



Memories
GROUP

MYANMAR

Explore, Embrace, Experience

Memories Group Limited
Sustainability Report 2018



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ABOUT THIS REPORT

This report describes our sustainability performance for the period 1 April 2017 – 31 March 2018 (“FY2018”). It covers all of Memories Group Limited’s activities in Myanmar prior to the reverse takeover and includes acquisitions that were completed by 31 March 2018 unless otherwise stated, and has been prepared taking reference from the Sustainability Reporting Guide in Practice Note 7F of the Singapore Exchange Securities Trading Limited (“SGX-ST”) Listing Manual Section B: Rules of Catalist.

Memories Group’s Sustainability Report draws on the internationally recognised standard of reporting, the Global Reporting Initiative (“GRI”) GRI Standards, which represent the global best practice for reporting on a range of economic, environmental and social impacts. The report has been prepared in accordance with the GRI Standards - “Core” Option and the boundary for this report is based on our operations in Myanmar.

Our annual Sustainability Report also provides us with a valuable opportunity to engage our stakeholders and respond to issues that matter most to them and to our business. It will continue to inform shareholders on our risk management, strategy development and stakeholder engagement activities as we work to further focus and prioritise our sustainability and corporate social responsibility initiatives.

Our Sustainability Report will be produced on a yearly basis and will be available online on our corporate website.

We welcome comments and feedback on our sustainability report at sustainability@memoriesgroup.com.



Board Statement

The Board of Directors (the “Board”) is pleased to present Memories Group Limited’s (“Memories Group” or the “Company, and collectively with its subsidiaries, the “Group”) Sustainability Report for FY2018. This is Memories Group’s inaugural sustainability report and it has been prepared in accordance with the Global Reporting Initiative (“GRI”) Standards – “Core” Option. Memories Group’s sustainability approach is aligned to that of our affiliated company, Yoma Strategic Holdings Ltd., (“Yoma Strategic”), and premised on the recognition that environmental, social and governance (“ESG”) aspects are increasingly important to our stakeholders.

The Board, together with the Management, is committed to managing relevant ESG risks and opportunities across our different assets, while contributing positively to the environment and society. Material ESG topics were identified from our first materiality assessment conducted in FY2018 and these are explained further in our report under the Five Focus Areas - Governance, Respect for the Environment, Employability and Local Development, Our Customers, and Preserving Local Heritage and Culture. These material issues would be reviewed regularly to ensure they are relevant and address our stakeholders’ concerns.

The Board has considered the Material ESG topics as part of its strategic formulation, determined the material ESG factors and overseen the management and monitoring of the material ESG factors identified.

The Group is committed to:



be a responsible employer and improving the living standards of the communities in which it operates



foster environmental stewardship in the communities in which it operates



build its businesses responsibly by harnessing the potential of a Shared Value Approach to generate economic value

The Group's sustainability efforts are structured around the guiding principles of the United Nations Sustainable Development Goals (“UNSDGs”), and our targets are aligned with the Myanmar Sustainable Development Plan (2018-2030), enabling us to create long-term value for our stakeholders. We seek to create a positive social, economic and environmental benefit to the local communities and the wider societies which we operate in, and to contribute to the inclusive and sustainable development of Myanmar.



SERVICES



HOTELS



EXPERIENCES

About Us

Memories Group is a Myanmar focused tourism company in Myanmar that was listed on the Catalist board of the SGX-ST through a reverse takeover on 5 January 2018. Memories Group operates an “Integrated Tourism Platform” which synergistically connects all its businesses to provide a seamless, one-of-a-kind experience aimed at creating lasting memories.

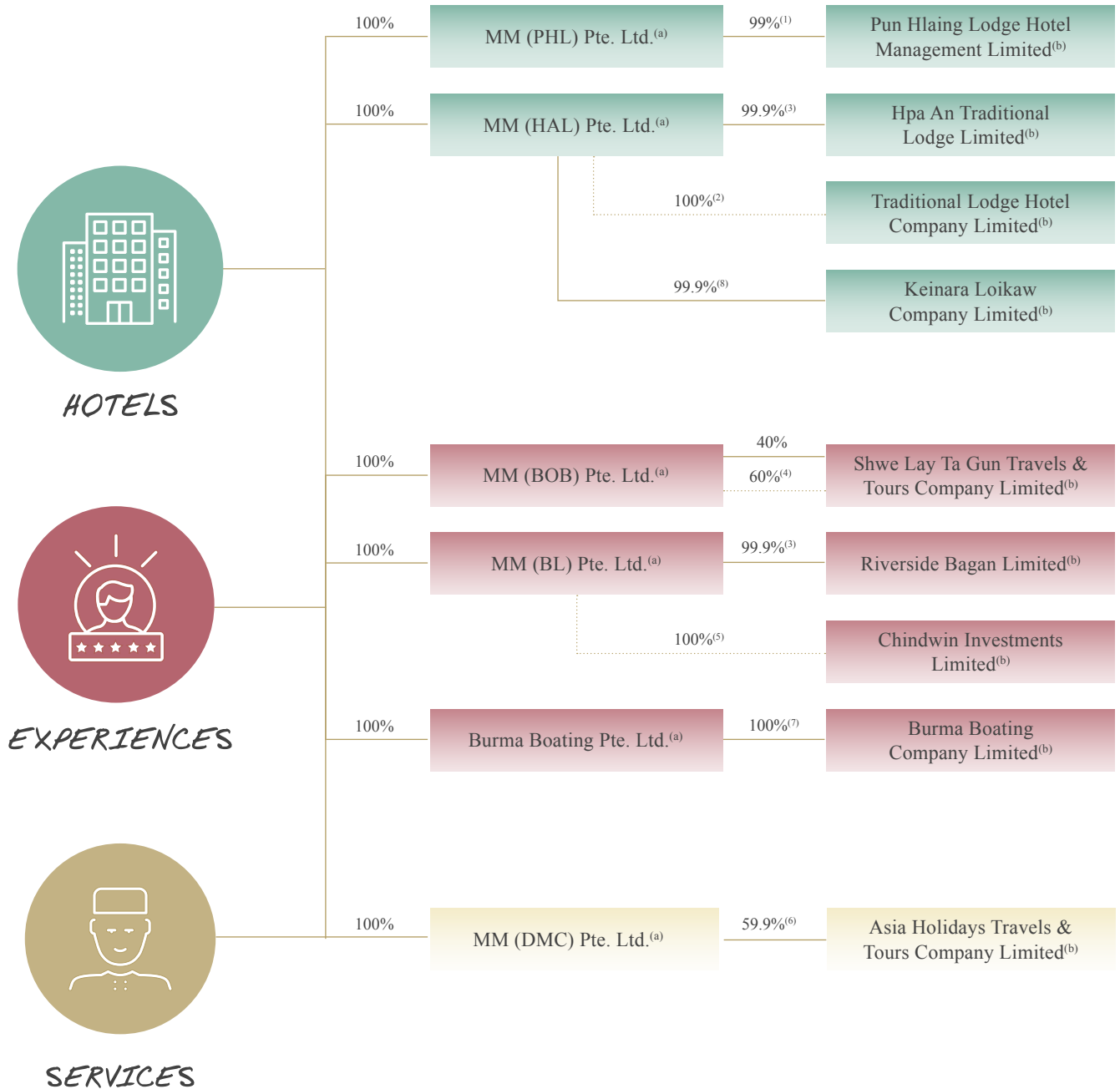
Memories Group’s strategy is to leverage on its first mover advantage and further establish its position as a leading tourism company in Myanmar in its three business segments – Experiences, Hotels, and Services.

Memories Group is affiliated with Yoma Strategic Holdings Ltd. (“Yoma Strategic”) and First Myanmar Investment Company Limited (“FMI”), two publicly listed conglomerates with a long track record in Myanmar. This affiliation allows Memories Group access to unique local opportunities and networks on top of its own growing presence with local customers. Yoma Strategic was listed on the Main Board of the SGX-ST in 2006, while FMI was the first company listed on the Yangon Stock Exchange (“YSX”) in 2016.

The collective vision of Yoma Strategic, FMI and Memories Group is to “Build A Better Myanmar For Its People”.

Group Structure

(as at 31 March 2018)



Notes :-

^(a) Incorporated in Singapore

^(b) Incorporated in Myanmar

(1) 1% interest is held by MM Myanmar Pte. Ltd.

(2) MM (HAL)Pte. Ltd. holds economic interest in respect of 100% interest in Traditional Lodge Hotel Company Limited

(3) 0.1% interest is held by MM Myanmar Pte. Ltd.

(4) MM (BOB) Pte. Ltd. holds economic interest in respect of 60% interest in Shwe Lay Ta Gun Travels & Tours Company Limited

(5) MM (BL) Pte. Ltd. holds economic interest in respect of 100% interest in Chindwin Investments Limited

(6) MM (DMC) Pte. Ltd. holds economic interest in respect of 40.1% interest in Asia Holidays Travels & Tours Company Limited

(7) Burma Boating Pte. Ltd. Holds economic interest in respect of 100% interest in Burma Boating Company Limited

(8) 0.1% interest is held by MM Myanmar Pte. Ltd.



OUR MISSION

Provide high standard quality travel, tourism, leisure and recreation experiences to customers, through constant environmental and socially sustainable practices.



OUR VISION

Become the leading travel tourism company in Myanmar, developing our economic assets in a sustainable way.



CORE VALUES

*Excellence,
Expertise,
Responsibility,
Leadership*

ESG Performance Scorecard

GOVERNANCE		
Material ESG Factors	FY2018	FY2019 Targets
Business Ethics	No reported cases of frauds, corruption and theft	To uphold and adhere to the Group's zero tolerance approach to corruption, bribery and fraud.
Compliance	No significant fines or non-monetary sanctions	100% of follow-ups on all reports on fraudulent behaviour
Child labor, human rights	No cases reported	Advocate and raise awareness in our supply chain against use of child labor
ENVIRONMENTAL		
CO ₂ e emissions (t)	258.5	
Carbon emission intensity per room per year (tCO ₂ e room / year)	5.8	
Scope 1 Emissions (tCO ₂ e)	154.0	Collect baseline environmental data before setting targets in FY2020
Scope 2 Emissions (tCO ₂ e)	104.5	
Water consumption (m ³)	2,532.0	
Non-hazardous waste (t)	3.5	
Waste recycled (t)	1.75	Reduce the use of plastics



ESG Performance Scorecard

SOCIAL		
Material ESG Factors	FY2018	FY2019 Targets
Diversity & Equal Opportunity		
Workforce Number	362	
Female employee	23%	
Male employee	77%	Diversity: anti-harassment training
New Hires	59	50% of managers to be trained
Nationalities	9	
Employee Turnover Rate	9.6%	
Training, Development & Talent Retention		
Average training hours (females) / year*	49	50% increase from FY2018
Average training hours (males) / year*	39	
Local Communities		
Supporting local communities	Provided in-kind donations to build 3 schools in Nyaung-U and donated 22 million MMK to build an entire school in Ywar Pale Village.	2 hours of volunteer hours / employee / year
	Data for volunteer hours was not available.	
FINANCIAL		
Direct Economic Value Generated		
Direct Value Generated; that include revenue and other income – net (USD\$ Million) [®]	8.8	Refer to Memories Group Financial Report, Pages 53 to 56 in Memories Group Annual Report 2018
Economic Value Distributed		
Material and Services Cost (US\$ Million)	0.240	
Employees; include wages, salaries and benefits (US\$ Million)	4.147	
Government; include taxes paid (US\$ Million)	0.205	
Capital Providers; include dividends and interest expenses on borrowings and other finance cost (US\$ Million)	0 [#]	Refer to Memories Group Financial Report, Pages 53 to 56 in Memories Group Annual Report 2018
Community; include voluntary donations and investment of funds in the broader community (US\$ Million)	0.013	
Economic Value Retained (US\$ Million) [^]	4.195 [@]	

* The training hours is an average across all our business units.

[#] Memories Group, a spin-off of Yoma Strategic Holdings, completed a reverse takeover of SHC Capital Asia in December 2017. No dividend or interest expense was paid following the completion of the reverse takeover in December 2017 and in FY2018.

[^] Economic Value Retained: 'Direct Economic Value Generated' less 'Economic Value Distributed'.

[@] This value does not take into account acquisition cost arising from the reverse acquisition. Details of this can be found in the Memories Group Annual Report 2018, Pg. 53 to 56.

Our Sustainability Journey

As this is our inaugural Sustainability Report, we would like to explain our business before looking at who our stakeholders are, how we engage with them, what our material topics are and what we have done. Doing so provides context for our approach to sustainability and the initiatives that underpin our efforts to be a truly sustainable business.

To provide high-quality travel, tourism, leisure and recreation experiences to customers, through environmentally sustainable practices, we need to maintain a high level of traveller satisfaction and ensure a meaningful experience to the travellers, while preserving the local resources and features. It is important for us to also promote Myanmar as a sustainable destination and raise travellers' awareness of sustainability issues while promoting sustainable tourism practices.

The World Tourism Organisation ("UNWTO")¹ has defined sustainable tourism as "tourism that takes full account of its current and future economic, social and environmental impacts, addressing the needs of visitors, the industry, the environment and host communities".

To do this, it focuses on three key objectives:

1

Make optimal use of environmental resources that constitute a key element in tourism development, maintaining essential ecological processes and helping to conserve natural heritage and biodiversity.

2

Respect the socio-cultural authenticity of host communities, conserve their built and living cultural heritage and traditional values, and contribute to inter-cultural understanding and tolerance.

3

Ensure viable, long-term economic operations, providing socio-economic benefits to all stakeholders that are fairly distributed, including stable employment and income-earning opportunities and social services to host communities, and contributing to poverty alleviation.

In building up our brand portfolio and identifying new locations and attractions in our business segments, Memories Group considers the environmental, socio-cultural and economic impacts of our activities so as to generate long-term sustainable returns.

Note 1: Sustainable Tourism for Development Guidebook (2013), World Tourism Organization
<https://www.e-unwto.org/doi/pdf/10.18111/9789284415496>

Our Business

Memories Group operates an “Integrated Tourism Platform” which synergistically connects all our businesses in Myanmar to provide a seamless, one-of-a-kind experience aimed at creating lasting memories. Memories Group’s strategy is to leverage on our first-mover advantage and further establish our position as a leading tourism company in Myanmar.

The Group’s Integrated Tourism Platform comprises three business segments and as of 31 March 2018, our operations for the three business segments include the following:



Hotels

Building a portfolio of hotels, resorts and lodges throughout the country’s major tourist and business destinations, as well developing new, high potential tourism destinations in Myanmar under its own suite of brands.

- Keinnara Hpa-An



Experiences

Businesses providing experiences such as hot-air ballooning, trekking, boating, diving and eco-tourism activities.

- Balloons Over Bagan
- Balloons Over Inle
- Balloon Safaris (Inle Lake and Pindaya)
- Burma Boating



Services

Travel and destination management services, creating new opportunities to explore regions previously unknown to international travellers.

- Asia Holidays Travels & Tours Co. Ltd (“AHTT”) aka Memories Travel





Sustainability Committee

For Memories Group, being sustainable means doing business while contributing to the economic and social progress of the communities where the company has a presence, taking into account its environmental impact and fostering stable relationships with its main stakeholders. This commitment to sustainability involves ensuring that strong ethical, social and environmental criteria are integrated with the Company's strategy and business model and with its internal policies and processes.

Memories Group has a defined sustainability governance structure, both at the corporate and local level.



The Board approves the Group's general policies and strategies, including those relating to sustainability. It also approves the sustainability report.



The Sustainability Committee oversees the sustainability initiatives and directions of the Company, making sure they are followed and are aimed at creating value for the Company and its stakeholders.



The Sustainability Committee comprises the Chief Executive Officer (CEO), and the Heads of the various business units in Memories Group. The CEO sits on the Board of Directors and is responsible for guiding the Group to work towards achieving common goals and targets set at the parent company level.



The Sustainability Committee meets at least once a year to review the sustainability performance of the business units.

Note 2:

Prior to the reverse takeover in January 2018, the bulk of the tourism businesses was undertaken by Yoma Strategic and Yoma Strategic Holdings had subscribed to such initiatives. Hence, these initiatives and principles are reported as part of Memories Group for the purpose of this report. Memories Group will also be subscribing to some of the applicable initiatives, in particular, the UNGC, during the financial year ending 31 March 2019



External Initiatives of Memories Group²

- Organisation for Economic Co-operation and Development ("OECD") Guidelines for the Protection of Human Rights and Social Development
- Universal Declaration of Human Rights ("UDHR")
- International Labor Organization's ("ILO") Core Conventions
- International Finance Corporation's ("IFC") Performance Standards
- Asian Development Bank's ("ADB") Safeguard Policy Statement
- Ten Principles of the United Nations Global Compact ("UNGC")
- Myanmar Business Coalition on Aid ("MBCA")



Membership of Associations

- Myanmar Hotelier Association ("MHA")
- Union of Myanmar Travel Association ("UMTA")
- Myanmar Tourism Marketing ("MTM")



Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption²:

Human Rights Principles

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights

Principle 2: Make sure that they are not complicit in human rights abuses

Labour Principles

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

Principle 4: Elimination of all forms of forced and compulsory labour

Principle 5: Effective abolition of child labour

Principle 6: Elimination of discrimination in respect of employment and occupation

Environmental Principles

Principle 7: Businesses should support a precautionary approach to environmental challenges

Principle 8: Undertake initiatives to promote greater environmental responsibility

Principle 9: Encourage the development and diffusion of environmentally friendly technologies

Anti-Corruption Principles






Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery

Our Stakeholders

Memories Group uses a broad range of communication channels. Customised messages are created and the most effective channel selected to reach out to each stakeholder group. Stakeholder requirements and feedback collected through these channels are addressed in a timely manner through a collaboration with related business unit heads.

The involvement of our stakeholders is a key plank for us in identifying trends and risks and helps us in the development of our sustainability strategy.

Our stakeholders identified include customers, suppliers, employees, investors, and the local community. These stakeholder groups are defined by the various businesses we engage in, and the people that we interact with and are accountable to. Across our Group, the engagement with various stakeholders is summarised below. For the next fiscal year, we plan to also engage our various stakeholders in sustainability related topics, and the results of these discussions will be included in our subsequent sustainability report.

Stakeholder Group	Frequency of Engagement	Mode of Engagement
 Customers	Continuous	<ul style="list-style-type: none"> • Face-to-face feedback • Emails • Online platforms such as tripadvisor.com
 Suppliers	Continuous	<ul style="list-style-type: none"> • Emails, Phone calls, Messaging Apps (Viber, Whatsapp, etc.)
 Employees	<ul style="list-style-type: none"> • Continuous • Monthly 	<ul style="list-style-type: none"> • Face-to-face feedback with supervisors • Group meetings with General Manager
 Investors	Continuous	<ul style="list-style-type: none"> • Quarterly announcements on stock exchange • Emails • Face-to-Face discussions
 Local Community	Monthly	<ul style="list-style-type: none"> • Face-to-Face discussion with local village heads and local government bodies

Our Material Topics

The criteria for Memories Group's material analysis were explored and selected based on industry international standards, peer benchmarking based on companies with similar operations, media analysis, internal responses and management awareness.

Memories Group also considered the 17 United Nations Sustainable Development Goals ("SDGs"), major indices from external rating agencies, and both international and Myanmar focused environmental assessment and policy reports.

An internal materiality workshop was conducted in May 2018 with all the business unit heads, general managers and CEO of Memories Group. The material issues identified are listed in the table below and their level of importance was determined based on their influence on stakeholders and level of impact on its business risks and opportunities.

As Memories Group plans to engage its external stakeholders in the coming months, the Company's prioritisation of the identified material issues may also change, depending on stakeholders' opinions.

EXTREMELY IMPORTANT

- Customer satisfaction
- Reducing impact of operations on environment and reducing use of plastics
- Choice of responsible suppliers
- Employee engagement
- Compliance with laws and legislations
- Experiential and authentic travel for our customers
- Safety and crisis management
- Introducing and increasing recycling efforts
- Improving HR and social policies within the group
- Employee skills training and development

VERY IMPORTANT






- Engaging local community and supporting local community projects
- Habitat protection / restoration
- Collaborations with local community
- Gender pay, anti-discrimination
- Diversity of workforce and inclusivity
- Greenhouse gas emissions reduction
- Child labour, human rights
- Business ethics
- Food wastage
- Water scarcity

IMPORTANT

- Education and wellness programs for employees
- Catering for food allergies and dietary requirements
- Sustainability education for guests
- Sustainable purchasing

We have identified the following five Sustainability Focus Areas for Memories Group, and have prioritised the material topics to be reported under the various Focus Areas.

Our Sustainability Focus Areas

	 Our Customers	 Respect for the Environment	 Governance	 Preserving Local Heritage and Culture	 Employability & Local Development
<i>Increasing level of Importance</i> ↑	Customer Satisfaction	Reduce impact of operations on environment, reduce use of plastics / Introducing and increasing recycling efforts GRI 306-2	Compliance with laws and legislations GRI 419-1	Identifying “No-Go” activities or sensitive areas which are not suitable for tourism	Employee skills training and development GRI 404-1 GRI 404-2
	Experiential and authentic travel for our customers	Water scarcity GRI 306-1	Responsible suppliers		Employee Engagement
	Safety and crisis management	Food wastage	Business ethics		Gender pay, anti-discrimination GRI 405-2
		Greenhouse gas emissions reduction GRI 305-1 GRI 305-2	Child labour, human rights		Diversity of workforce and inclusivity GRI 401-1
					Engaging local community and supporting local community projects

Our commitment to the United Nations Sustainable Development Goals and the Myanmar Sustainability Development Plan

Memories Group contributes directly to achieving the United Nations Sustainable Development Goals through its business activities and its community investment programmes. The Company places great importance on promoting and understanding these goals both at an internal level, and externally through all its stakeholders. We have just embarked on measuring the achievements and impacts of our sustainability initiatives and will be reporting more on these in the coming years, as well as identifying and measuring our company’s contribution to these goals. In demonstrating our commitment to the SDGs, we have indicated in each of the focus areas, how our initiatives or actions are addressing the various SDGs.

In August 2018, the Myanmar Sustainable Development Plan (“MSDP”) was also released by the Ministry of Planning and Finance of the Government of the Republic of the Union of Myanmar. The MSDP is the expression of Myanmar’s national development vision and provides an overall framework for coordination and cooperation across all ministries, States and Regions, with the aim of forging a common path towards the emergence of a prosperous, peaceful and democratic Myanmar.

In our Sustainability Report, we have identified topics where there is a correlation between our initiatives and the MSDP.

United Nations 17 Sustainable Development Goals



Source: <https://www.un.org/sustainabledevelopment/>

The Myanmar Sustainable Development Plan Summary Framework A Peaceful, Prosperous & Democratic Myanmar



Source: Myanmar Sustainable Development Plan (2018 – 2030), Ministry of Planning and Finance

Our Customers

Our Approach

Today’s travellers are more globetrotting than before, and more are now setting out to new destinations in hopes of experiencing the people, the culture and the sights of a new place, rather than just stopping by an attraction for a quick photo. With that in mind, Memories Group has an integrated tourism platform where we can offer our customers accommodation, experiences and services through a single platform. In order to create personalised, authentic and experience driven travel, we want to offer experiences that are unique – interweaving the natural, historical and cultural elements of the country together so as to create treasured memories for our travellers.

Our hotels and experiences are designed to reflect the unique locations we operate in and we strive to embrace the local culture, style and history. It is important that we embed our operations deeper into the life of the community we serve. We have also introduced nature-inspired programmes in some of our hotels to raise awareness amongst our guests and showcase the ecological heritage and biodiversity of these locations.



Our Vision:

Customer Satisfaction

We serve our customers by being their trusted partner and by delivering the best products and services that cater to their needs.

What we have done



Experiential and authentic travel for our customers



To cater for the increasing number of travellers who go in search of “off the beaten path” destinations, our Keinnara rustic resorts offer vacation stay out of major cities, such as in Hpa-An, which is located in the mountain range of Mount Zwegabin, in the state of Karen. Built as a cluster of 19 wooden cottages and a sky dome, the location of this boutique property allows travellers to explore the Karen and neighbouring Mon state, which are home to numerous limestone caves, the Famous Than Lwin River and also the local hand weaving workshop.



In planning for experiential holidays, AHTT / Memories Travel provides for those seeking adventure and immersion, ecotourism, luxurious cruises, wellness journeys, family holidays and honeymoons. Excursions are chosen with care, and before offering them to tourists they are evaluated on whether they are sustainable and comply with the Standards set by AHTT / Memories Travel. No harm is done to the environment, heritage, animals or social aspects of the communities that we operate in.

AHTT / Memories Travel provides professional services with local knowledge, expertise and resources, working in the design and implementation of events, activities, tours, transportation and logistics. Established in Myanmar since 1998, AHTT, and more recently, Memories Travel, has been creating unique, innovative and original tours and trips across the country. AHTT / Memories Travel is in the process of being accredited as a Travelife Partner, which requires compliance to sustainability criteria in its general operations, office and retail operations, supply chain management as well as with our customers.



Safety and crisis management



Health and safety policies are important for both our customers and our staff. Where required, we provide safety briefings to our customers before the start of an activity. Such examples include our Burma Boating customers before each cruise trip, our Balloons Over Bagan and Ballons over Inle customers before each hot-air balloon ride, and other customers who join our experiential trips through AHTT / Memories Travel. More than half of our staff from our balloons businesses are trained in basic first aid. Emergency drills are also carried out once every season for each location in Bagan and Inle, and a safety management system is in place with a crisis management plan and safe work procedures.



Customer satisfaction



Our frontline staff, managers of the hotels, guides from our experiential travel services and crew on the yachts and hot-air balloons all strive to get to know our customers personally – their likes and dislikes, their suggestions and concerns. This helps in resolving issues quickly for our customers and builds our ongoing relationship with them. We also take note of customer feedback on various online platforms and through our customer surveys, to identify areas where we have done well, or where we could improve.

What we plan to do

Monitoring the satisfaction of our customers is an important issue for our Destination Management Company in order to continuously provide strategies which meet our travellers' needs and preferences. An area for improvement highlighted by our customers was the English competency of our members of staff. This has been integrated as a part of our on-going training and development program.

Targets for FY2019

	<p><i>Improve customer satisfaction and loyalty</i></p>
	<p><i>Improve consistency in service delivery</i></p>

Respect For The Environment

Our Approach

A country’s tourism sector and its natural and cultural assets are inextricably linked. Fine landscapes, rich biodiversity, unique heritage sites and vibrant indigenous cultures are some of the many reasons why tourists visit Myanmar. The conservation of these assets is of paramount importance for tourism in Myanmar. Memories Group is committed to making sure that our activities do not damage these assets but rather sustain them.

The depletion of renewable and non-renewable resources, such as fresh water and energy, and the generation of waste and pollution are major problems affecting both global and local environments as well as the human well-being. The manner and rates at which these resources are used, and its associated pollution, will affect the sustainability and competitiveness of Myanmar as a tourist destination in the long run.

In Myanmar, solid waste is typically dumped into landfills and there is currently only one waste-to-energy plant located in Shwepyithar Township in the northern part of Yangon. This waste to energy plant is able to handle 60 tons of waste per day, which is only about 2% of the estimated total waste of 2,500 tons generated every day in Yangon³.

Memories Group is conscious of our own levels of resource consumption and waste generated, and has put in place various policies to minimise consumption and manage waste effectively. We have implemented a policy on “Environment, Health and Safety” (“EH&S”) in support of a Group wide Corporate Governance framework, to:



Foster greater awareness of sustainable approaches across the Group;



Enhance our capabilities to identify and manage adverse impacts from all business activities; and



Instil a culture of “no harm, less pollution and wider conservation approaches to protect the environment” in all business operations.

MSDP Goal 5:
Natural Resources & the Environment for the Posterity of the Nation

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Note 3:
<http://www.jfe-eng.co.jp/en/news/2017/20170410.html>

We are committed to managing our waste properly, implementing the concept of a circular economy – reducing, reusing, recycling and replacing throughout our operations.

As this is the first year which we are tracking our environmental performance, we are still establishing our baseline performance for the material issues and expect to set measurable and realistic targets from our third sustainability report onwards.

What we are doing



Reduce impact of operations on environment, reduce use of plastics / Introducing and increasing recycling efforts

Since January 2018, Memories Group has been gradually removing the use of plastics from its head office in Yangon and this is currently being implemented across all our hotel operations, boating business and hot-air balloon operations. An initiative currently underway is to also use stainless steel bottles at our resorts to replace plastic bottles. Each guest that stays in our hotel or resort will be provided with an aluminium bottle that can be refilled with water free of charge at more than 100 designated water refilling stations around Myanmar. This is part of the Refill Not Landfill Southeast Asia program which encourages people to use reusable bottles instead of plastic bottles for drinking water. This is estimated to reduce up to approximately 555kg⁴ of plastic waste generated from guests staying in our 19-room Keinnara Hpa-An as well as during their visit in Myanmar.

The Group recycled approximately 1.75 tonnes of glass bottles, with approximately another 1.75 tonnes of general waste that went to the landfill. More than 90% of the recycled waste and general waste was from our hot-air balloon businesses. There was no hazardous waste generated from our business operations.

GRI 306-2

Non-Hazardous Waste Type	Disposal Method	Volume Generated
Glass	Recycled	1.75 tonnes
General Waste	Landfill	1.75 tonnes

1.75

tonnes of waste recycled

Note 4:

This is based on the assumption that each of the 19 rooms at Keinnara Hpa-An will have 2 guests, each guest may consume up to 4 bottles of 500ml bottled water per day. Based on the assumption that each plastic bottle is 10g, the total weight of the bottles used per day is $19 \times 2 \times 4 \times 0.01\text{kg} = 1.52\text{kg}$. In one year, this would equate to $1.52\text{kg} \times 365 = 554.8\text{kg}$ of plastic waste generated.

Respect For The Environment



Memories Group is part of the **Refill Not Landfill** campaign. This initiative aims to cut down millions of plastic water bottles discarded each year by offering an alternative: reusable aluminium bottles. These bottles can be refilled free of charge at our hotels, and resorts, yachts and premises operated by our associated and affiliated companies, such as The Campus, Convenience Prosperity Company Limited (“CPCL”) branches, Pun Hlaing Estate, Yoma Bank branches across Myanmar, as well as other partners of the Refill Not Landfill program.

With over 200 sq km in size, Lampi is the largest island in the southern part of the Mergui Archipelago. It rises almost 500 meters above sea level and is home to more than a thousand species of animals, plants and marine life, many of which are rare and protected. The Lampi Island Marine National Park is in the centre of Burma Boating’s sailing area. Because of its important biodiversity, the national park was declared an ASEAN Heritage Park. Lampi Island is covered by tropical lowland wet evergreen forest in the interior, mangrove forest along rivers and fresh-water sources, and beach and dune forest along the coast. Other major habitat types are coral reefs, seagrass, freshwater streams and swamps. The main island of Lampi has two major perennial rivers and many small seasonal streams. Fresh-water resources are abundant. The variety of habitats supports a high diversity of both terrestrial and marine resources⁵.

Burma Boating is a partner of the nature conservation society, Oikos, which is the major conservation organisation involved in protection of the Mergui Archipelago together with Myanmar’s Ministry of Environmental Conservation and Forestry.



Food wastage

Food waste is becoming increasingly important, not only because it is bad for the environment, but it is also negative from an economic point of view. We have just rolled out a smart tool – Winnow, to monitor the amount of food waste generated in our hotel operations, and will be reporting more on this material issue in our subsequent sustainability report.

Note 5:
Lampi Marine National Park – Guidebook (2016)
<http://www.lampipark.org/wp-content/uploads/2016/11/Lampi-MNP-Guide-Book-1.pdf>



Water scarcity

Extreme weather conditions such as floods and droughts often affect Myanmar's access to clean water. Management of water resources is important to ensure that there is sustainable supply of water from ground water sources, or from the lakes and rivers. Memories Group wants to be recognised as a prudent and responsible user of water that does not adversely impact local water resources.

Our hot-air balloon business located in Bagan and Inle relies on well water which is used for cleaning the balloons and washing of linen. Last year, the amount of water used for the hot-air balloon operations was 420m³. The hotel operations of Keinnara Hpa-An also rely on groundwater and it is estimated⁶ that approximately 3112m³ of water was consumed in the last year. We reduce pollution by ensuring that untreated wastewater from our hotel operations is not released into the natural ecosystem. Where possible, water is recycled or reused for activities such as landscaping or for the flushing of toilets. As there will also be more resorts and hotels in our portfolio that will begin operations later this year, we plan to have more water consumption data in our next report.

“

We reduce pollution by ensuring that untreated wastewater from our hotel operations is not released into the natural ecosystem.



Greenhouse gas emissions reduction

Our Scope 1 emissions are primarily from our hot-air balloons business, with a carbon footprint of 134.6 tonnes CO₂e. Our hotel operations as of 31 March 2018 only included Keinnara Hpa-An, with a total carbon footprint of 103.9 tonnes CO₂e or an average carbon intensity of 5.5 tCO₂e per room per year.

GRI 305-1 Direct (Scope 1) GHG Emissions

Business unit	Diesel (L)	Liquified Petroleum Gas (LPG) (L)	Petrol (L)	*CO ₂ Emissions (tCO ₂ e)
Balloons Over Bagan & Balloons Over Inle	47,340	4,806	–	134.6
Keinnara Hpa-An	4,925	–	2,711	19.4

* Values are based on GHG Protocol Emissions Factors from Cross Sector Tools (2017)

- Stationary Combustion CO₂ for Diesel = 2.68 kg CO₂ per litre of diesel
- Stationary Combustion CO₂ for Liquified Petroleum Gas (LPG) = 1.61kg CO₂ per litre of LPG
- Transport Fuel Use CO₂ for Gasoline/Petrol = 8.60kg CO₂ per US Gallon (or 2.27kg CO₂ per litre)

GRI 305-2 Energy Indirect (Scope 2) GHG Emissions

Business unit	Electricity used (kWh)	*CO ₂ Emissions (tCO ₂ e)
Keinnara Hpa-An	254,571	84.5 tonnes CO ₂ e
Balloons Over Bagan & Balloons Over Inle	60,153	20.0 tonnes CO ₂ e

* Based on Asian Development Bank's 2017 Guidelines for Estimating Greenhouse Gas Emissions of Asian Development Bank Projects, using the Grid Emission Factor of 0.332 tCO₂/MWh of electricity

Note 6:

This estimation is based on an assumption of 300L of water used per guest per night.



Respect For The Environment

What we plan to do



Memories Group is in the process of rolling out monitoring programs which will aim to help us better understand our environmental footprint. We will also continue with our policy of no plastic bottles in our hotel rooms, boating operations, hot-air balloons operations and our offices. In doing so, we aim to create awareness for our guests and people we work with, on the negative environmental impacts of single use plastics, and at the same time, reduce the amount of plastic waste generated in our operations.

Targets for FY2019

	<i>Collect baseline environmental data (using 2018 & 2019 data) before setting a numeric target (Numeric Target will be set in FY2020)</i>
	<i>Reduce the use of plastics and minimise harm to the environment</i>

Governance

Our Approach


Creating and maintaining our culture of ethics and integrity starts with our employees and leaders, and extends to our business partners and suppliers. Memories Group adopts the corporate policies developed by Yoma Strategic, our associated company, which include business ethics related policies, code of conduct, conflict of interest policy, environment, health and safety policies as well as human rights policies. These policies will be publicly available from the Corporate Policies website of Memories Group.

In support of a Group wide Corporate Governance framework from Yoma Strategic, we have adopted and implemented the Human Rights Policy to:

- 1 *foster greater awareness of human rights throughout the Group including (but not limited to) equal opportunity, anti-discrimination, right to life, liberty, and security of person;*
- 2 *enhance the Group’s capabilities to identify and manage adverse impacts from all business activities; and*
- 3 *instil a culture of “respecting individuals” right to freedom of thought, conscience, and religion including freedom of opinion and expression without interference’ in all business operations.*

MSDP Goal 1:
Peace, National Reconciliation, Security & Good Governance

8 DECENT WORK AND ECONOMIC GROWTH



16 PEACE, JUSTICE AND STRONG INSTITUTIONS




Governance

What we have done



Our Vision:

Investor Satisfaction
We create sustainable investment opportunities by leading with integrity and engaging in ethical and equitable business practices.



Our Commitment:

In line with applicable international and national practices, including the Universal Declaration of Human Rights, the International Labor Organization's ("ILO") Declaration, International Finance Corporation's ("IFC") Performance Standards two, five and seven, the Asian Development Bank's ("ADB") Gender Development and Safeguard policy and the tenth principle of United Nations Global Compact ("UNGC"), we contribute to safeguarding human rights by:

- 1 *being involved in multilateral efforts to support human rights, as well as taking part in activities designed to promote human rights;*
- 2 *making specific references to this Human Rights Policy in the Group's standards, policies, procedures and ethical values;*
- 3 *treating all employees with respect and dignity, promoting diversity in the workplace consistent with the Group's policies and procedures, and adhering to all applicable national laws and core labor principles;*
- 4 *interacting with all employees in a manner that respects human rights and is consistent with the spirit and intent of the Group's Human Rights Policy;*
- 5 *reinforcing awareness of potential human rights issues;*
- 6 *monitoring, reporting and improving applicable procedures (where required) regularly; and*
- 7 *communicating this Human Rights Policy to all employees, contractors, suppliers and business partners.*

The Human Rights Policy is disseminated to all employees, contractors, suppliers and business partners.



Business ethics

Memories Group has in place a whistle-blowing policy which encourages its employees, in confidence, to raise concerns about possible corporate improprieties in relation to matters of financial reporting and other matters. Our whistle-blowing policy assures employees who make reports in good faith of malpractice or impropriety in the workplace will not be dismissed, penalised or discriminated against. Details of the whistle-blowing policy can be found in our Annual Report 2018, Pg.43.

We have also adopted a Code of Conduct to regulate the standards of ethical conduct for our Directors, officers and employees. They are required to observe the Code of Conduct and also maintain high standards of integrity in compliance with the laws, regulations and our policies. Our 'Conflict of Interest' policy assures a high level of ethical conduct of persons employed by or involved in the governance of Memories Group, and to avoid public perceptions and financial consequences detrimental to the Group that could arise from the misuse, or perception of misuse, of an individual's position or influence. The Conflict of Interest policy is not designed to eliminate or exclude relationships and activities that might create a duality of interest, but rather to encourage transparency and careful deliberation in those cases where conflicts or perceived conflicts may arise.

Compliance with laws and legislation (GRI 419-1)

As of 31 March 2018, there were no significant fines or non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area in Memories Group.

Child labour, human rights

Our Group has strict human rights policies and we have aligned our policies with no forced labour, child labour, slavery or human trafficking in our businesses. We ensure that there is a safe and secure working environment for all our workers. No cases of human right breaches, violations or complaints were identified or reported during this reporting period.

In doing our business, we ensure that our policies promote sustainable tourism that creates jobs and promotes the local culture.

What we plan to do

The bulk of the tourism businesses currently owned and operated by Memories Group was previously held under Yoma Strategic. Memories Group has adopted policies from Yoma Strategic since its listing in January 2018. In this coming financial year, we have been and will continue to review the policies to enhance those which are material to our operations and these would be reported in our next sustainability report.

Targets for FY2019



Advocate and raise awareness in our supply chain against use of child labour



100% of follow-ups on all reports on fraudulent behaviour.

Preserving Local Heritage and Culture



Our Approach

Culture and heritage tourism play a critical role in building the visitor economy and are strong influences on a traveller's choice of holiday destination. Our traveller's satisfaction will increasingly depend not only on their experiences and memories, but also on their positive impact on communities and tourism. Cultural and heritage enthusiasts tend to visit historic buildings and other historic sites; archaeological sites; state, local, or national parks; ethnic or ecological heritage sites; and other similar attractions. Many travellers consider these trips more memorable than conventional holidays as there are educational aspects to these trips. The pursuit of enrichment has been identified as a core global trend in travelling.

Memories Group believes that the preservation of local heritage and culture helps to encourage and nurture a sense of conversation amongst locals and visitors. By boosting awareness surrounding the tourist attraction, both local residents and tourists are reminded to be conscious about their impact on natural and built-up environments.

MSDP Goal 5:

Natural Resources & the Environment for the Posterity of the Nation

8 DECENT WORK AND ECONOMIC GROWTH



What we have done



Identifying “No-Go” activities or sensitive areas which are not suitable for tourism



At AHTT / Memories Travel, our excursions are chosen with care. Before offering them to tourists, they are evaluated on whether they are sustainable and if they comply with our internal standards. No harm is done to the environment, heritage, animals or social aspects of the destination we bring our tourists to. AHTT / Memories Travel is dedicated to Animal Welfare and assures that the company only works with suppliers who takes animal welfare seriously. Any signs of animal cruelty will lead to a termination of contract. Guides are also trained on proper animal welfare practices and our customers are informed on excursions to avoid and items not to purchase.

We actively educate our guests (and customers) from all the business units to open their minds to the local cultures and traditions as it would transform their experiences. Where required, our tour guides also remind them to be tolerant and respect diversity – observe social and cultural traditions and practices. All activities offered to customers are also conducted with respect for the artistic, archaeological and cultural heritage.

AHTT / Memories Travel is also a partner of Doh Eain, a Yangon based organisation which supports heritage restoration and the upgrading of urban spaces. Doh Eain provides value to the city and its historical and cultural identity, and can also improve people’s livelihoods, support neighbourhoods’ socio-economic growth, and contribute to social cohesion, health, wellbeing and sustainability.

What we plan to do

We will continue to work closely with our tourists and also the local suppliers to ensure that the local heritage and culture of the places visited are not negatively impacted.

Targets for FY2019



Suppliers providing excursions featuring animals to respect ABTA guidelines (Global Animal Welfare Guidance for Animals in Tourism)



Increase number of local community-based tour operators



Increase awareness of local artisan crafts and traditions (which helps to raise income for these artisan craftsmen in the community)

Employability And Local Development

Our Approach


For us to provide a high standard of quality travel, tourism, leisure and recreation experiences to our customers, we rely on the passion and skills of our collaborators. The quality of our people is essential to the success of the company. We work to maintain a productive and healthy organisation, employ and develop talented people, strengthen our leadership, and enhance employee performance through strong engagement.

Embedding the principles of diversity and inclusion in the way we do business gives us a better understanding of the needs of our employees, partners, suppliers and customers. A diverse workforce and an inclusive environment that respects and nurtures different people is a way to improve our business performance. Our diversity and inclusion approach focuses on hiring, developing and retaining the best. We provide equal opportunity in recruitment, career development, promotion, training and rewards for all employees.

We also attend meetings in the communities in which we live and work to foster relationships with individuals and companies, to build connections, and to expand collaboration.

MSDP Goal 3:
**Job Creation
 & Private Sector
 Led Growth**

**8 DECENT WORK AND
 ECONOMIC GROWTH**



**15 LIFE
 ON LAND**



What we have done



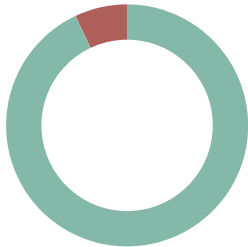
Our Vision:
Employee Satisfaction
We invest in our people to build careers around a shared culture of fairness, diversity, empowerment and recognition.



Diversity of workforce and inclusivity (GRI 405-1)

With globalisation and demographic shifts, it is common to find employees of different ages, genders, physical abilities, religions, ethnicities, nationalities and other characteristics working alongside one another. Memories Group believes that by having employees from a range of backgrounds work together while respecting one another’s values, new concepts and ways of thinking are created which lead to greater value for the company. As of 31 March 2018, 16.7% of our Board Members and 12.5% of our Management (including business functions) comprised females.

Memories Group’s employees come from many different backgrounds and cultures. As of 31 March 2018, we had 362 employees from nine countries. To build a diverse team and induce a sense of belonging, non-locals employed by Memories Group in Myanmar are provided with a comprehensive induction program that includes familiarisation with the local culture and norms. This helps the individuals who are new to Myanmar to better understand, accept and be comfortable with their local colleagues and the local culture.



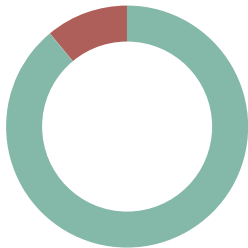
■ 93% – Permanent Employees
■ 7% – Temporary Employees



Total number of employees by employment contract (permanent and temporary), by region.

Permanent Employees				
Myanmar	Asia	Europe	Americas	Australia/NZ
323	5	9	0	0

Temporary Employees				
Myanmar	Asia	Europe	Americas	Australia/NZ
2	0	18	1	4



■ 89% – Local Employees
■ 11% – Non-Local Employees

Total number of employees by employment contract (permanent and temporary), by gender

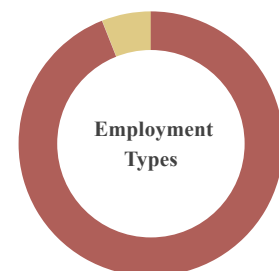
	Permanent Employees	Temporary Employees
Male	258	22
Female	79	3



■ 77% – Male
■ 23% – Female

Total number of employees by employment type (full-time and part-time), by gender

	Full Time	Part Time
Male	258	22
Female	81	1



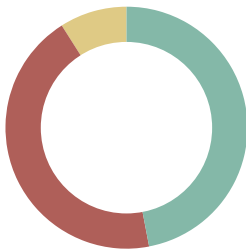
■ 94% – Full Time Employees
■ 6% – Part Time Employees

Employability And Local Development

New Employee Hires and Turnover (By Age Group)

Age Group	No. of New Hires	Employee Turnover
Under 30 years old	28	19
30-50 years old	26	15
Over 50 years old	5	1

9.6%
Turnover



- 47% – New hires under 30 years old
- 44% – New hires between 30-50 years old
- 9% – New hires over 50 years old

New Employee Hires and Turnover (By Gender)

	No. of New Hires	Employee Turnover
 Male	28	20
 Female	31	3



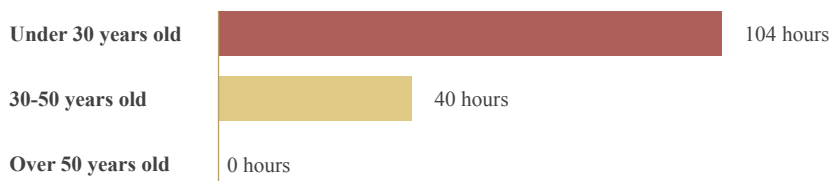
Employee skills training and development (GRI 404-1, GRI 404-2)

We provide all of our people with ongoing support and training; new staff benefit from a comprehensive induction programme. We encourage all our employees to set personal development goals as part of their yearly performance management plan, which is then tracked by their manager and Human Resources. Our frontline staff, in particular, those that interact with our customers, are provided with English language classes and customer service skills to facilitate communication with our customers, who speak predominantly English or other European languages. Training in Management Skills, Project Management, Basic Fire Fighting Skills and First Aid Skills are examples of the training provided to our employees. The training hours reported currently only covers our business units of Balloons over Bagan and Balloons Over Inle, and Keinnara Hpa-An.

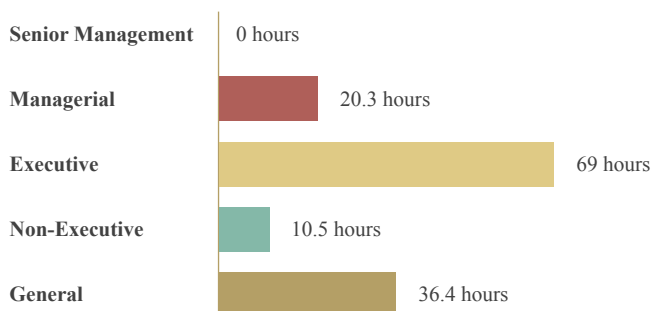
Average training hours based on gender



Average training hours based on age group



Average training hours based on employee category



Gender pay, anti-discrimination (GRI 405-2)

Employees’ salaries are reviewed annually using external benchmarking insight from Myanmar, the UK & international businesses and internal cross organisational data. To avoid bias around gender, race or other characteristics, we challenge ourselves on equality, including comparing roles across the organisation that are considered of equal value. At the Memories Group level, the ratio of average remuneration for managerial and executive staff is almost equal, with the ratios of basic salary of women to men at 1 : 0.8 and 1 : 1 respectively.

Increased recruitment of women into management and leadership roles and increased retention of senior female leaders are critical priorities for Memories Group.



Employee Engagement

Our employees have continuous face-to-face feedback with their supervisors to help drive engagement. This is in addition to the monthly group meetings held with the General Manager for that business unit. There was no formal employee engagement survey done during the last financial year, but a Group level engagement survey is planned for the current financial year. A high level of engagement is increasingly important for attracting and retaining talented people and, ultimately, for the delivery of business results.

Employability And Local Development

What we plan to do





Memories Group has made diversity and inclusion part of its corporate strategy and is promoting them in all workplaces. One of our affiliated companies, FMI is the founding member of the Business Coalition for Gender Equality (“BCGS”), which pushes for women’s empowerment in the workplace. BCGE members commit to agreed gender equality goals and take action to achieve those goals. It is also planned for Memories Group to join as a member of the BCGS in FY2019.

At Yoma Strategic, a Diversity Council comprising representatives from different business units and represented by the various nationalities of staff across the Group has been established. Representatives from Memories Group will also be part of the Diversity Council in FY2019.

A Leadership Program is currently being established by Yoma Strategic and this would also include Memories Group employees. Through mentorship with senior management, and working on assigned case studies over a six-month period, this Leadership Program has the key objective of building future key business leaders and EXCO members.

Targets For FY2019

	<i>50% of training hours increase from FY2018</i>
	<i>Number of managers to undergo training on anti-harassment or how to deal with harassments 50% of managers to be trained in FY2019</i>

Our Social Contributions

Our Approach

The success of our business is inextricably linked to the success and sustainability of the cities and communities where we operate. These communities provide the resources, infrastructure and markets that our businesses rely on. It is essential that these communities benefit from having us there. We believe we have a responsibility to deliver positive, lasting impacts that contribute shared and sustained value for all our stakeholders. It is our aim to support the development of our communities by leveraging the strengths in our operations. We hope that through our community partnerships, we can address pressing social needs and reinforce our commitment to enduring positive impact.



Supporting local community projects



Bagan

Balloons Over Bagan plays an important role in contributing to community projects throughout Bagan and to other causes in more remote areas of the country. Nyaung-U is about 4km away from old Bagan, where the Balloons Over Bagan business provides hot-air balloon flights for visitors wanting to have a panoramic view of the thousands of ancient temples of Bagan. Its community projects focus on three main areas: Education, Health and Conservation.

During the low tourist season from April to September, our staff from Balloons Over Bagan and Balloons Over Inle participate in joint programs with other residents in the area and with the local government departments to clean up plastic waste in the Bagan and Inle regions.

From 2014 to 2016, the business donated approximately 63 million MMK for community related projects to build schools, provide electricity for villages, building drinking wells and ground water tanks. Balloons Over Bagan's in-kind donations have been used to build three schools in Nyaung-U since 2017, all of which are equipped with electricity and clean water, and cater for hundreds of students from the ages of around 6 to 12. In FY2018, 22 million MMK had been donated towards building a school in Ywar Pale Village.

MSDP Goal 3:
**Job Creation
& Private Sector
Led Growth**

**3 GOOD HEALTH
AND WELL-BEING**

**4 QUALITY
EDUCATION**

**8 DECENT WORK AND
ECONOMIC GROWTH**

**13 CLIMATE
ACTION**

Our Social Contributions

Hpa-An

Hpa-An is a picturesque town and is the capital of Kayin State in Myanmar. It is surrounded by caves and mountains, and draws many visitors because of its dramatic karst mountain scenery. Memories Group owns and operates a resort – Keinnara Hpa-An, located at the foot of Mount Zwegabin, which draws hundreds of visitors a day who trek up the mountains for the rewarding view from the summit. Along with the influx of tourists and locals, a considerable amount of plastic waste has been left behind by visitors on the mountains.



Keinnara Hpa-An is working closely with tourists visiting the lodge and the local community in reducing the use of plastics through the Refill Not Landfill program as well as through mass clean up initiatives to remove plastic waste left on the mountains.

Mergui Archipelago

The Mergui Archipelago opened to foreigners in the late 1990s. With only a few of the 800 islands⁷ sparsely populated and a couple of dozen visitors to the entire area each month, the Mergui Archipelago remains one of the planet's most unspoiled regions. The indigenous inhabitants of the Mergui Archipelago are the Moken people who live off, and on the sea. Sometimes called "sea gypsies", this ethnic minority group leads a traditional, semi-nomadic lifestyle, dominated by diving for sea cucumbers, fishing and bartering. Until today, however, medical infrastructure in the region remains very weak. The Sailing Clinic is a charity project launched by Memories Group's newly acquired yacht charter company Burma Boating in 2015. The first sailing clinic started in April 2015 with an interdisciplinary team of volunteer doctors from Myanmar and overseas. It comprised a number of general practitioners, a gynaecologist, a paediatrician as well as an ophthalmologist, all having prior experiences with medical outreach programs.

In 2017, Project SEEN was launched with the aim of providing the local children in Moken Village Nyaung Wee with an opportunity to experience photography. It is hoped that through the creative activity of conveying thoughts via photography, the children will be able to share what they are feeling with their friends, family, and the people of the community and in turn demonstrate their strength. Burma Boating has sponsored the publication and printing of these photographs in a beautiful, hardback coffee table photobook containing over 70 photos taken by the local children. These coffee table photobooks will be on sale in late 2018 and the proceeds from the sale of these photobooks will go to Moken Village Nyaung Wee. Through this initiative, Burma Boating hopes to positively impact both the local economy and communities alike. By showcasing the natural beauty of the Moken life in the photobooks, we hope to increase visitor interest in the local culture and encourage more people to explore the Mergui Archipelago.

“

With only a few of the 800 islands⁷ sparsely populated and a couple of dozen visitors to the entire area each month, the Mergui Archipelago remains one of the planet's most unspoiled regions



The Sailing Clinic's optometrist received over 120 patients⁸ and conducted professional eye checks and distributed free eyeglasses (ready readers, ready distant glasses and sunglasses) to those in need.

Note 7: <https://edition.cnn.com/travel/article/mergui-archipelago-sailing/index.html>

Note 8: Company's internal data

Our Social Contributions

Yangon

AHTT / Memories Travel, our Destination Management Company, provides unforgettable travel experiences in Myanmar while ensuring a responsible and ethical approach to travel.

AHTT / Memories Travel supports the following projects in Yangon:

- Doh Eain
 - Support heritage restoration and the upgrading of urban spaces
- Women in Myanmar partner
 - Contribute to economic and social empowerment of women in Myanmar
- Hla Day supporter in Yangon
 - Hla Day provides a sustainable market place along with design and business training to support the livelihoods of Myanmar artisans, many of whom are struggling to overcome disability, exclusion and poverty.
- Chu Chu supporter in Yangon
 - Chu Chu is a workshop space located in Dala Township, on the southern bank of the Yangon River, across from downtown Yangon. Six families work there together and sell their crafts to locals and tourists visiting from Yangon. They work with recycled plastics to create new fabric, which they use to make purses, bags, and household goods.
- Donations to monasteries



What we plan to do

We will continue to work closely with the communities that we operate in, and increase our involvement in activities with an impact on the local community

Targets for FY2019



Number of volunteer hours per staff for community activities: 2 hours per employee per year

GRI Content Index

Disclosure	Disclosure	Comments	Reference
GRI 102: General Disclosures			
102-1	Name of the organization		AR 2018, Pg. 1 (Corporate Profile)
102-2	Activities, brands, products, and services		AR 2018, Pg. 1 (Corporate Profile)
102-3	Location of headquarters		AR 2018, Pg. 1 (Corporate Profile)
102-4	Location of operations		AR 2018, Pg. 3 (Corporate Profile)
102-5	Ownership and legal form		AR 2018, Pg. 18 (Group Structure)
102-6	Markets served		AR 2018, Pg. 4-8 (Business Segments)
102-7	Scale of the organization		AR 2018, Pg. 18 (Group Structure)
102-8	Information on employees and other workers		SR 2018, Pg. 26-30 (Employability & Local Development)
102-9	Supply chain		We have approximately 500 suppliers, more than 90% of the suppliers are based in Myanmar and provide materials and services for our various business units.
102-10	Significant changes to the organization and its supply chain	Memories Group acquired Burma Boating in March 2018 and Kayah Resort in May 2018.	
102-11	Precautionary Principle or approach		AR 2018, Pg. 88-100 (Risk Management)
102-12	External initiatives		SR 2018, Pg. 9 (External Initiatives)
102-13	Membership of associations		SR 2018, Pg. 9 (Memberships of Associations)
102-14	Statement from senior decision-maker		SR 2018, Pg. 1 (Board Statement)
102-16	Values, principles, standards, and norms of behaviour		SR 2018, Pg. 3 (Group Structure)
102-18	Governance structure		AR 2018, Pg.26-43 (Board of Directors) (Report of Corporate Governance)
102-40	List of stakeholder groups		SR 2018, Pg. 10 (Stakeholder Engagement)
102-41	Collective bargaining agreements		There is currently no Union within the Company. As signatories to the UN Global Compact we recognise employees' right to belong to unions, and we also follow Myanmar Labour Law in this regard.
102-42	Identifying and selecting stakeholders		SR 2018, Pg. 10 (Our Stakeholders)

102-43	Approach to stakeholder engagement		SR 2018, Pg. 10 (Our Stakeholders)
102-44	Key topics and concerns raised		SR 2018, Pg. 11-12 (Materiality Assessment)
102-45	Entities included in the consolidated financial statements		SR 2018, Pg. 3 (Group Structure)
102-46	Defining report content and topic Boundaries		SR 2018, Pg. Inside Front Cover (About the Report)
102-47	List of material topics		SR 2018, Pg. 11-12 (Materiality Assessment)
102-48	Restatements of information		None
102-49	Changes in reporting		None
102-50	Reporting period		SR 2018, Pg. Inside Front Cover (About this Report)
102-51	Date of most recent report		This is our first report
102-52	Reporting cycle		Annual
102-53	Contact point for questions regarding the report		sustainability@memoriesgroup.com
102-54	Claims of reporting in accordance with the GRI Standards		This report has been prepared in accordance with the GRI Standards: Core Option
102-55	GRI content index		SR 2018, Pg. 35-37 (GRI Content Index)
102-56	External assurance		None
GRI 103: Management Approach			
103-1	Explanation of the material topic and its Boundary		SR 2018, Pg. 7 (Our Sustainability Journey) SR 2018, Pg. 11-12 (Materiality Assessment)
103-2	The management approach and its components		SR 2018, Pg. 14, 16-17, 21, 24-25, 26, 31 Described under the section “Our Approach” for each of the material topics
103-3	Evaluation of the management approach		SR 2018, Pg. 14-19, 22-23, 25-28, 31-34 Described under the section of “What We Have Done” for each of the material topics
GRI 201: Economic Performance			
201-1	Direct economic value generated and distributed		SR Pg. 5-6 (ESG Performance Table)
GRI 305: Emissions			
305-1	Direct (Scope 1) GHG Emissions		SR 2018, Pg. 19 (Respect for the Environment)
305-2	Energy indirect (Scope 2) GHG Emissions		SR 2018, Pg. 19 (Respect for the Environment)

GRI 306: Effluents and Waste			
306-1	Waste discharge by quality and destination		SR 2018, Pg. 16-17 (Respect for the Environment)
306-2	Waste by type and disposal method		SR 2018, Pg. 16-17 (Respect for the Environment)
GRI 401: Employment			
401-1	New employee hires and employee turnover		SR 2018, Pg. 28 (Employability & Local Development)
GRI 404: Training and Education			
404-1	Average hours of training per employee		SR 2018, Pg. 28 (Employability & Local Development)
404-2	Programs for upgrading employee skills and transition assistance programs		SR 2018, Pg. 28 (Employability & Local Development)
GRI 405: Diversity and Equal Opportunity			
405-2	Ratio of the basic salary and remuneration of women to men		SR 2018, Pg. 29 (Employability & Local Development)
GRI 419: Socioeconomic Compliance			
419-1	Non-compliance with laws and regulations in the social and economic area		SR 2018, Pg. 23 (Governance)



MYANMAR

Explore, Embrace, Experience

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Sustainability Report 2018

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Memories
GROUP