



Sustainability Statement 2022



ZERO



CONTENT

| | |
|---|-----------|
| ABOUT THIS REPORT | 2 |
| STATEMENT FROM GROUP CEO | 3 |
| CORPORATE PROFILE | 4 |
| Highlights | 4 |
| Customers | 4 |
| Awards and Achievements | 5 |
| SUSTAINABILITY AT DITROLIC ENERGY | 6 |
| <i>Acting Our Commitment to a Brighter Tomorrow</i> | 7 |
| <i>Sustainability Governance</i> | 9 |
| APPROACH TO STAKEHOLDER ENGAGEMENT | 10 |
| REFINING OUR PRIORITIES | 11 |
| The Process | 11 |
| TRANSFORMING TO REINVENT ENERGY | 12 |
| From Sustainable Global Value Chains to Circular Economy | 13 |
| Ethical Business | 15 |
| Industry Advancement | 16 |
| ENVIRONMENTAL RESPECT | 17 |
| Precautionary Approach to Environmental Challenges | 18 |
| Promoting Greater Environmental Responsibility | 19 |
| Development of Environmentally Friendly Technologies | 20 |
| Our Environmental Footprint At a Glance | 21 |
| <i>Electricity</i> | 21 |
| <i>Scope 1: Direct Emissions</i> | 21 |
| <i>Scope 2: Indirect Emissions</i> | 22 |
| <i>Scope 3: Other Indirect Emissions</i> | 22 |
| SOCIAL SUSTAINABILITY | 24 |
| SOCIETY | 24 |
| OUR PEOPLE: THE ENERGY THAT DRIVES US FORWARD | 26 |
| Employee Engagement and Satisfaction | 26 |
| Training and Development | 26 |
| <i>Leadership and Succession</i> | 27 |
| Respect for Diversity and Inclusion | 28 |
| ADVANCING FUNDAMENTAL HUMAN RIGHTS AND RESPONSIBLE LABOUR PRACTICES | 29 |
| <i>Prohibiting Discrimination and Harassment</i> | 30 |
| <i>Focus and Workplace Safety and Health</i> | 31 |
| <i>Responsible Labour Practices</i> | 31 |
| <i>Freedom of Speech and Association and the Right to Collective Bargaining</i> | 32 |
| <i>Whistleblowing</i> | 32 |
| Employee and Contractor Safety | 32 |
| <i>Hazards and Controls</i> | 33 |
| OPERATIONAL EXCELLENCE | 35 |
| Quality Always | 35 |
| Digitalisation and Energy | 36 |

ABOUT THIS REPORT

Ditrolic Energy contributes to people's well-being by placing all dimensions of sustainable development at the heart of its strategy, projects and operations.

Doing business in a clear, open way is a commitment we work hard to keep as we promote transparency where possible. This Sustainability Statement tells the story of our shared journey in realising a sustainable tomorrow through energy independence.

| | |
|---------------------------------------|---|
| Reporting period | This Sustainability Statement discloses the 12-month sustainability journey of Ditrolic Energy from 1 May 2021 to 30 April 2022, corresponding with its financial year. |
| Reporting cycle | Annual |
| Reporting content and boundary | <p>The results of stakeholder engagement and the requirements of various local and international sustainability-related guidelines shaped the contents of this Sustainability Statement.</p> <p>Unless otherwise stated, this Sustainability Statement includes all operations of the Company.</p> <p>Any references to "Ditrolic Energy", "Ditrolic Group", the "Company", the "Group", "we" and "our" refer to Ditrolic Energy as a whole unless otherwise indicated in the text.</p> |
| References and guidelines | <p>Principal Guideline</p> <ul style="list-style-type: none"> • Global Reporting Initiative Standards <p>Additional Guidelines</p> <ul style="list-style-type: none"> • Bursa Malaysia Securities Berhad's Sustainability Reporting Guide • The Ten Principles of the United Nations Global Compact • International Organization for Standardization ("ISO") 26000:2010 Guidance on Social Responsibility • United Nations Sustainable Development Goals • Other references such as the Loan Market Association (LMA) Green Loan Principles and Sustainability-linked Loan Principles |
| Feedback and enquiries | <p>As Ditrolic Energy progresses on its sustainability journey, we welcome stakeholder support and feedback for improvement. Please direct any queries and comments to:</p> <p>Ditrolic Energy Holdings Sdn. Bhd No. 1, Jalan Ekoperniagaan 1/15, Taman Ekoperniagaan 81100 Johor Bahru, Malaysia</p> <p>Email: corpcomm@ditrolicenergy.com</p> |

STATEMENT FROM GROUP CEO

“The world is currently facing an unprecedented challenge in the form of a climate crisis. If no serious action is being taken, the impact and consequences on our future generation would be disastrous.”

That is why at Ditrolc Energy, we place utmost importance in ensuring that environmental and sustainability is at the forefront of our business consideration. We believe that a business can be financially profitable, socially responsible and environmentally sustainable, all at the same time.

In Sept 2021, Ditrolc Energy had pledged to be a net zero carbon company by 2030 under the Science Based Target initiatives (SBTi). Earlier this year, we had subscribed to 6 United Nation’s Sustainable Development Goals which would guide all our actions while conducting our business. In this inaugural Ditrolc Energy Sustainability Report, we will share our targets and achievements of our sustainability journey so far. The intention for this report is to allow readers to understand the initiatives taken and challenges faced by our employees, shareholders, executive leaders and other stakeholders as the first local Malaysian private enterprise in the energy utility sector which has committed to be net zero.

By publishing this report, I hope that our clients, business partners, investors, industry peers, all businesses and individuals who are interested in sustainability can learn and share this sustainability journey with us. I can assure you that this will be a very worthwhile journey of a lifetime for all of us.



Tham Chee Aun
Group CEO, Ditrolc Energy

ABOUT DITROLIC ENERGY



Ditolic Energy Headquarters in Johor Bahru, Malaysia

Revolutionising renewable energy in Pan-Asia region

Ditolic Energy is an integrated energy company delivering total clean energy solutions. We have played a pivotal role in the evolution of solar energy in Asia since our establishment in 2009, paving the way to a brighter, cleaner tomorrow. Our goal is to serve those who embark on clean energy transformation, providing solutions towards net zero-carbon energy.

Highlights

>12 years of
industry experience

Present in
6 countries

>300MW
development
track record

More than 568 million
kWh of clean energy
produced

Awards and Achievements

Ditrolic Energy was named the winner of SDG Ambition Benchmark 7 for a 1.5 °C emission reduction pathway at the inaugural Sustainability Celebration Night organised by UN Global Compact Network Malaysia and Brunei.

Our Group CEO, Tham Chee Aun, also became a Climate Action Fellow for pushing climate action and was awarded the Renewable Energy Leader of the Year 2022 by Energy Box.

A DECADE IN REVIEW: MILESTONES WE ARE MOST PROUD OF

- A leader in the energy transition business providing clean energy solutions in the Pan-Asia region
- Developed and own over 300MW of solar systems in Southeast Asia, Bangladesh and China
- Designed and completed the largest solar plant in two countries: Bangladesh (73MWp in 2020) and Malaysia (136MWp in 2022)
- The largest independent regional solar developer in Malaysia
- Grown our clean energy IPP portfolio to >300MW in 2022
- Engineering, Procurement, Construction and Commissioning (EPCC) Installation capacity exceeds 245MW
- Completed the first local turnkey utility-scale system in Southern Malaysia in 2011
- Installed the most extensive rooftop system in Malaysia and Singapore regions
- Developed a broad customer base covering industries and businesses such as airports, industrials, data centres, commercial and retail, educational institutions, utilities and services



Ditrolic Energy being awarded as the winner of SDG Ambition Benchmark 7, for 1.5 degC emission reduction pathway and Mr Tham as the Climate Action Fellow by UN Global Compact Network Malaysia & Brunei.

SUSTAINABILITY AT DITROLIC ENERGY

Our broad sustainability strategy embeds sustainability into the culture and fabric of the organisation and ensures that sustainability becomes a core function that touches all business aspects. Our sustainability efforts are aligned with our business and organised with cross-functional engagement and strong governance.

WHAT DOES SUSTAINABILITY MEAN TO US?

Ditrolic Energy is a leading clean energy company in Southeast Asia and the Pan-Asian Region. We are involved in the energy transition business and provide various clean energy solutions from renewable energy sources. What we do is for the planet and society. Sustainability is what we do; sustainability is us.

We prioritise our work on the following sustainability pillars to help create a sustainable strategy.

Sustainable Business

The Sustainable Business pillar guides us in the foundational pieces of strong sustainability leadership, including governance, transparency, sustainability reporting and stakeholder engagement.

Sustainable Operations

Our commitment to sustainable operations includes vital goals for revolutionising renewable energy in the Pan-Asian region by offering a fully integrated infrastructure as a whole for renewable energy.

Sustainable Customers

A key aspect of our sustainability strategy is providing sustainable solutions for customers and helping to lead in the transition to a more sustainable future. We connect people, expertise and technologies to create the energy of tomorrow.

Sustainable Supply Chain

Ditrolic Energy works closely with its supply chain partners in delivering innovative solutions that progress toward a carbon-neutral supply chain. We have established systems to address sustainability throughout the entire value chain, from design and sourcing to delivery.

Sustainable Workplace

Our commitment to a sustainable workforce at Ditrolic Energy focuses on worker safety, health and wellness, equality, diversity, employee engagement and environmentally-conscious workplaces.

Acting Our Commitment to A Brighter Tomorrow

As a responsible, clean energy company, Ditrolic Energy continues to contribute to communities' environmental and social well-being while delivering long-term economic value to stakeholders. In 2015, the United Nations Member States defined 17 Sustainable Development Goals (UNSDGs), a universal call for action by all countries to tackle climate change, end poverty and build a more sustainable and inclusive world by 2030. We have identified the UNSDGs we feel can have the most significant impact. We have correlated these with our sustainability performance targets and KPIs to ensure that our contributions add value.

Sustainability Performance Target and KPI

| | Sustainability Performance Target | KPIs | Progress to Date |
|---|---|---|---|
|  | Ensure women's full and effective participation and equal opportunities for leadership at all levels of company operations and decision making. | By 2025, to achieve or maintain: <ul style="list-style-type: none"> • 30% of women employees at a companywide level • 30% of women at the decision-making level | The Group promotes equal opportunities for its employees regardless of gender and will continue to empower its female employees in their career development. |
|  | To assist and enable businesses and clients to adopt zero carbon, clean energy in their day-to-day business operations and daily activities. | To achieve total development or installation capacity of 1GW by 2025 and 5GW by 2030. | As of FY2022, we have developed and installed a total of 0.32GW across the Pan Asia region. |
|  | To provide innovative solutions in upgrading clients' infrastructure and retrofitting industries to make carbon emission measurable and low carbon operation achievable. | To increase and expedite the rollout of client-focused net zero emission products, which are commercially attractive and viable. | As of the beginning of 2022, we have introduced EnerLoop, a 360-degree net zero electricity solution, which includes a solar solution (SunLease), energy efficiency (EnerXav), an energy storage system (EnerPack) and offsite PPA (EnerGreen). |
|  | To effectively recover and recycle end-of-life key components such as solar panels, module mounting systems, solar inverters and batteries to ensure the environment is not harmed. | To achieve a 90% recycling rate of key components by 2030, including repurposing equipment, whenever possible. | We are developing a recovery, recycling and repurposing plan. The first batch of key components should reach their end-of-life after 2025. |

| | Sustainability Performance Target | KPIs | Progress to Date |
|---|---|--|---|
|  | <p>To achieve net zero emissions throughout our business operations.</p> | <p>We commit to setting a science-based emission absolute reduction target of a 50% greenhouse gas reduction from 2018 levels by 2030 in line with a 1.5-degree scenario. We have also begun measuring and implementing steps to reduce scope 3 GHG emissions. Ditrolic Energy has set a target to achieve net zero scope 1 and 2 GHG emissions by 2030.</p> | <p>By 2025, to achieve or maintain:</p> <ul style="list-style-type: none"> • We assess the environmental impact of operations, including measuring and monitoring greenhouse gas emissions and those avoided. In September 2021, the Science Based Targets initiative (SBTi) validated our targets. • The Company participates in SBTi initiatives and is pursuing Energy Attribute Certificates (EAC) for its solar plants. The total carbon credit equivalent is more than 2,000 tCO₂e, much higher than the total company emissions. As a baseline, the company emitted 33 tCO₂e (scope 1) and 20tCO₂e (scope 2) in 2018. |
|  | <p>To support the development of the community in achieving various sustainable development goals, especially in the community in which we operate.</p> | <p>To continue being part of the community through social involvement, philanthropy activities and mobilising high-impact investment, which brings a multiplier effect to society, especially in developing countries.</p> | <ul style="list-style-type: none"> • We participate in various community events to share sustainability knowledge, such as the Global Forum on Corporate Innovation for the UNSDGs and the Science Based Targets Initiative (SBTi) symposium. • We have developed and commissioned one of the largest solar farms. The Mymensingh plant provides job opportunities and is one of the most significant contributors of green electricity to Bangladesh's electricity grid by generating approximately 100GWh of electricity. Our group aims to quadruple the green electricity injection by 2025, supporting the government's call for more renewable energy. |

Sustainability Governance

As we build a carbon-free business, we evaluate our sustainability goals, measure our performance and address our impacts. Our designated leadership and dedicated team members ensure we move in the right direction. Senior management leads our sustainability team to work within our corporate strategy and innovation agenda. This approach helps incorporate sustainability into decision-making at the highest levels, including our approach to investments, energy efficiency technologies, climate risk mitigation and other essential presented opportunities. Ultimately, the Board of Directors is accountable for ensuring sustainability considerations when setting Ditrolic Energy's strategic direction. The Group has embedded sustainability into its day-to-day operations as an energy company.



Ditrolic Energy's 1.6MW Rooftop Solar Plant at Singtel Data Center, Bedok, Singapore



Ditrolic Energy's 4MW Rooftop Solar Plant at Universiti Tunku Abdul Rahman (UTAR), Kampar, Malaysia

APPROACH TO STAKEHOLDER ENGAGEMENT

Developing, maintaining and strengthening stakeholder relationships is instrumental to responsible operations. Robust relationships are essential for Ditrolic Energy with a broad range of stakeholders. We actively seek opportunities to engage with stakeholders and foster a collaborative dialogue. We continue to evaluate how we can engage with them more effectively on an ongoing basis and provide additional avenues for feedback. Our various platforms encourage feedback so we can easily understand stakeholders' concerns and expectations.

| Stakeholder Group | Interests and Areas of Focus | Communication Channel |
|--|---|---|
| Employees  | <ul style="list-style-type: none"> • Compensation and benefits • Career progression and skills upgrading • Employee well-being and welfare | <ul style="list-style-type: none"> • Town-hall meetings • Continuous learning, education and training programmes • Performance Management System • Employees Satisfaction Survey • On-boarding programme • Engagement and recreational activities |
| Customers  | <ul style="list-style-type: none"> • Transparent operations • Return on Investment (ROI) • Business sustainability | <ul style="list-style-type: none"> • Customer satisfaction index • Face-to-face interaction • Feedback through the corporate website, email and social media |
| Our shareholders  | <ul style="list-style-type: none"> • Stable and growing value over the long term • Responsible asset and capital management • Total investment returns • Strategic outlook and growth prospects | <ul style="list-style-type: none"> • Meetings and business alliance events • Performance reports • Annual General Meetings • Progress and outlook summary |
| Industry peer  | <ul style="list-style-type: none"> • Energy industry performance, potential and outlook • Policies by regulators | <ul style="list-style-type: none"> • Media release and interviews • Conferences and roadshows • Face-to-face meetings, telephone calls, email communications and the corporate website |
| Government bodies and regulators  | <ul style="list-style-type: none"> • Compliance • Business sustainability • Future plans | <ul style="list-style-type: none"> • Meetings to discuss issues related to new and updated regulations • Seminars, briefings, discussions with the regulators • Regular performance reporting to authorities and regulators |
| Local communities  | <ul style="list-style-type: none"> • Impact operations have on the community • Community engagement | <ul style="list-style-type: none"> • Community activities • Philanthropy, donations and sponsorships • Corporate events |
| Supply chain partners  | <ul style="list-style-type: none"> • Effective communication • Sustainable operations | <ul style="list-style-type: none"> • Suppliers meeting • Corporate events • Suppliers survey |

REFINING OUR PRIORITIES

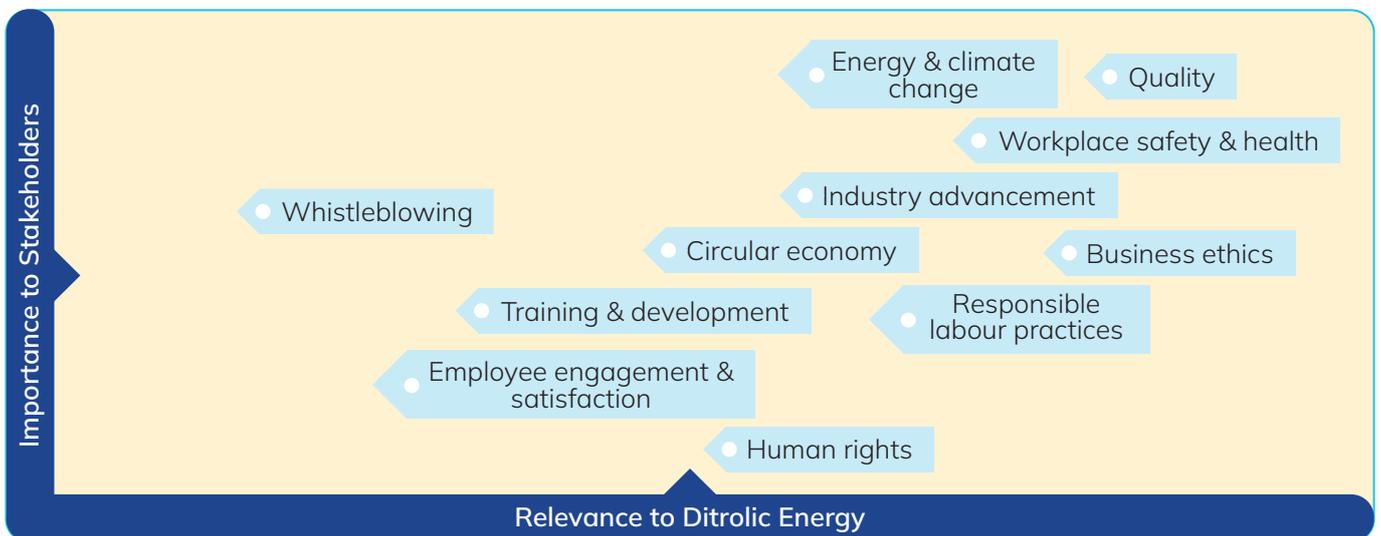
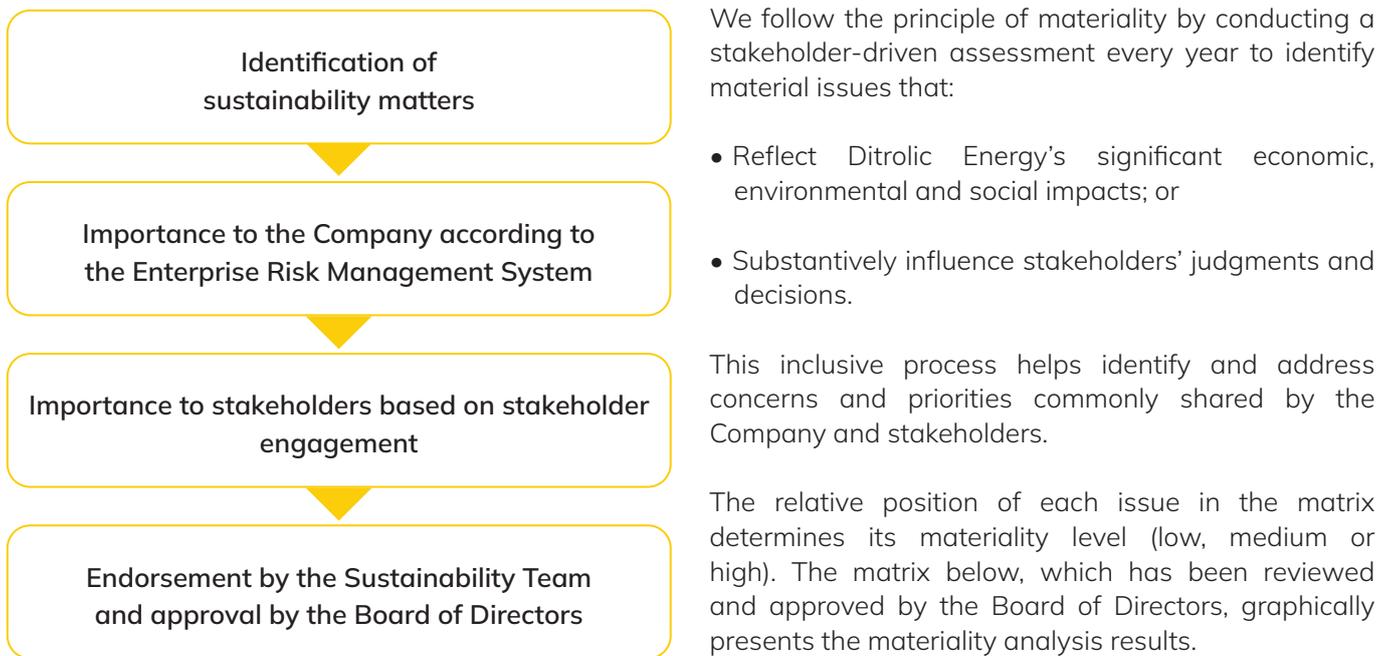
Ditrolic Energy interacts with many stakeholders in conducting business. All stakeholders can influence or be influenced, directly or indirectly, by achieving business objectives. Ditrolic Energy performs an annual materiality review to understand the most critical social, economic and environmental issues for stakeholders and long-term business success.

We have aligned our sustainability disclosure with the Bursa Malaysia Sustainability Guide. Material topics are those that:

- Significantly affect the ESG performance of the Company; or
- Substantially influences stakeholders' perceptions and decisions.

The Process

The Four-Step Process of the Materiality Assessment



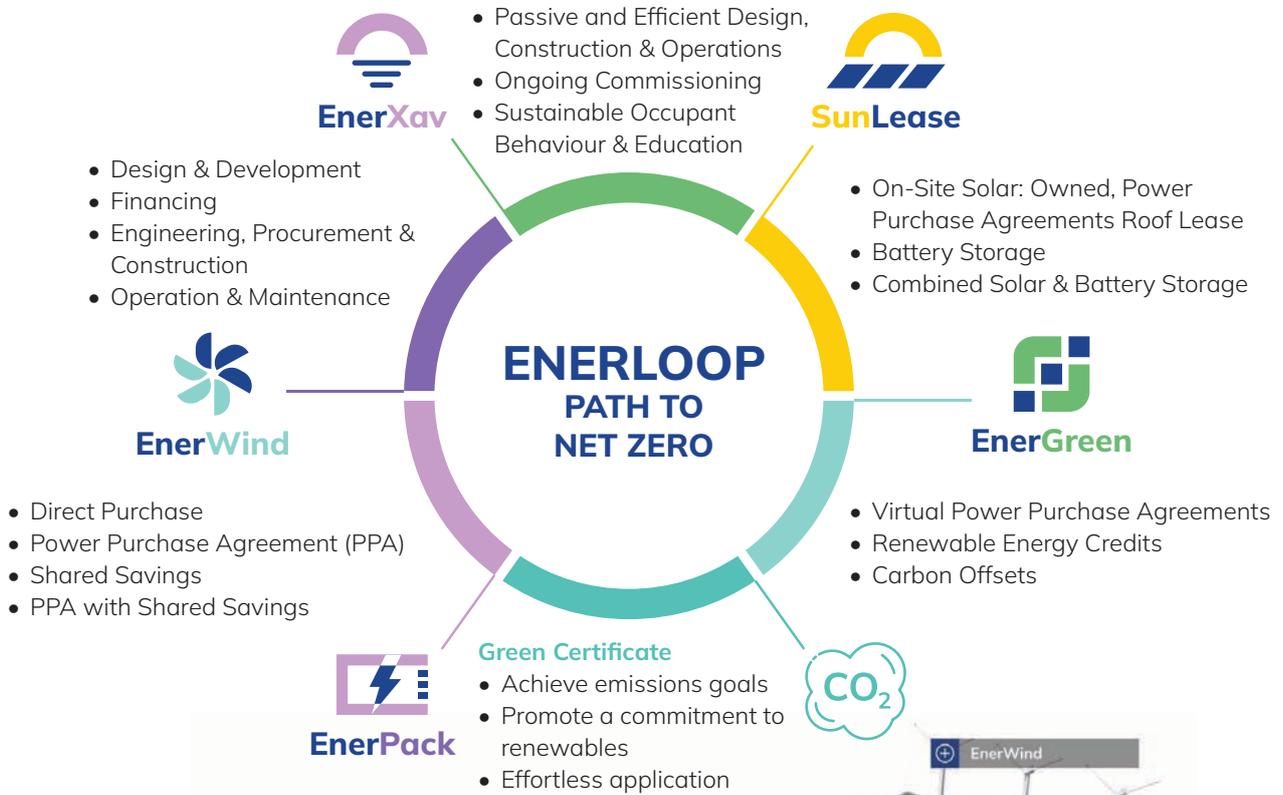
TRANSFORMING TO REINVENT ENERGY



Ditrolc Energy is committed to being a net-zero company and helping society. Profoundly developing a wide range of energies in an integrated approach to generate a competitive advantage will create long-term value for stakeholders.

We believe clean energy is for all. Whether you are a small business owner, a multinational company, or an institutional organisation, our **360°EnerLoop** solutions prepare you for a zero-carbon electricity future.

360° EnerLoop Solution



Since 2011, Ditrolc Energy has completed more than 500 solar projects and is considered one of the most experienced EPCC companies in the S.E.A region. Our experience ranges from building the largest solar farm in Malaysia to managing a large volume of small residential projects. We have an unrivalled regional customer network. With deep relationships across many Global Fortune 500 companies, large regional corporates, institutions and utilities, many with a contract of more than 20 years, we have unrivalled reach and an unmatched existing sales network.

Our EPCC Track Record Today

EPCC TRACK RECORD

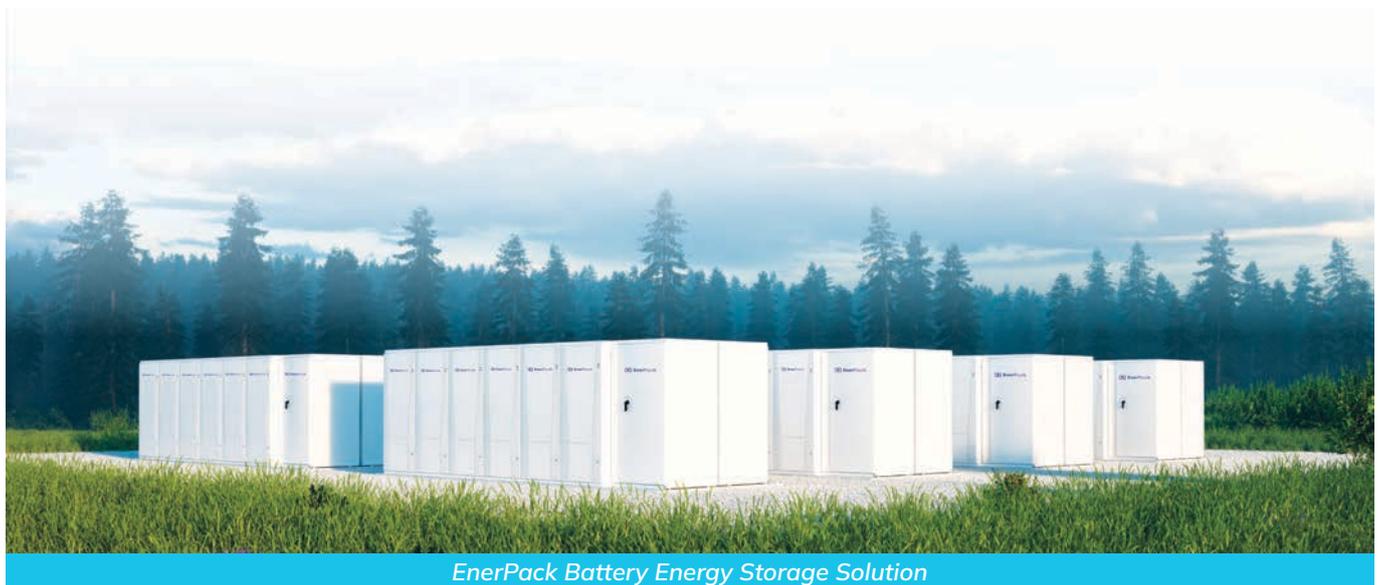
| | | |
|--|---|--|
|  <p>Solar Farms ~160MWp 6 projects</p> |  <p>C&I ~55MWp 130 projects</p> |  <p>Small Systems ~3MWp >380 projects</p> |
|--|---|--|

From Sustainable Global Value Chains to Circular Economy

Sustainability in global value chains is a crucial objective of the UNSDGs. More sectors are becoming more open to collaborating to achieve development goals. The circular economy and sustainability from business and economics are interrelated.

Ditrolc contributes significantly to other businesses' emission cuts. With a current presence in over six Asia-Pacific countries and a network of regional and global clients, we have a tremendous opportunity to support clients' efforts in transitioning to net-zero electricity. We are committed to influencing and helping more businesses join this movement to make a net-zero future a reality for all.

By end of FY2022, Ditrolc Energy has helped produced cummulatively more than 650GWh of clean energy, the equivalent of more than 90,000mt CO2 Offset and 135,000 average homes powered.



What We Do

ZERO

Net Zero Solutions

- Our 360-degree EnerLoop solutions include Green Certificates, EnerPack, EnerGreen, EnerWind, EnerXav and SunLease.



Battery Energy Storage System

- Our battery energy storage system solutions are available as stand-alone systems or paired with an integrated system package, either solar, wind or microgrid.



Solar

- Ditrolic Energy is a regional leader in large-scale solar power plant solutions, serving fast-growing solar regions of South East Asia, South Asia and the Far East. Our services have four phases of the project cycle: design & development, financing, engineering, procurement & construction, and operation & maintenance.
- Our distributed energy solutions may serve a single structure, such as businesses, major industrial facilities and institutional organisations. We design a system that supports delivering clean, reliable power to any organisation while reducing electricity losses along transmission and distribution lines.



Wind Energy

- Ditrolic Energy offers project development services for relevant parties in areas with strong and commercially viable wind resources.



Services

- Other expertise offered includes a smart integrated system, carbon management solution, asset management and operations and maintenance.



Distributed Energy

- Ditrolic Energy assists businesses in navigating through the clean energy landscape with flexible business models and solutions for distributed generation that suit your needs and budget.

Ethical Business

Ditrolc Energy is committed to conducting business ethically and honestly. We are committed to avoiding bribery, extortion and other forms of corruption while proactively developing policies and concrete programmes to address corruption internally and within our supply chains. We are committed to acting professionally, fairly and with integrity in all business dealings and relationships, wherever in the country we operate.

Corruption can take many forms, ranging from minor influence to institutionalized bribery. To prevent corruption, Ditrolc Energy has introduced an anti-bribery policy in compliance with Malaysian anti-corruption laws, including the Malaysian Anti-Corruption Commission Act 2009. The Group Chief Executive Officer serves as the Compliance Manager, and this anti-bribery policy applies to all employees and any other person associated with us, including third parties, our subsidiaries, or their employees.

All new employees are required to participate in an orientation briefing on this policy as part of the induction process. We also provide regular and relevant training on adhering to this policy, and employees must formally accept compliance annually. Ditrolc Energy reports on its work against corruption in the Company’s regular communications, sharing experiences, best practices, examples, and case stories. We also conduct regular audits on ethical compliance, especially in business areas with a higher potential risk of facing bribery or corruption during work activities.

The Group’s anti-bribery and corruption policy, as well as our zero-tolerance attitude, are communicated to all suppliers, contractors, business partners, and third parties at the outset of business relations and as appropriate.

Selected Customers

| | |
|--------------------------------|--|
| <p>FORTUNE 500</p> |  |
| <p>LARGE CORPORATES</p> |  |
| <p>INSTITUTIONAL</p> |  |
| <p>UTILITIES</p> |  |



Industry Advancement

Ditrolic Energy's goal is to contribute to the energy transition in the context of sustainable development. The Group is an active member of several industry associations and supports employee and individual memberships. We regularly participate in key industry events to share insights on the latest industry developments. Together, we represent our industry, pioneering excellence in efficient and sustainable energy supply – an enabling partner for a low carbon future.

Ditrolic Energy benefits from exclusive insights and engagement opportunities leading experts, helping to develop internationally-recognized best practices used throughout the energy industry as a critical energy industry player. With an excellent network of sustainability professionals across the industry value chain, we have the opportunity to work with a leadership group of companies on the most significant sustainability challenges facing the planet towards a net-zero future.

A Non-Exhaustive List of Memberships Held by Ditrolic Energy Management

Sustainable Energy
Development Authority
(SEDA) Malaysia

Construction Industry
Development Board
(CIDB), Malaysia

Malaysian Photovoltaic
Industry Association
(MPIA)

Sustainable Energy
Association of Singapore
(SEAS)

Building Construction
Authority (Singapore)

Energy Market
Authority (EMA),
Singapore

Malaysian Green
Technology and Climate
Change Corporation
(MGTC)

Energy Commission
(Malaysia)

ENVIRONMENTAL RESPECT



Natural resources are essential for producing energy and supporting our daily operations. As a company founded on environmental objectives, every aspect of our work seeks to reduce environmental footprints. We strive to operate our business with zero carbon emissions by fully powering our operations with renewable energy and applying carbon offsets wherever possible. The Group is committed to using these resources wisely and protecting the environment for the benefit of future generations. We will also continue to help businesses create a sustainable impact in the communities in which they operate.



Ditolric Energy's 73.7MW Solar Farm at Mymensingh, Bangladesh

As businesses should play a key role in acting and leading by example, Ditolric Energy has made a science-based commitment to reach net-zero greenhouse gas emissions. Due to its business nature, Ditolric Energy is well-positioned to achieve these aspirations by 2030 or earlier. In September 2021, the Science Based Targets initiative (SBTi) validated our targets for reducing absolute greenhouse gas emissions by 50% by 2030 from 2018 levels in line with a 1.5-degree scenario.

Ditolric Energy is the first electric utility and independent power producer to set a science-based target in Malaysia. SBTi has helped position the Company as a leader in the low-carbon transition alongside global energy utilities such as E.ON SE, EDF Group, Siemens Gamesa, Adani and Engie.

Aligned with SBTi's highest ambition level, we must strengthen our efforts to decarbonise our:

- Scope 1 (direct emissions)
- Scope 2 (indirect emissions – electricity) and
- Scope 3 (indirect emissions – others) from our business activities.

Operationally, Ditolric Energy is already a net-zero company in Scope 2, with renewable energy powering various workplaces, generating more clean electricity than we consume.

Ditolric Energy is the first small and medium-sized enterprise (SME) and Electric Utilities and Independent Power Producers in Malaysia to have set a science-based target to achieve net-zero carbon, positioning the Group as a leader in the low-carbon transition.

DITROLIC ENVIRONMENTAL SUSTAINABILITY STRATEGY

Led by our Board of Directors, Ditrolic Energy's forward-looking environmental management policy surpasses environmental compliance. Our policy commits us, among other things, to practice sustainability in all that we do, not only through our environmentally responsible behaviour but also through advocating environmental sustainability to our clients and broader society.

Utilities are critical in delivering clean-energy solutions essential to lowering greenhouse gas emissions. Innovation and investment opportunities help us improve the world around us. We have aligned our environmental strategy and initiatives with the United Nations Sustainable Development Goals aimed at improving life on Earth, focusing on the following primary environmental impact areas:



SUSTAINABLE DEVELOPMENT GOALS

Precautionary Approach to Environmental Challenges

Precaution involves the systematic application of risk assessment, risk management and communication. When there is reasonable suspicion of harm, decision-makers must apply safeguards and consider the degree of uncertainty from scientific evaluation.

Prevention, rather than remediation, is key to a precautionary approach from the Company's perspective. It is more cost-effective to take early action to ensure that environmental damage does not occur. Ditrolic Energy constantly researches environmentally-friendly strategies that deliver long-term benefits. The objective is to address critical environmental concerns, including climate change, depletion of natural resources, loss of biodiversity, and air, water and soil pollution.

We take a precautionary approach to environmental challenges by:

- Communicating potential risks and benefits of our products and services to customers and providing complete information;
- Establishing an environmental committee that oversees the Company's application of precaution, in particular, environmental risk management;
- Attending regular meetings with stakeholders to explore opportunities for product innovation supported by scientific research; and
- Working with national and international institutions for industry-wide collaborative efforts in dealing with issues of potential harm resulting from our products and services.

Promoting Greater Environmental Responsibility

As an integrated energy company that delivers total clean energy solutions, we ensure that our operations do not harm the environment, as demanded by society. We have developed environmental commitments to promote responsibility.

Ditrolic Energy aims to fully decarbonize its energy use throughout business operations and to develop and execute a net-zero energy roadmap for clients from diverse industry segments.

Internally, Ditrolic Energy is already a net-zero company, with renewable energy powering various workplaces and generating more clean electricity than it consume. The company continues to assess its operations to ensure that its customers' products and services contribute to the global net-zero goal.

Ditrolic Energy has used various assessment, management, communication, and reporting tools inspired by generally accepted international standards, principles, common approaches, and recommendations. These include:

- United Nations Environment Programme Finance Initiative (UNEP FI) Statement of Commitment by Financial Institutions on Sustainable Development
- UN Global Compact (in particular, principles 7, 8 and 9, which are related to the environment)
- UN Principles for Responsible Investment (UN PRI)
- International Finance Corporation (IFC) Performance Standards
- World Bank Group Environmental, Health and Safety (EHS) Guidelines
- Organisation for Economic Co-operation and Development (OECD) Guidelines
- Natural Capital Declaration (NCD)
- Equator Principles (EPs)
- Green Bond Principles
- Climate Bonds Initiative



Ditrolic Energy Headquarters is powered by 100% solar power

Development of Environmentally Friendly Technologies

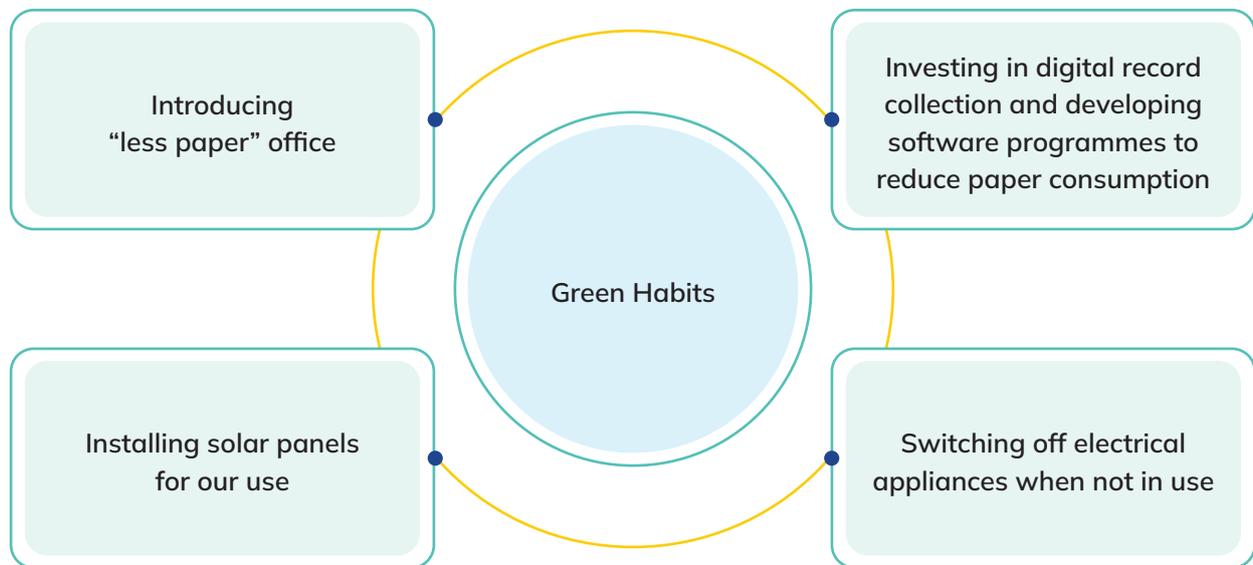
We focus on using environmentally sound technologies to deliver products and services that protect the environment and reduce pollution.

- Various cleaner production processes, pollution prevention technologies and end-of-pipe and monitoring technologies; and
- 'know-how's or knowledge, procedures, goods, services, equipment and organisational and managerial procedures.

To develop new technologies and products, the company uses a life cycle assessment (LCA). Ditolric Energy's strategic approach involves partnering with environmentally responsible companies.

Ditolric Energy will continue to work with industry partners to ensure that the best available technology is used and available to its customers.

Various Day-to-Day Green Actions Practiced by Ditolricians



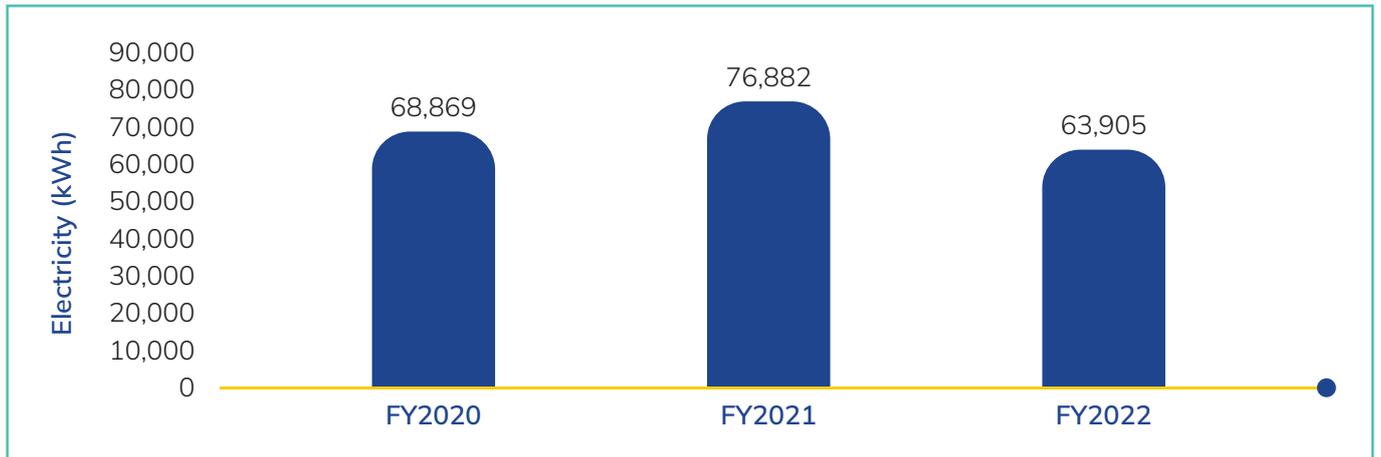
We have installed solar panels at our headquarters and warehouses. We also own solar farms that produce green attributes for offsetting against our other business operations.

Our Environmental Footprint At a Glance

Electricity

Ditrolic Energy uses electricity to power its offices in Petaling Jaya and Johor Bahru. The following chart presents the Group's electricity consumption.

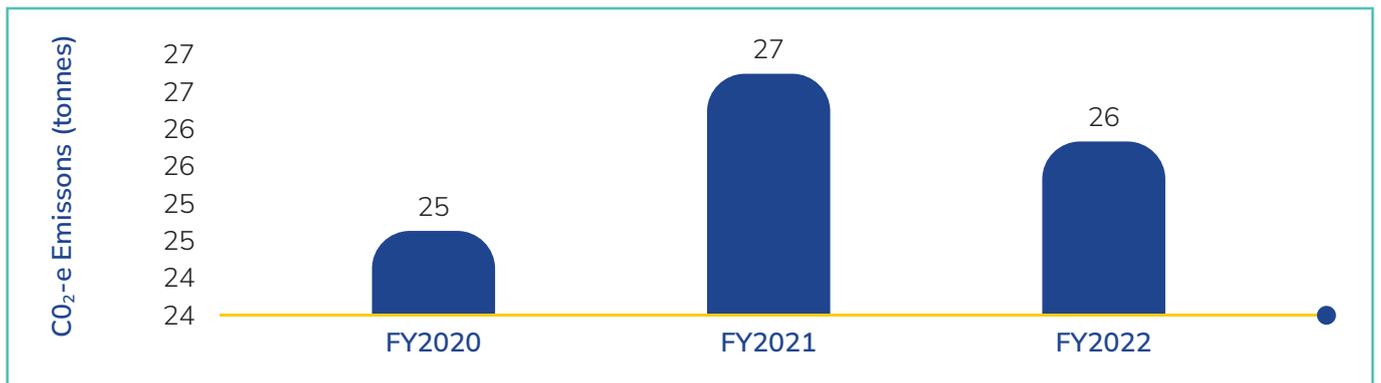
Group Electricity Consumption



Scope 1: Direct Emissions

Ditrolic Energy uses petrol to power company-owned vehicles. The Group derives the CO₂ emissions from fuel consumption from the emission factor published by the IPCC Guidelines for National Greenhouse Gas Inventories.

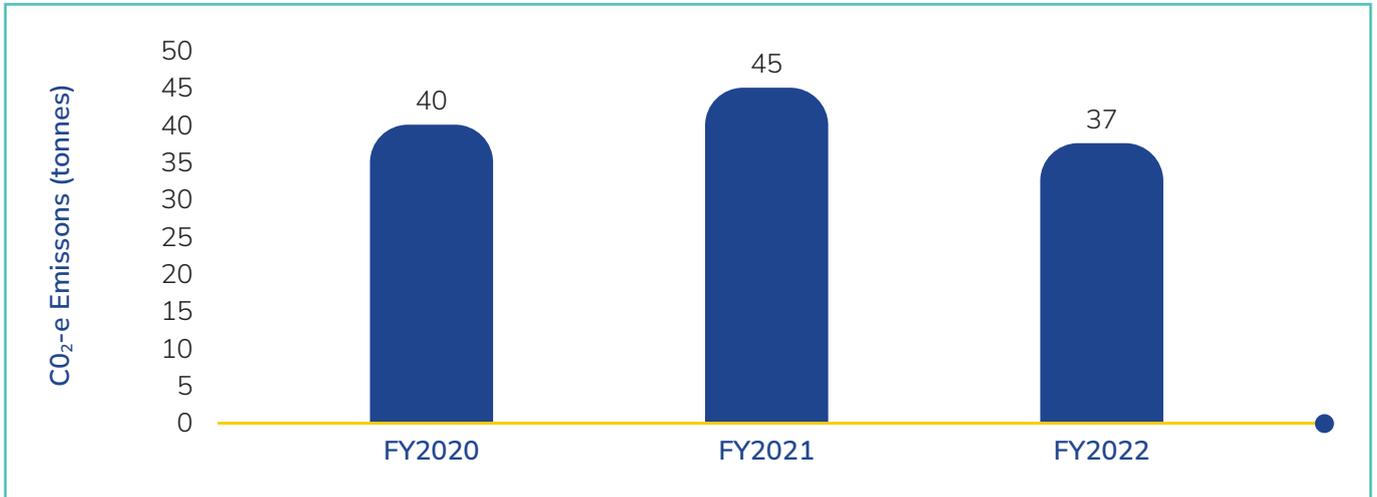
Company-Owned Vehicles



Scope 2: Indirect Emissions

Ditrolic Energy uses the emission factor by Malaysian Green Technology Corporation for the Peninsular Grid to calculate its indirect GHG emissions from Group electricity data.

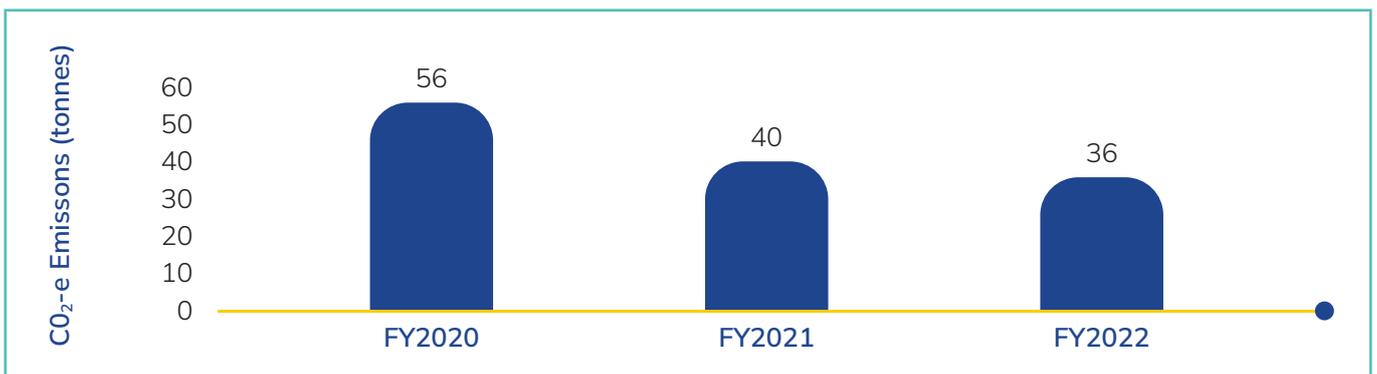
Electricity



Scope 3: Other Indirect Emissions

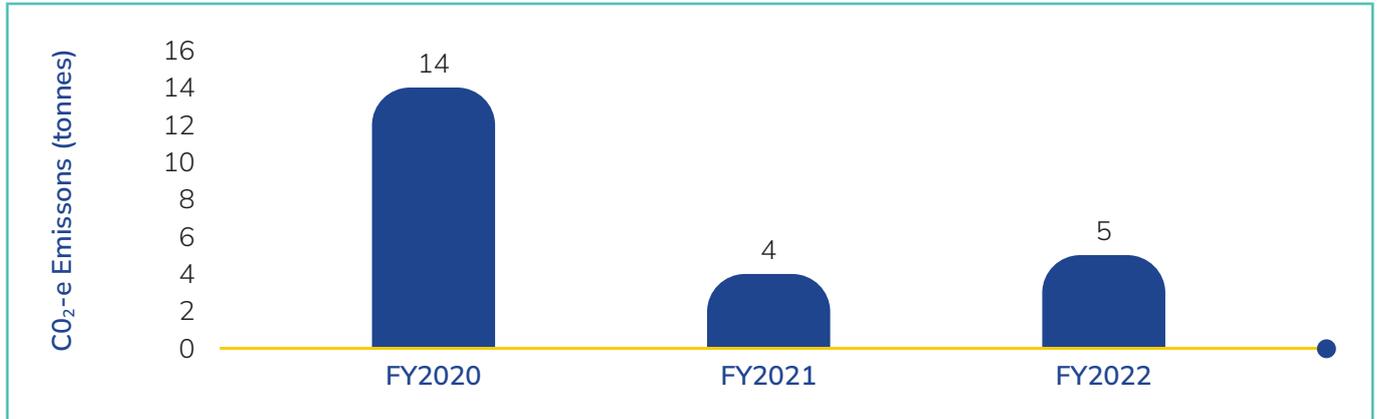
Ditrolic Energy uses petrol to power employee-owned vehicles. The Group derives the CO₂ emissions from fuel consumption from the emission factor published by the IPCC Guidelines for National Greenhouse Gas Inventories.

Employee-Owned Vehicles



Ditrolic Energy calculates GHG emissions from point-to-point air travel, considering the number of employees and distance travelled. All flights were economy class, demonstrating our commitment to lowering GHG emissions. Ditrolic Energy uses online tools derived from the WRI Greenhouse Gas Protocol to calculate the CO₂ emissions from air travel.

Air Travel



1MW Solar Farm at Ayer Hitam, Johor, Malaysia that partially powers the rest of the group's operation through Renewable Energy Certificate (REC)

SOCIAL SUSTAINABILITY



Social sustainability is about identifying and managing positive and negative business impacts on people. The quality of a company’s relationships and engagement with its stakeholders is critical. Directly or indirectly, Ditrolc Energy’s operations affect what happens to employees, workers in the value chain, customers and local communities, and it is essential to manage impacts proactively.

SOCIETY

As a responsible corporate citizen, Ditrolc Energy recognises the importance of coexisting with the community and contributing to society’s well-being. The Group has not experienced any community or Non-Governmental Organisation (NGO) campaigning. Our operations involve many communities; we must establish a long-term relationship with them. We have formulated a policy on social contribution activities and are carrying out various activities across the Company.

As a responsible, clean energy company, Ditrolc Energy supports and empowers local communities through numerous Corporate Social Responsibility (CSR) initiatives and exercises that bring sustainable community benefits. In November 2020, Ditrolc Energy built a 73MW solar power plant for the local community in Mymensingh, Bangladesh. Mymensingh is one of Bangladesh’s significant economic connecting points, with several government offices and local hotels, but electricity scarcity affects the area’s potential. Ditrolc Energy plans to build and develop a solar power project to meet the electricity demand and bring economic enhancement to the community.



Ditrolc Energy and Kerian Solar team share the joy of giving during Ramadan by distributing basic necessities to the local community in Kerian, Perak.



Teamwork makes the dream work! Our Kerian Solar team working together to make a positive impact on the community.

The local community opposed the project at the beginning. However, perceptions changed as they realised how the solar power plant could benefit them and keep their environment risk-free. Since the project's development, the village has progressed with proper electricity support. Villagers can fearlessly leave their homes to shop at night. The shops can operate much later at night because the area is well-lit.

During the Covid outbreak in 2020, there was a severe shortage of medical masks and PPE in Bangladesh. Through its associate company HDFC Sinpower, Ditrolc Energy helped the underprivileged community overcome the shortage by donating 200,000 masks to the Bangladesh people and Dhaka Government. Our team distributed food and essentials to about 1,000 poor and needy families in the Sutiakhali Village at Mymensingh, Bangladesh, nearby our solar project site on 24 May 2020.



Mymensingh food distribution in conjunction of Eid

In conjunction with the Ramadhan month, Ditrolc and the Kerian Solar team reached out to the community at Kerian, Perak. On 11 May 2021, we donated necessities to lessen their burden in preparing for the coming Aidilfitri celebrations.



The residences of Mymensingh gathering for the food distribution

As we feel responsible for ensuring the sustainable future of the people and the planet, we mobilise our resources to protect the health and well-being of our employees, customers and nearby communities.



136.4MW Solar Farm at Kerian, Perak, Malaysia

OUR PEOPLE: THE ENERGY THAT DRIVES US FORWARD

Thanks to our employees' expertise and dedication, we are where we are today. At Ditrollic Energy, our ambition is to be the leader in delivering total energy solutions. Achieving this requires our people's dedication and commitment to sustainable energy. Employees need the energy that gives meaning to their actions to motivate them each day. Our people enjoy a caring and good-quality work environment regarding safety, health and work-life balance

Employee Engagement and Satisfaction

When an employee is engaged, they are "all-in" and genuinely want to see the organisation succeed. We value every employee and understand the importance of ensuring they achieve work-life balance. At Ditrollic Energy, we recognise the need to look after employees' physical and mental well-being. Ensuring our employees are happy, healthy and treated fairly and with respect is at the core of our business philosophy and success.

As the government relaxed its SOPs as Malaysia transitioned into the endemic phase, we can organise more employee engagement activities. We hope that these out-of-work engagements will contribute to greater work satisfaction. These activities include festive celebrations, Christmas get-togethers, town hall meetings and gatherings.

Ditrollic Energy also has a unique staff reward practice; every employee receives a sum of money to treat themselves in conjunction with the celebration. As an example, in support of employee received RM25 for Independence Day and Malaysia Day to spend on homegrown brands they are proud of, from neighbourhood shops or restaurants.

Training and Development

As Ditrollic Energy operates in a specialised industry, it is vital to constantly update employees' skills according to the changing market requirements and keep abreast with industry developments. The Company invests in training and developing its employees to build their capacities and competencies.

According to the ISO 9001:2015 requirements, heads of department must attend at least three training courses, and employees must attend at least two related to their position. The Group also supports employee professional development offered by external trainers, provided these programmes are beneficial and directly related to the employee's work.

Our Training Highlights at A Glance

| Full Training | FY2020 | FY2021 | FY2022 |
|---|--------|--------|---------|
| Total time (hours) | 757.5 | 867.0 | 1,092.5 |
| Total staff (pax) | 57 | 57 | 67 |
| Average hours of training per year per employee (hours) | 7.52 | 6.57 | 6.13 |

Leadership and Succession

A systematic approach is essential for leadership continuity. We constantly strengthen our performance management system, encouraging high-performing employees to assume more prominent roles and responsibilities. The Group has enhanced its performance management system with a department performance matrix as a guide for heads of department and line managers to set individual key performance indicators for their employees. We have also included a career planning section to facilitate proper development plans for every employee. Ditrolic Energy will continue to review its succession planning strategy to identify and develop high potentials to ensure a strong talent pool for future leadership needs.

Ditrolic Succession Planning Strategy

Analysis of planned retirements, potential turnover and labour market climate

Identification and development of internal candidates and appropriate identification of external candidates

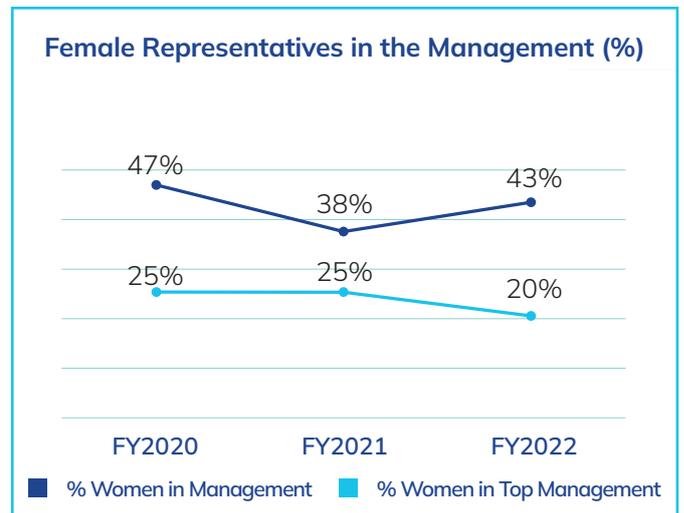
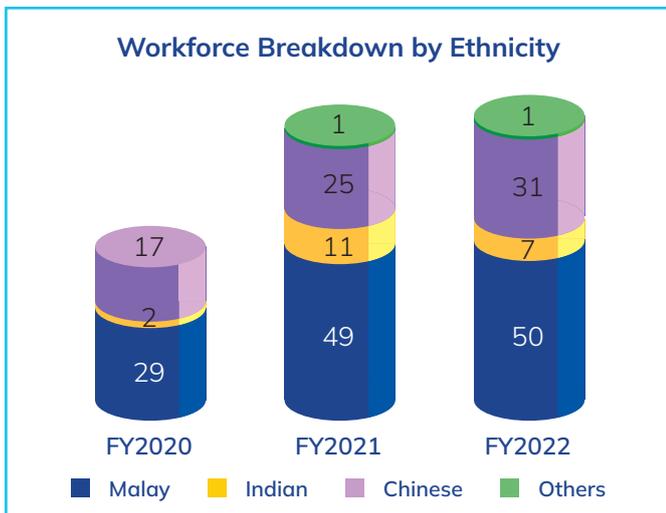
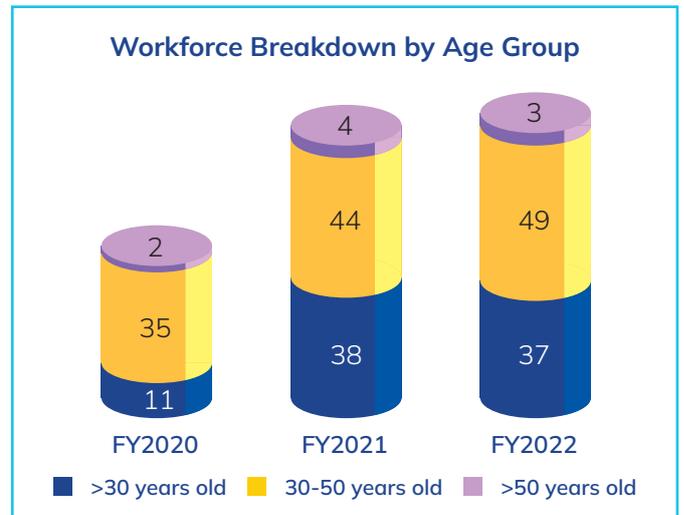
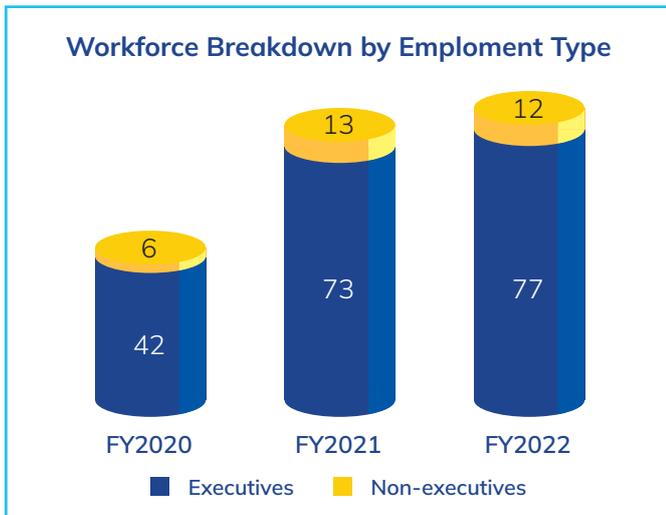
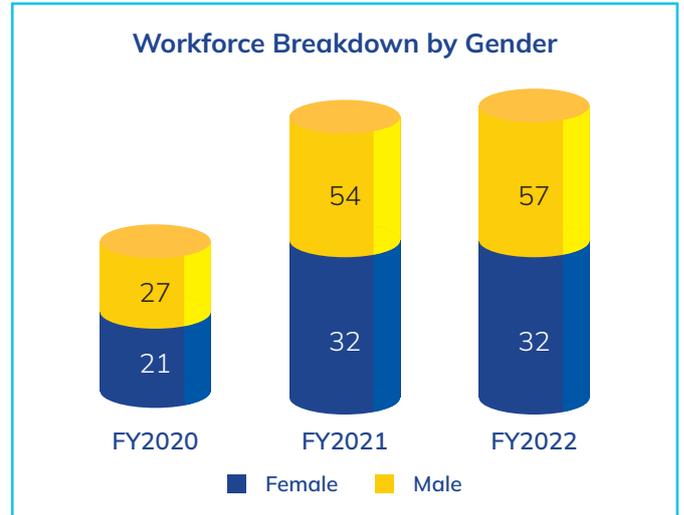
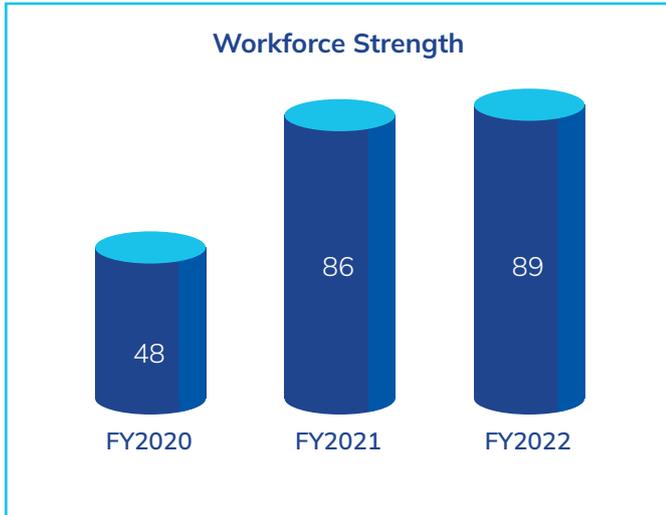
Prepare identified individuals to assume greater levels of responsibility in the future



Training & development

Respect for Diversity and Inclusion

All people have the right to participate in the labour force to the full extent of their desire and capability. A workforce with diverse backgrounds, experiences, skills and perspectives creates business value, especially when working as a cohesive team. We encourage diversity and expect all employees to support an inclusive environment founded on teamwork and respect. Doing so will help attract, develop and retain the best talent in the market for the betterment of the Company. The following charts present the diverse composition of the Group's workforce.



ADVANCING FUNDAMENTAL HUMAN RIGHTS AND RESPONSIBLE LABOUR PRACTICES

As part of our commitment to being a true global leader in all that we do, Ditrolic Energy is committed to advancing fundamental human rights and responsible labour practices throughout operations. This commitment is the right thing to do and foundational to enhanced job satisfaction and pride for our people, which is critical to sustainable business success.

The Group continues to embed its Human Rights principles. Out of respect for diversity and inclusion, these principles:

- Prohibit discrimination and harassment;
- Focus on workplace safety and health;
- Reinforce our commitment to responsible labour practices;
- Support free speech and association protections; and
- Advocate for gender equality.

Ditrolic Energy aligned these expectations with the Group's Code of Conduct and Sustainable Procurement Policy and embedded them into its day-to-day operations, including due diligence assessments of potential new operations and projects.

Ditrolic Energy's corporate human rights due diligence avoids infringing human rights and addresses adverse impacts. The Group also takes voluntary action to contribute positively to fulfilling human rights through its philanthropic activities, public policy advocacy, partnerships and collective action.

Ditrolic Energy's formal policy commits to a work environment free from human trafficking and slavery, including forced and unlawful child labour. Ditrolic Energy does not condone human trafficking or slavery in any part of its organisation, including its supply chain partners and subcontractors. The Company ensures that all employees work voluntarily and are not intimidated or threatened. The Company also ensures that every employee is fairly compensated and that their rights and privileges are protected.

SUPPORT THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS

Ditrolic Energy respects international human rights norms, such as the fundamental principles of:

- The United Nations Universal Declaration of Human Rights (UDHR);
- International Labor Organization (ILO) Conventions;
- The United Nations Guiding Principles on Business and Human Rights; and
- Other globally recognised standards.

These standards influence Ditrolic Energy's principles and approach to human rights issues.

We uphold fundamental human rights principles in all ways when interacting with people as employees, consumers, customers, suppliers, contractors, and community members wherever we conduct business. We deliver appropriate training on our principles and due diligence to identify and remediate any adverse impact our operations may have to ensure that we are living up to our commitments. Ditrolic Energy's Human Rights principles apply to all employees, vendors and suppliers. We conduct human assessments to inform our position about salient human rights risks and design measures to prevent, mitigate and remedy the impacts.

CORPORATE COMPLICITY AND DUTY TO PROTECT

Complicity refers to being implicated in a human rights abuse that another party is causing. Ditrolc Energy ensures that its operations do not contribute to any contexts of complicity, including direct, beneficial or silent complicity. Morally, we are responsible for helping protect human rights by understanding the underlying conditions. To avoid complicity, we continually consult within and outside the Company with relevant stakeholders, as part of our human rights due diligence process, during pre-project and post-project stages. Ditrolc Energy also continues to raise awareness within the Company of known human rights issues within its sphere of influence.

Prohibiting Discrimination and Harassment

Everyone is entitled to equal opportunity and fair treatment as a fundamental principle. They should not experience any discrimination based on any characteristic such as race, ethnicity, nationality, language, colour, gender, sexual orientation, gender identity, age, religion, creed, social status or disability.

We do not tolerate discriminatory, harassing, disrespectful or degrading behaviour to individual dignity. Ditrolc Energy's stand on discrimination is relevant for all terms and conditions of the employment, including recruitment, remuneration, hours of work, rest and paid holidays, maternity protection, security of tenure, performance assessment and advancement, job prospects, social security and occupational safety and health.

Combating discrimination, including gender discrimination, is essential for promoting decent work. Ditrolc advances gender equality by addressing gaps, including offering equal career opportunities to women and ensuring equal remuneration for work of equal value. Females represent 48% of the management team.

We are also committed to protecting the rights of individuals in traditionally underprivileged groups and expanding their employment opportunities.

Ditrolc Energy has issued a Harassment Policy that aims to:

- Prevent the harassment of employees in the workplace and provide an effective mechanism to eliminate such harassment.
- Educate all employees to recognise that harassment in the workplace is demeaning and continues to be a profound affront to a person's dignity.

The policy applies to all full-time, part-time probationary or contract employees.

Harassment is any verbal, written or physical conduct that is known or ought reasonably to have been known to be unwelcome, inappropriate or otherwise offensive to a person and that conduct demeans, humiliates, threatens him/her otherwise violates their dignity.

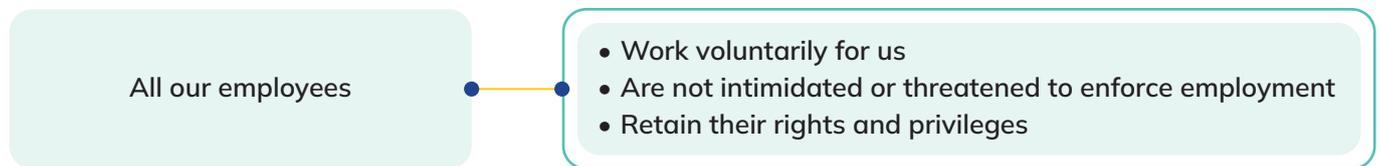
Any employee experiencing or affected by harassment is encouraged to seek help from their supervisor or Head of Department. The aggrieved party may also make a formal complaint via the Group's whistleblowing channel. Any individual guilty of such misconduct will be subject to disciplinary action, including dismissal.

Focus on Workplace Safety and Health

We live by the principle of “Safety First”. Creating a safe workplace is everyone’s shared responsibility and core business value. Please refer to the Safety and Health section of this Sustainability Statement for more information on our occupational safety and health initiatives.

Responsible Labour Practices

Ditrolic Energy is committed to complying with all applicable laws, regulations, and other employment standards. The Company will not tolerate child or forced labour or exploitation of children in any of its operations and supply chain. Ditrolic Energy does not employ children before they have reached the legal age to have completed their compulsory education, as defined by the relevant authorities. We adhere to the Children and Young Persons (Employment) Act 1966 and the ILO conventions, which state the minimum age for admission to employment must not be less than 15 years.



Ditrolic Energy has a clear policy which sets out measures taken to prevent forced labour and trafficking, including bonded labour, slavery, physical or psychological violence, restriction on freedom of movement, deprivation of necessities, false promises about terms of work and other threats.

We ensure that employment contracts are in languages easily understood by employees, indicating the scope and procedures for leaving the job. Beyond being committed to full compliance, we strive to provide quality job opportunities for local communities with reasonable working hours and fair, market-competitive pay and benefits. 100% of our workforce are Malaysians. We do not practice prohibited practices, such as delayed or suspended wages or confiscating personal belongings, identity cards, travel documentation, passports or financial deposit.

Ditrolic Energy’s Child Labour and Forced Labour Policy is publicly available throughout the Company and communicated clearly to all employees through induction programmes and policy manuals. Our Supplier Code of Conduct also includes these commitments, which all suppliers must sign. As required by ISO 9001:2015 Standard, we conduct periodic assessments when our internal ISO team undertakes random checks of records annually.

As part of the agreement, subcontractors represent and warrant that during the performance of the works, they will comply with all applicable laws concerning:

- Fundamental human rights, particularly the prohibition of:
 - using child labour and any form of forced or compulsory labour, and
 - organising any form of discrimination within its Company or towards the suppliers and subcontractors;
- Embargos, drugs and weapons trafficking and terrorism;
- Trade, import and export licences and customs;
- Health, safety and well-being of staff and third parties;
- Labour, immigration and prohibition of illegal work;
- Environment protection;
- Financial criminal offences, in particular, corruption, fraud, influence peddling (or equivalent violation as the law provides), swindling, theft, misuse of corporate funds, counterfeiting, forgery and the use of forgeries, and similar or related crimes;
- Measures to combat money laundering; and
- Competition law.

Freedom of Speech and Association and the Right to Collective Bargaining

Everyone has a right to have their voices heard by raising their concerns in good faith, openly or anonymously, without any adverse consequences. Ditrolic Energy respects all employees' rights to voluntarily bargain collectively and seek third-party representation, including trade unions, free from coercion. They are also free to refrain from doing so.

Ditrolic Energy uses collective bargaining as a constructive forum for addressing working conditions, terms of employment, and relations with employees or their respective organizations. It is also a fair platform to address any problem-solving or other needs of employees and management.

Employees must be accurately informed when deciding whether to elect a third party to represent them. Ditrolic Energy creates a culture of openness and employee involvement in all locations where operations are based.

Whistleblowing

Ditrolic Energy's whistleblowing policy allows all employees to disclose improper conduct through an internal channel. Whistleblowers should channel all disclosures to the Human Resources Department. Such misconduct may include fraud, bribery, harassment, confidential information leaks, abuse of power, conflict of interest, theft or embezzlement, misuse of the Company's property and non-compliance with its policy and procedure.

The whistleblower's identity is kept confidential and protected to the extent reasonably practicable. Ditrolic Energy protects employees and internal whistleblowers against adverse and detrimental actions for disclosing any improper conduct that has or is about to happen.

Employee and Contractor Safety

Several health and safety hazards exist in the manufacture, installation, and maintenance of solar energy, as this sector grows in importance for green energy and jobs. At Ditrolic Energy, employee and contractor safety is a top priority. We strive to exceed requirements to ensure that all employees and contractors are supported and protected in the safest way possible. Following the requirements of the Occupational Safety and Health Act 1994 (OSHA 1994) and FMA 1967, our field technicians and workers are certified by a competent person. We also provide supplemental training programs to focus on other essential safety practices to comply with guidelines. Examples of safety training programs we hold include the following:



Ditrolic Energy's operation adhere strictly to good Health, Safety and Environment practices

- Safety Induction Course for Construction Workers (CIDB)
- Oil & Gas Safety Passport (NIOSH)
- Occupational Safety & Health in the Workplace after the Covid-19 Pandemic
- Solar PV Project – Safety and Engineering Workshop
- Induction NIOSH-NESTLE Safety Passport
- HSE Awareness Training

Hazards and Controls

Employees can potentially be exposed to an assortment of serious hazards, such as arc flashes (which include arc flash burn and blast hazards), electric shock, falls and thermal burn hazards that can cause serious injury. It is part of our agreement with subcontractors that all labour and personnel must be appropriately skilled and qualified for the role in which they are engaged.

The table summarises hazards that industry workers face and our safety approach.

| Hazard | Rationale | Our Mitigation Strategy |
|-------------------------------|---|---|
| Falls (Work at Height) | Workers who install or maintain solar panels must work on roofs (at height), use ladders and scaffolding, near ledges and sunroofs, and are exposed to fall hazards. | Following the Safe Operating Procedure (SOP) for fall prevention and protection when working at height, a safety lifeline and full body safety harness must be worn as fall arrest systems to protect workers installing solar panels. A competent work-at-height supervisor must also be on site. |
| Crane and hoist safety | Solar panels often use mobile cranes or sky lifts for maintenance and installation. Fatalities and serious injuries can occur if cranes are not inspected and used correctly. PTW must be applied for any lifting involving cranes. | <ul style="list-style-type: none"> • Cranes must be in perfect condition with a valid PMA, Competent Operator, vehicle insurance and maintenance log book • Only qualified, competent operators may operate cranes • Cranes require a safety inspection • Crane operators must follow the Lifting Operation Plan SOP • A competent lifting supervisor, rigger and signalman must be on site |
| Electrical | Permit to Work (PTW) and Lockout/Tagout (LOTO) systems are specific practices and procedures which protect employees from unexpected energisation, machinery and equipment starting or hazardous energy releases during servicing or maintenance. | <ul style="list-style-type: none"> • PTW is required to authorise controlled work in nonstandard, potentially hazardous conditions. The process includes a risk assessment, establishing safety operating procedures, communication and oversight to minimise environmental, health, safety and sustainability risks • Only authorised employees are permitted to use lockout or tagout machines and other equipment to perform servicing or maintenance • All equipment and energy sources are identified and isolated • Once energy is isolated from the machine or equipment, only authorised employees can lock out or tag out the isolating devices safely • The stored or residual energy must be safely discharged or relieved • Workers must maintain a 10-foot safe working clearance from the overhead electric power lines • The charginan is required to supervise on-site |

| | | |
|--|--|--|
| Scaffold | The rooftop is accessed using a scaffold. | <ul style="list-style-type: none"> • Scaffolding must come with a detailed drawing with PE endorsement • Competent erector level 1 (4 helpers) is required to erect the scaffold • A competent inspector must perform routine inspections and display the tagging system • A competent erector and scaffold inspector must be on site |
| Hot work | The hot work category involves flammable activities such as grinding, welding or electrical works. A PTW must also be applied. | <ul style="list-style-type: none"> • Fire extinguishers must be available on standby • Hot work is not allowed in the MSB room |
| Excavation | | <ul style="list-style-type: none"> • A PTW is required before excavation work of more than 1.5 metres • Inspections with portable and manual detectors identify the underground services • All excavation walls must be sloped at safe angles based on soil condition • A ladder must be available for excavation work of more than 1.2 metres deep • A safety barrier warning sign must be displayed |
| Traffic Management | Traffic control is necessary when operations obstruct traffic to protect motorists, pedestrians, and workers. | <ul style="list-style-type: none"> • Permission must be obtained from the authorities • Advanced warning signs and barriers must be displayed clearly • Two flagmen must be stationed to control the two-way lane |
| Housekeeping | Subcontractors must provide waste bins and ensure collection according to schedule or when the provided waste bins are full. | <ul style="list-style-type: none"> • Subcontractors must ensure cleanliness in the workplaces • Penalties are imposed on any workers and subcontractors who violate the Company's ESH guidelines |
| Personal Protective Equipment (PPE) | All workers, including subcontractors, must comply with PPE requirements on site. Examples of PPE include safety boots, safety helmets, a full body safety harness, safety gloves, safety glasses, a safety vest and chargin suite gear. | <ul style="list-style-type: none"> • Penalties are imposed on any workers and subcontractors who violate the Company's ESH guidelines |

Our Safety Training Highlights at A Glance

| | FY2020 | FY2021 | FY2022 |
|--|--------|--------|--------|
| Total time (hours) | 21 | 35 | 14 |
| Total staff (pax) | 3 | 5 | 2 |
| Average hours of training per year per employee (hours) | 7.0 | 7.0 | 7.0 |

OPERATIONAL EXCELLENCE

Ditrolic Energy measures its culture of exceptional execution by the highest standards of operations that exceed clients' expectations. The Group targets complete customer satisfaction through meaningful client interactions and extraordinary customer service. Together, we develop energy solutions for a cleaner future.

Quality Always

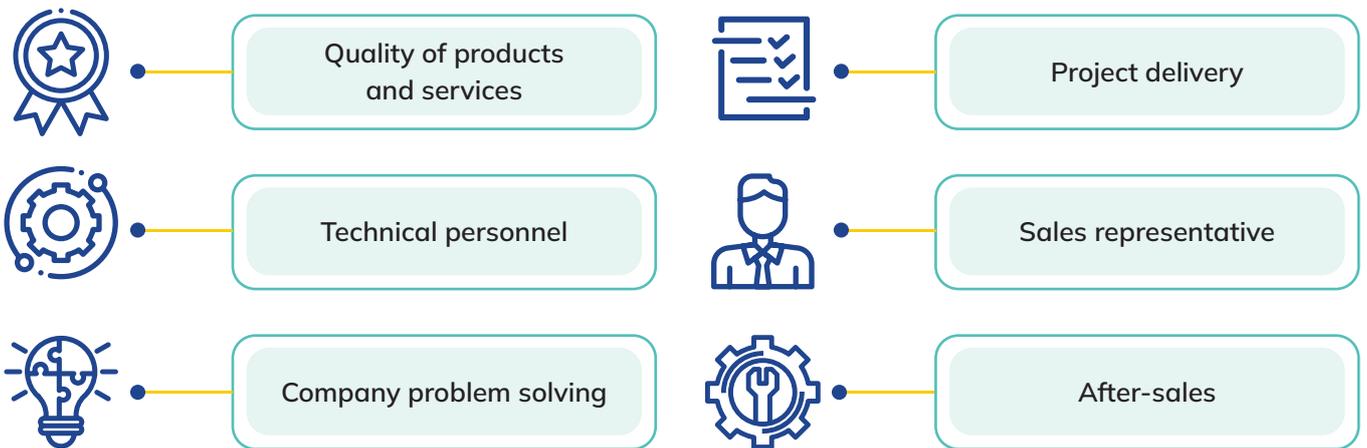
Our culture is based on accountability, customer focus and collaboration in a drive to minimise defects. We are empowered to be open and transparent about quality risks, as our reputation is our most important asset. We act with integrity when delivering sustainable value to our people, customers and communities.

Ditrolic Energy has achieved the ISO 9001:2015 Quality Management System for the Provision of Project Development, Engineering, Installation and Maintenance of Solar Photovoltaic Plant. Our customer care culture gives them the confidence to know that they are gaining a long-term partner that will support them for the entire life of their equipment, even after the defects liability period. This culture also includes a commitment to meet the requirements of our clients, learn from customer feedback, and continually develop the system to ensure it remains effective.



Ditrolic Energy conducts regular customer satisfaction surveys to understand their satisfaction level with their experience.

Components of Customer Satisfaction Surveys



Our customer satisfaction survey results indicate that our customers are happy with the quality of our products and services. We are committed to providing consistently high-quality service and strive to exceed clients' expectations. Only by delivering outstanding service quality will we achieve our aims of long-term success and sustained improvements.

Digitalisation and Energy

The energy sector is an early adopter of digital technologies. In the 1970s, power utilities were digital pioneers, using emerging technologies to facilitate grid management and operation.

Digitalisation can help integrate variable renewables by enabling grids to better match energy demand when the sun shines and the wind blows. According to the International Energy Agency (IEA), increased storage and digitally-enabled demand response could reduce curtailment of solar photovoltaics (PV) and wind power from 7% to 1.6% in the European Union alone, avoiding 30 million tonnes of carbon dioxide emissions in 2040.



Ditrolic Energy employs a robust digital security system to protect its business operation data

Digitalisation can facilitate the development of distributed energy resources, such as household solar PV panels and storage, by creating better incentives and making it easier to store and sell surplus electricity to the grid. New tools such as blockchains could help to facilitate peer-to-peer electricity trade within local energy communities.

Digitalisation in the energy sector is accelerating as it undergoes a fundamental transformation towards a low-carbon future. An increase in variable renewables, distributed renewable energy, energy efficiency, flexible demand, energy storage facilities and sector coupling hinge on data-driven technologies and solutions. Following the rapid digitalisation throughout the energy value chain, concerns about digital security have permeated public and private domains nationally and internationally. Security issues include energy systems' cybersecurity, smart system privacy and geostrategic competition in energy technology. Delivering periodic ICT and security awareness training programmes reminds us of looming security threats.





**Ditrolic
Energy**

Towards Energy Independence

Ditrolic Energy Holdings Sdn. Bhd

Email: enquiry@ditrolicenergy.com

Website: www.ditrolicenergy.com