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## LIVING OUR VALUES

Our team members are at the heart of our business and success. Every day they embody DFI's values, including putting customers first, respecting each other, caring passionately and doing the right thing. We prioritise the safety and well-being of our people and strive to help them build their experience and develop their careers with us. DFI is committed to serving our communities and encourages our team members to volunteer. We acknowledge and appreciate our team members for their dedicated contributions to giving back to the community and living our values, both in and outside the workplace.



Our team members visited rural schools to distribute hygiene kits to students Guardian Vietnam

## #guardiancares' volunteer work

### A Day in Guardian: Shop and Learn

We organised a three-day event at Guardian stores in Jakarta to provide hands-on educational experiences for underprivileged children from local schools. The event was supported by volunteers from our stores and store support centre. During the event the schoolchildren were able to choose appropriate hygiene products for their age and learn about the importance of maintaining good daily personal hygiene. The schoolchildren were also introduced to our pharmacists and learned about their profession. The event supported our commitment to children's rights in the region and our ongoing initiatives to donate bath and healthcare products to children in need in Indonesia.

### #guardiancares Kids Carnival

The Guardian Indonesia team collaborated with Waroeng Imaji, a non-profit organisation that focuses on empowering children in disadvantaged neighbourhoods and schools, to promote healthy lifestyles to underprivileged families. The collaboration included the #guardiancares Kids Carnival in Jabodetabek, where we distributed 24,000 Guardian bath and bodycare products to children and held fun and interactive workshops for elementary school students and local residents. We also set up handwash stations to educate students about the importance of maintaining personal hygiene. Children and young people took part in games, dance performances and tote bag painting workshops with the assistance of our volunteers. More than 30 team members also helped prepare #guardiancares goodie bags to give to children at the carnival.

The collaboration between Guardian and Waroeng Imaji supports people in achieving a healthy lifestyle while providing meaningful educational and engaging social activities.



Volunteers at #guardiancares Kids Carnival held workshops for elementary schoolchildren and local residents Guardian Indonesia

### Colourful school outreach

In Malaysia, #guardiancares volunteers visited a local primary school in Shah Alam, donating 820 bottles of Guardian shower cream and 270 #guardiancares bears to Year 2 pupils, special needs students and teachers.

In addition, our volunteer team members worked with a professional muralist and surprised the students by painting a huge mural at the school over the weekend. The artwork reinforces the importance of hygiene through cute scenes of our iconic orange #guardiancares bear taking baths and keeping itself clean. We also partnered with Malaysian NGO MyPerintis to organise a hygiene workshop for the school students, and our pharmacist shared useful information about the importance of proper hygiene and showering.



Volunteers painting walls to brighten up schools Guardian Malaysia

### Mid-Autumn Festival fun with volunteers

Guardian Vietnam, in collaboration with Saigon Children's Charity, is continuing its #guardianCares projects, which provide opportunities for children in remote areas of Vietnam.

Our volunteers from Guardian Vietnam organised a Mid-Autumn Festival party for children living in difficult circumstances in Dong Nai province. Our volunteers visited the children and arranged gifts including shower gel, toothbrushes, #guardiancares bears, lanterns and mooncakes, creating a memorable party.

## Walk Up Jardine House 2023

We actively support the annual MINDSET charity fundraiser Walk Up Jardine House in Hong Kong. Walk Up Jardine House aims to boost mental health awareness and raise money for the underserved mental health community. In 2023, the physical race returned for the first time since the pandemic, and it was held in conjunction with a virtual race.

Team members from across our banners in Hong Kong took part in the race to the top of Jardine House. Together we accomplished over 6.8 million steps, equivalent to 7,184 Jardine Houses, which is 700,000 more steps or 651 more Jardine Houses than last year.

Over **6.8** MILLION

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Eric Choi from the P&C team finished the Walk Up Jardine House 2023 physical race Hong Kong



Participating in the Walk Up Jardine House 2023 physical race Hong Kong



Team members participating in the Walk Up Jardine House 2023 virtual race Wellcome Hong Kong



Stepping up to raise awareness for mental health yuu Hong Kong

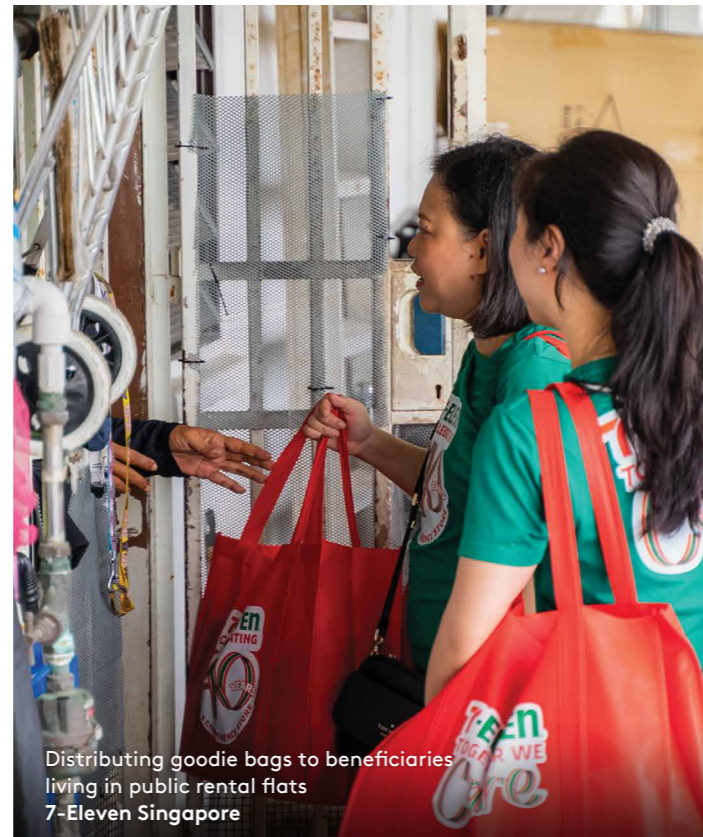


Supporting our team members IKEA Hong Kong

## 7-Eleven Singapore's 'Together We Care' launched

During 2023, the rising inflation rate in Singapore has presented new challenges for low-income families and households. Responding to this issue, 7-Eleven launched the 'Together We Care' programme in collaboration with Singapore's People's Association and its community clubs to reach the people most in need.

We provided more than 400 low-income families with groceries and daily essentials including rice, oil, and noodles, as well as 7-Eleven's own brand 7-SELECT meals. In addition, our volunteers helped to mend collection points and went door-to-door distributing food and groceries to beneficiaries living in public rental flats.



Distributing goodie bags to beneficiaries living in public rental flats 7-Eleven Singapore

## Organising eco-heritage tours for yuu members

During 2023, yuu Rewards Hong Kong partnered with The Conservancy Association and The Conservancy Association Centre for Heritage to organise several eco-heritage tours for 150 yuu members, 10 team members and their families. The tours gave team members the opportunity to explore various aspects of conserving Hong Kong's rich cultural heritage and the natural environment. On one tour, team members visited Lai Chi Wo, a remote 300-year-old Hakka village. In addition to exploring the revitalised village and its rich biodiversity, participants had the chance to experience farming and learn about growing rice, Hakka food, and traditions. Meanwhile, a tour along Lung Yeuk Tau Heritage Trail focused on ancient architecture and improving photography skills. Team members visited a Tang walled village, which has a history of 700 years, and gained insights into the lives of early settlers in the New Territories. In another tour, participants visiting the village of Cha Kwo

Ling experienced its strong sense of community and explored Hakka culture by making Hakka tea cakes.



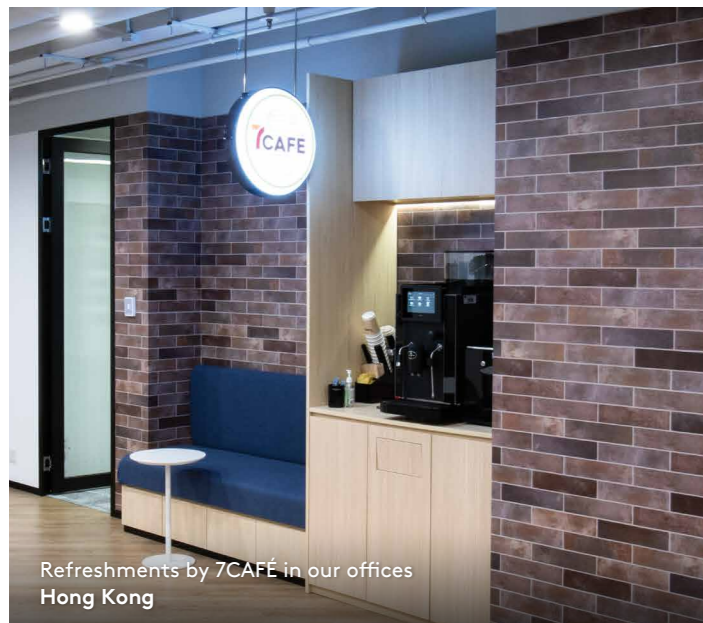
Local rice cultivation demonstration at Lai Chi Wo yuu Hong Kong

## Enhancing our workplace experience for team members

To continue building a great place for our team members to work, we have invested in renovating our Resourcing and Learning Centre at Saxon Tower in Hong Kong. The space has been transformed into a modern and engaging workplace featuring iconic elements of our DFI branding and banners. Our new look Resourcing and Learning Centre offers a variety of collaboration zones, touchdown spaces and breakout areas, allowing team members to share ideas and work in a more dynamic and flexible environment. The design not only fosters a sense of belonging for our team members, but also creates a welcoming atmosphere for candidates.



Newly refreshed Resourcing and Learning Centre Hong Kong



Refreshments by 7CAFE in our offices Hong Kong

## Improving workplace safety through technology

The well-being and safety of our team members are of paramount importance, and we are committed to taking a proactive approach to providing a safe and healthy work environment. Wellcome Fresh Food Centre (WFFC) has taken several steps to further enhance safety in the workplace, including the introduction of the first camera-checked bandsaw in Hong Kong. This technology improves precision and reduces potential risks.

Additionally, WFFC has implemented lifting machines and column dumpers to alleviate the physical strain on our team members and handle heavy loads more efficiently. To minimise accidents, we have also introduced a range of equipment designed to reduce their occurrence by 45%.

## Recognising our people for putting our values into action

The Living Our Values Awards focus on recognising individuals and teams that demonstrate our values in alignment with our strategic framework – Customer First, People Led and Shareholder Driven. There are six award categories in honouring excellence in customer-centric innovation, collaboration, sustainability, caring passionately, and individual contributions by teams or individual team members who live up to our DFI Values. Each award has a specific focus and evaluation process. They are open to submissions from leaders, allowing our people to showcase their exceptional achievements that contribute to our overall success by bringing our values to life.

In 2023, we received over 6,600 nominations, after which more than 1,600 team members across all markets were awarded a Caring Passionately Award and 18 awards were given to teams and team members in other Living Our Values Awards categories. Caring Passionately is one of our core values and our corporate social responsibility initiatives are only possible with our team members' support and enthusiastic participation. To acknowledge their crucial contribution and show our gratitude, we launched the Caring Passionately Awards in October 2022. Team members received awards in recognition of their exceptional acts of service, support or kindness towards our customers, colleagues and communities.

Awards	Award Winners
Best Customer Experience Innovation Award	7-Eleven Hong Kong & Macau
	7-Eleven South China
	Guardian Indonesia
Best Collaboration (Teamwork) Award	IKEA Taiwan - Customer Fulfilment
	7-Eleven South China - Commercial, IT, Marketing & Operations
	7-Eleven Hong Kong & Macau
Best Sustainability Initiative Award	7-Eleven Hong Kong & Macau
	Mannings Hong Kong
	Group Own Brand - Non-Food
Best Business Innovation Award	Mannings Hong Kong & Macau
	IKEA Hong Kong Causeway Bay Store
	Wellcome Hong Kong - Supply Chain
Best Team Member Award	Chen Xiu Zhu, 7-Eleven Macau
	Trevor Lo, Mannings Hong Kong & Macau
	Jack Ng, IKEA Hong Kong
Caring Passionately Award	<b>Grand Champion</b>   Zhimei Liang and Chunling Liang, 7-Eleven South China
	<b>First Runner-up</b>   Xiaoyi Ou, Mannings China
	<b>Second Runner-up</b>   Lim Soo Hoon, 7-Eleven Singapore
	<b>Crystal Award</b>   Tian Mei Abby, 7-Eleven Hong Kong
	<b>Crystal Award</b>   Fok Wai Tung, Mannings Hong Kong
	<b>Crystal Award</b>   Cheung Yu Shun, Wellcome Hong Kong
	<b>Crystal Award</b>   Mohamad Azim Abdul Majid, Guardian Malaysia

### Caring Passionately Award



**GRAND CHAMPION**

**Chunling Liang (middle) and Zhimei Liang (right)**  
7-Eleven South China

### Best Business Innovation Award



**Mannings  
Hong Kong & Macau**

### Best Team Member Award



**Chen Xiu Zhu  
(Second from the right)**  
7-Eleven Macau



From left: Tri Ismoyo from IKEA, Hadrianus Wahyu Trikusumo, President Director of PT Hero Supermarket Tbk, and Karin Gusti Maharani from Guardian at a tree-planting activity in Indonesia Hero Indonesia



Team members joining the coffee ground upcycling workshop Hong Kong

## DFI Sustainability Month

We held our DFI Sustainability Month across all markets in November 2023, offering practical steps for our team members to integrate sustainability into different functions, and put theory into action.

In Hong Kong, we organised engaging activities including 'Lunch & Learn' seminars, upcycling workshops, and field visits to green facilities such as DFI's low-carbon refrigeration system research centre.

Team members in Indonesia participated in Hero Green Fest, a green festival that raised awareness about sustainability in the workplace through a range of activities, games, talks, and workshops.

DFI Lucky in Cambodia engaged in various activities that focused on achievable, small-scale actions. We introduced five new types of trash bins for our offices and distribution centre, to manage waste more effectively and promote recycling. At another event, a guest speaker explained the impact of plastic and how individuals can contribute to society and the planet by practising the 4R principles: Reuse, Reduce, Recycle, and Refuse. Putting our values into action, we organised a community clean-up event where around 100 team members cleaned the back street by our distribution centre, reinforcing the importance of incorporating sustainable practices in our daily lives.



Team members joined a community clean-up event near our distribution centre Lucky Cambodia

## Prioritising team members' mental health

We underpin our people-focused strategy by placing great importance on the health and well-being of our team members. Throughout the year, we host and support various events that promote mental health and well-being such as the Well-being Expo, which was held jointly with Jardines in Hong Kong and the DFI Wellness Carnival in

Singapore. Through various workshops, talks, and interactive activities, team members were able to explore different aspects of mental well-being and equip themselves with knowledge and tools to build resilience and lead healthier and more positive lives.



Jardines x DFI Well-being Expo Hong Kong

## Equity, Diversity and Inclusion workshop for leaders

At DFI, We Respect Each Other is one of our core values. We appreciate that our differences are our strengths and that diversity and inclusion can be powerful drivers of innovation and growth. With team members from diverse backgrounds and cultural influences across the region, all our top 400 leaders dedicated a half day to attend conscious inclusion training in person to cultivate an inclusive environment. By promoting awareness and

deeper understanding on how we can work together with respect and appreciation, we are confident that every team member can bring their authentic best self to work and thrive at DFI.