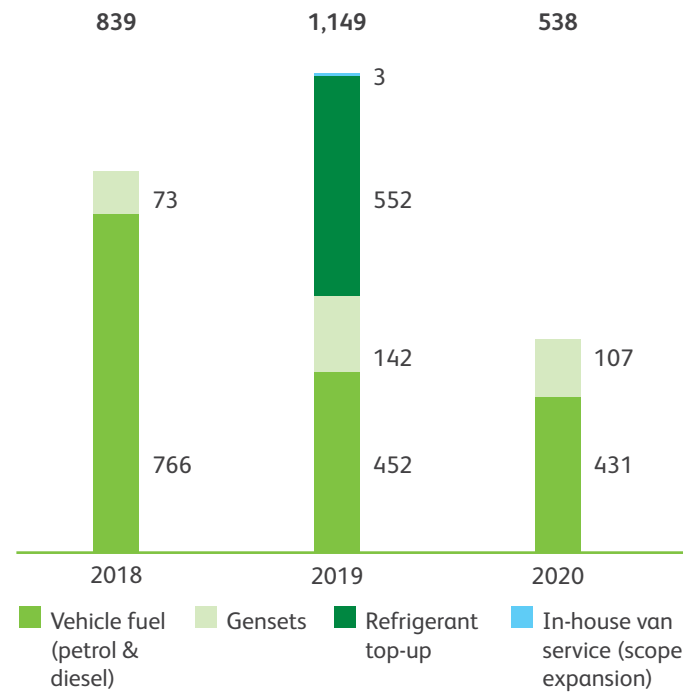
Meanwhile, Scope 3 emissions increased by 7% in line with the increased demand for customer installations resulting in increased emissions from third-party installers. Scope 3 emissions were also expanded to encompass the outsourced shuttle bus service provided for employees at AABC and WAB since October 2019 which replaced our in-house van service.

Despite lower total GHG emissions in 2020, GHG intensity increased by 9% to 5.8 tCO<sub>2</sub>e per RM million of revenue, impacted by the drop in our Group's revenue amid the pandemic.

**We harvested 1.7 million kWh of photovoltaic energy, equivalent to planting 24,718 trees**

## Environment

### SCOPE 1 DIRECT GHG EMISSIONS (tCO<sub>2</sub>e)



### OVERALL GHG EMISSIONS (tCO<sub>2</sub>e)



#### Promoting efficient energy use

Our investments into electricity and energy savings projects over the years have enabled us to supplement our need for purchased electricity with renewable energy.

We harvested 1.7 million kWh of photovoltaic energy in 2020 through our solar panel system at AABC. This contributed to a greener planet with a carbon avoidance of 964 tCO<sub>2</sub>e. This renewable energy initiative offsets Astro's carbon footprint and is equivalent to planting 24,718 trees or recycling over 41,000 bags of waste.

Our two energy-efficient vehicle (EEV) charging pods within AABC promote the use of energy efficient vehicles.

Completed in 2019, our newest energy-efficient four-story building at AABC is designed to optimise use of natural lighting and ventilation. This building is now at full occupancy in line with our workspace consolidation strategy. Amid the pandemic, we initiated work from home arrangements and relocated some of our frontliners employees from other premises to AABC as part of our split operation strategy to enable physical distancing.

Our continuous energy conservation efforts have resulted in a declining electricity consumption trend over the last three years without compromising service quality.

Astro plans to expand its renewable energy initiatives over the medium term by installing a new solar panel system at ACBC.

#### Conscious water utilisation

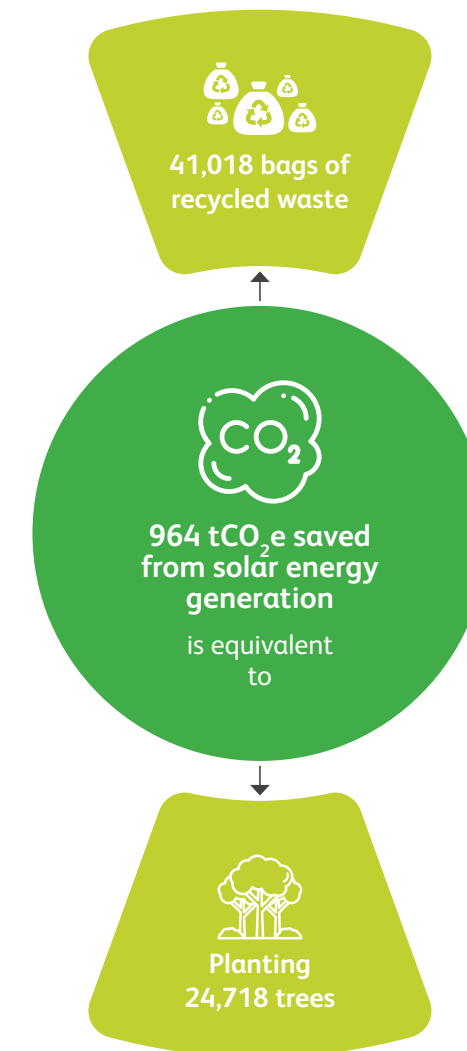
We drive the conscious use of water resources by advocating the 3R principles of Reduce, Reuse, and Recycle. Our rainwater harvesting system installed in AABC can store up to 13,500 litres of rainwater, reducing the need to purchase clean water. The water collected is used for daily cleaning and maintenance of our facility's landscape. All restrooms in our main office are also equipped with motion-sensor water faucets and toilet flushing systems to minimise water wastage. Regular scheduled maintenance enables us to identify and repair ageing water pipelines to avoid water wastage. Regrettably, there were two burst pipe incidents in 2020 which resulted in an increase in water consumption by 2%.

**Our rainwater harvesting system stores up to 13,500 litres of rainwater for use in daily cleaning**

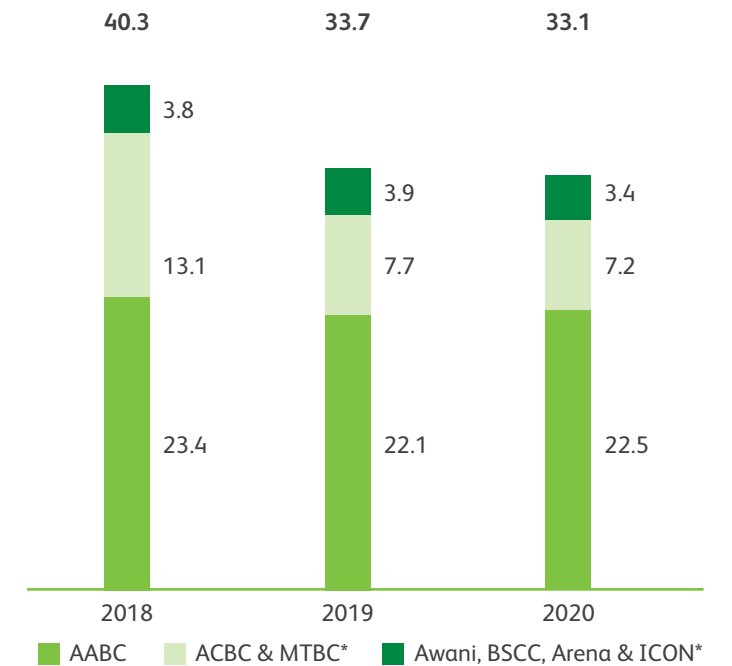


Our new office building is energy-efficient utilising natural lighting and ventilation

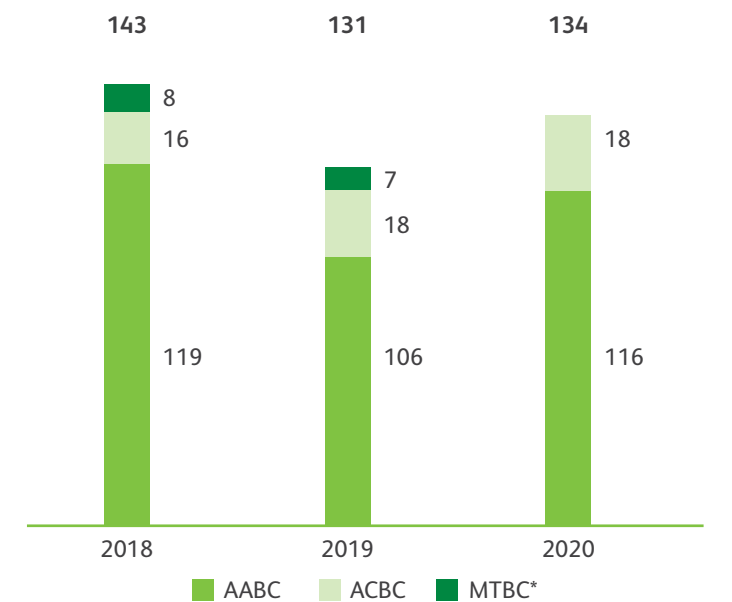
#### Carbon avoidance from solar energy generation



### ELECTRICITY AND ENERGY CONSUMPTION (m kWh)



### WATER CONSUMPTION ('000 m<sup>3</sup>)



Water usage analysis above focuses on AABC, ACBC and MTBC as water usage in these buildings are within our control, whereas other regional offices are rented spaces located in building with shared amenities

\* Data for MTBC and ICON applicable up to 2019, as explained on page 92

## Environment



Ultra Box, Astro's flagship STB is 40% smaller in size and utilises eco-friendly materials

### Responsible e-waste handling

We also practise the 3R principles in the production and disposal of our STBs to minimise e-waste generation. On the production front, we continue to innovate, improve and adopt a more environmental-friendly approach in the design, packaging and delivery of our STBs.

Our new flagship STB, the Ultra Box is around 40% smaller in size compared to its predecessors, resulting in a reduced production footprint. The majority of materials used for its build and packaging complies to international Restriction of Hazardous Substances (RoHS) and Registration and European Union's Evaluation, Authorisation and Restriction of Chemicals (REACH) standards while electronic parts are also Waste Electrical and Electronic Equipment (WEEE) compliant. We are working closely with suppliers to further improve the build of our STBs.

Where possible, used STBs are refurbished and redeployed to the market to reduce the burden on landfills. During the year, we refurbished a total of 189,000 STBs for redeployment. STB beyond feasible repair are handed over to our e-waste disposal and recycling vendor certified by the Department of Environment to be disposed in a proper manner. In 2020, a total of 135,000 STBs were disposed.

### Contributing towards a greener planet

We promote civic consciousness and greater care for our environment by ensuring Team Astro remains engaged in environmental topics. The "Stop Single-Use Plastics" campaign introduced in 2019 was expanded across our Group with the aim of eliminating all single-use plastics and styrofoam within our premises by 2026. Our talents are encouraged to bring their own reusable containers, bottles and utensils, and drinking water stations are made available across our premises.

In line with our Go Green culture, we implemented centralised waste bins at AABC as we target to improve our ratio of recyclable waste from 4% in 2020 to 10% in 2021. 54 centralised bins were deployed to segregate paper, plastic and aluminum. This increased dry waste recycled by almost 19 percentage points to 22% in 2020 or an equivalent of 19,000 kilograms of waste recycled.

Our cafeteria also reduced the use of plastic packaging, including the elimination of sale of plastic bottled water. Plastic containers were replaced with biodegradable sugarcane pulp containers.



Going green by eliminating single-use plastics in our premises

### Prioritising Occupational Safety and Health (OSH)

Prior to the MCO announced by the government in mid-March 2020, we proactively initiated our business continuity plans and imposed stringent health and safety measures to safeguard the well-being of our talents. This included restrictions on visitors to our premises, doing away with audiences on live shows, implementation of split operations, split teams and work from home arrangements as well as provision of face masks, hand sanitisers and personal protective equipment. Having allocated over 300,000 disposable facemasks to our employees at the onset of the COVID-19 pandemic, we subsequently distributed eco-friendly reusable fabric masks.

We also implemented the use of MySejahtera app, the government contact tracing system across all offices and prohibited inter-office travels to reduce the risk of inter-office transmissions.

Astro maintained its ISO 45001:2018 (Occupational Health and Safety Management System) accreditation, and ISO 14001:2015 (Environmental Management) by Bureau Veritas since 2019.

Our occupational accident rate year in 2020 stood at 0.35 per 1,000 employees compared to the latest available national average of 2.71 according to the Ministry of Human Resources (KSM). There were no fatal accidents reported in the last three years. In relation to occupational lost time injury, there were two cases reported in 2020, while two cases were reported in 2019 and one case was lodged in 2018.

To familiarise Team Astro with the latest OSH best practices and requirements, all talents are required to undertake a compulsory annual OSH training module online and complete the online assessment with a minimum 80% passing mark. Other optional OSH training and certification programmes open to talents include fire safety, emergency response team, first aider as well as OSH internal auditor.

In collaboration with the Fire Rescue Department, our in-house emergency response team conducted our annual fire inspection across all Astro offices to ensure the preparedness of our talents during emergencies.