

Seizing Opportunities for Our Communities

2019 Corporate Social
Responsibility Report

Message from our
Chief Executive Officer



“ We strive to create a world of opportunity for our communities and societies. ”

I am delighted to share with you our 2019 Corporate Social Responsibility (CSR) Report. In here you will find numerous examples of our colleagues' commitment to making the world a better place – not just for doing business the right way, but also for helping our communities in which we do business.

As I write this note to introduce our 2019 CSR Report, the world around us looks drastically different compared to the close of 2019. We are all dealing with the impacts that the COVID-19 pandemic has had on every facet of our lives. In addition to businesses and families undergoing the broader macroeconomic stress caused by the pandemic, many charitable organisations are facing their own challenges of decreased funding and resources. As we work together to address these concerns, let us stay conscious of the need to stay close to our communities and support those who are more vulnerable.

At Vistra, we pride ourselves on 'seizing a world of opportunity' for our clients and our people, but equally, we strive to create a world of opportunity for our communities and societies. This is why our CSR strategy targets the areas that are in continual need of financial and volunteer support.

Throughout 2019, our CSR activities have largely centered on creating opportunities for children, preserving our environment and raising awareness for public health – no doubt efforts most deserving of our time and attention today. Each of us should feel proud about the positive impact that we have collectively made in 2019 beyond fulfilling our daily business responsibilities. I would like to thank our colleagues around the world for their participation and support for our communities.

My hope is that by reading this report, we will be motivated to do even more in 2020, particularly in light of the newfound challenges we all face. I was particularly encouraged by our UK, Jersey, and Dubai teams who recently supported 'Wear A Hat Day 2020'! This is one of the UK's biggest and most important brain tumour research fundraising and awareness-raising events. What made this year unique was the digital approach with which our colleagues supported this initiative, as most colleagues were working from home.

Finally, I encourage everyone to stay enthusiastic and committed to making the world a better place. I would also like to extend my appreciation to the entire CSR committee for their ongoing hard work in achieving Vistra's CSR goals.



UK, Jersey, and Dubai support 'Wear A Hat Day' virtually on 27 March 2020

Alan Brown
Chief Executive Officer

Vistra's CSR Committee

Reflects on 2019

“ Look forward to new avenues of change we can all work to create. ”

Last year, we launched the first-ever Vistra CSR Report, which outlined the vision and mission of Vistra's CSR strategy, as well as documented the various efforts of our colleagues' commitment to making our world a better place.

Now that we're into 2020, it is worth looking back on our achievements from the prior year, as we recognise the incredible work that our colleagues have done and look forward to new avenues of change we can all work to create.

Since the inception of Vistra CSR, we have identified three key areas of focus – Children, Education and Environment.

In 2019, our offices across the world dedicated their spare time to rebuilding village schools, mentoring students, cleaning up beaches, improving the lives of the young, educating our communities, and protecting the planet. It was also encouraging to see that many offices had invested their time and funds supporting health causes, given the current global health crisis. As such, we have added one more CSR pillar – 'Health' – to this year's spotlight stories.

With the introduction of 'CSR Day' last year, we saw a growth in Vistra volunteers who committed their time, skills and money to support causes they felt passionate about. While making a real impact on the communities around them, our people can achieve their own personal development goals through participating in CSR experiences.

Equally, that we are able to collaborate with global and independent non-profit organisations is a result of Vistra's positive industry reputation, as we position ourselves to make the world an easier and more accessible place to do business, facilitate economic growth and impact our society in a positive way.

As Alan shared in his introduction, 2020 has started off on a challenging note, with COVID-19 affecting all aspects of business and daily life. However, with every challenge come new opportunities for us to re-evaluate how we live our lives, do business and contribute to our communities. The very efforts of our own colleagues in giving back outside of their professional lives is a true testament that CSR is not simply a 'responsibility' we feel obliged to fulfil. Rather, CSR helps bind us together as we seek opportunities to make a positive mark on the world. Our hope is that this Vistra spirit will carry us through these uncertain times and inspire us to give back to those in need.

Feature Story

World Cleanup Day 2019



On 21 September 2019, World Cleanup Day kicked off across the globe with one aim – to reduce waste and improve the general condition of our planet. As part of Vistra’s CSR commitment of “making the world an easier and more accessible place to do business”, our global offices participated in the initiative. Vistra colleagues from all corners of the world organised local clean-up activities, and the CSR committee held a friendly competition to boost employee participation and engagement. The prize was USD4,000, which the winning team could donate to any charity of their choice.



Vistra Seychelles doing their part in making our planet a cleaner place

Feature Story

Winning team
could donate

1

USD 4000


to any charity of their choice

The Singapore office collected



155 KG
worth of garbage
from the beach of
Coney Island

70% of the Seychelles
office showing
up to clean up
the paradisiacal
beaches of Mahe



In the end, Vistra Singapore and Vistra Seychelles emerged victorious as joint winners of the World Cleanup Day contest. The Singapore office joined the International Coastal Cleanup Singapore (CCS) event, and cleaned up Coney Island off the coast of Singapore. They were surprised to find a wide variety of waste items on the beach, including plastic containers, rubber sandals, light bulbs and even a gigantic teddy bear. In total, they collected 155 kg worth of garbage – a hefty testament to the team’s hard work and to the comparative cleanliness of Coney Island afterwards!

The Seychelles office collaborated with a local organisation – ‘The Ocean Project Seychelles’ – to clean up the paradisiacal beaches of Mahe. With 70% of the entire Seychelles office showing up for the initiative, there was no lack of enthusiasm from our colleagues, who proudly donned Vistra t-shirts while working hard to uphold the ecological pristineness of their island. In addition, the team also made a monetary donation to The Ocean Project charity using their own CSR funds.



Vistra Singapore says ‘no!’ to waste items and ‘yes!’ to clean beaches

Spotlight on our CSR Pillars

Children





The children are excited about their Vistra gift packs



Vistra Bangalore transforming villages and schools

“The children of today are the contributors of tomorrow.”

Vistra impact
<p>Vistra Bangalore Village transformation project</p>  <p>Revamped schools and living quarters in the Hosahalli Gram Panchayat village</p>
<p>Vistra Bristol Paid two visits to children's hospices</p>  <p>Children's Hospice South West Hospice in North Somerset</p>

One of the key causes that Vistra champions is children's access to opportunities. The children of today are the contributors of tomorrow, and it is our responsibility to invest in them and support them.

In June 2019, Vistra Bangalore donated to a village transformation project, which aimed to revamp schools and living quarters in the Hosahalli Gram Panchayat village. Among the improvements made, the area saw the construction of two e-learning facilities for the widening of digital learning access to local children, the infrastructural makeover of existing schools through the repair of leaking roofs and replacement of windows, as well as the establishment of a reverse osmosis facility, which provided fresh drinking water to local dwellers and farmers.

Small gestures of care matter a lot, too. In the spring of 2019, Vistra Bristol paid two visits to children's hospices, where they spent quality time with the children and families living there. The Bristol CSR committee held an Easter Egg Drive for the Children's Hospice South West in April and the donated eggs from Vistra colleagues made up part of the Giant Easter Egg hunt that the children there participated at Charlton Farm. One month later, the team went to the Hospice in North Somerset, which was a well-equipped space with a range of activities on offer for children, from sensory pool to soft play rooms to one-to-one specialist care on offer. It was a rewarding opportunity for our colleagues to see how Vistra's contribution is making a real impact on improving the children's quality of life; equally, it was comforting to know that the Hospice children, despite living in a special home, are given the necessary care and resources to experience a healthy childhood.

Spotlight on our CSR Pillars

Education



Vistra Hong Kong sharing their professional insights with students

“ Learning is an ongoing pursuit that extends into adulthood. ”

Vistra impact

Vistra Hong Kong ‘Life Buddies’ youth mentoring program



Students paired up with a Vistra colleague to learn more about working as a corporate professional.

Vistra Ireland Raising awareness of homelessness



A sleep-out of Vistra colleagues raised a total of **EUR4,701** for the cause of combating homeless

The importance of education cannot be overstated. Everywhere in the world, access to education is deemed the cornerstone of personal development and a key marker of lifelong success. But education does not have to be limited to schooling at a young age; learning is an ongoing pursuit that extends into adulthood.

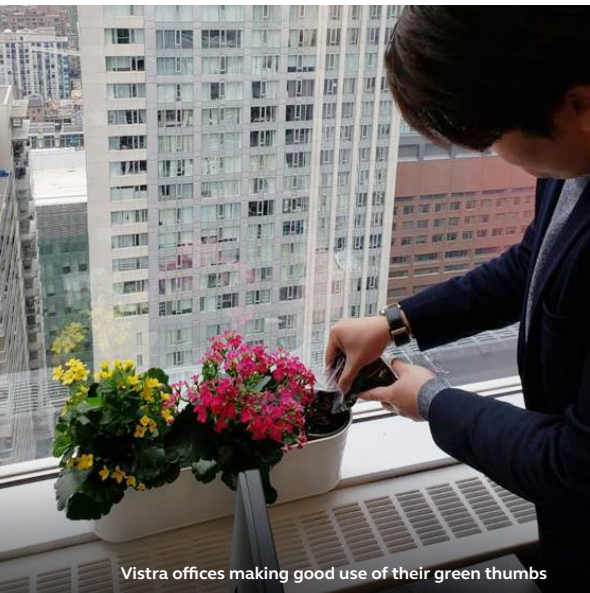
This is why we are committed to improving educational opportunities for the youth in society, but also invested in the growth of our own people.

In December, the Hong Kong CSR committee hosted the ‘Life Buddies’ youth mentoring programme, an initiative dedicated to advancing social mobility among disadvantaged teenagers in the city. Several secondary six students from a local school – SKH Lam Woo Memorial Secondary School – visited the Vistra Hong Kong office, and each of them paired up with a Vistra colleague to learn more about what it is like working as a corporate professional. Alan Brown, our CEO, lunched with the students and the wider team as well. Overall, both the students and Vistra colleagues had a great time interacting with and learning from each other. Of course, the students also gained themselves a ‘Life Buddy’ – a great bonus!

Half-way across the globe in a considerably colder country, our Ireland colleagues in Dublin and Shannon took part in a sleep-out to raise awareness of homelessness. This was done in collaboration with Focus Ireland, a non-profit organisation aimed at eradicating homelessness. Participants slept on cardboard paper, with little more than a waterproof sack to put their sleeping bags in and a woolly hat for scant warmth. Past victims of homelessness shared their experiences with the group, which gave everyone much food for thought as to how fortunate it is to simply have a roof over one’s head. Vistra Ireland also raised over EUR4,700 for the cause of combating homeless, which was significantly beyond its target amount of EUR1,000.

Spotlight on our CSR Pillars

Environment



Vistra offices making good use of their green thumbs



“Engrossed in the daily grind of work, it is easy to lose sight of just how much and how quickly our surroundings are changing.”

Vistra impact

Vistra America
World Environment Day



Planted seed and flower bulbs to make their office a greener space

Vistra Poland
Adopted two honey bee families in 2019



Beehives are now located in a green area in Warsaw called Fort Mokotow and being taken care of by Pszczelarium

Climate change is one of the most pressing issues of our time, which is why Vistra has identified it as a focus pillar for our CSR strategy. As we become engrossed in the daily grind of work, it is easy to lose sight of just how much and how quickly our surroundings are changing. On World Environment Day, a United Nations-designated day for increasing global environmental awareness, all Vistra offices in the Americas made a conscious effort to improve the state of our planet. There was no lack of creativity in the range of good deeds undertaken by our colleagues, as some planted seed and flower bulbs to make their office a greener space, with others hosting plastic-free days and opting to take only public transport.

Environmental protection aside, most of us are probably no stranger to the topic of animal activism, but how many of us have given thought to the importance of bee conservation? As the pollinator of over half the world's plant species, bees are integral to the sustainability and well-being of our livelihood. With this understanding in mind, Vistra Poland's community investment committee adopted two honey bee families in May 2019. Their beehives are now located in a green area in Warsaw called Fort Mokotow and being taken care of by Pszczelarium, a local initiative comprised of youths passionate about creating urban apiaries and promoting apicultural knowledge. The committee's journey didn't stop there, though; two months later, they collaborated with the Pszczelarium and organised a round of bee workshops for the children of Vistra Poland colleagues, who gained much newfound knowledge about the significance of bees to the ecosystem, what these diligent workers produce, and how beehives are built. Of course, they also got to try different types of honey, which was a highlight.

Spotlight on our CSR Pillars

Health



Vistra Manritius joining hands to donate blood



Ross Pringle of Vistra Jersey taking a skydive for the cause of mental health awareness-raising

“Mental health awareness has been an area of increasing concern for people across all age groups and fields of work.”

Vistra impact

Vistra Jersey Fundraising skydive for Mind Jersey



One of our colleagues,
Ross Pringle, took part in a
fundraising skydive

Vistra Poland Charity bake-off for a cancer sufferer



Raised **EUR1,600**

In recent years, mental health awareness has been an area of increasing concern for people across all age groups and fields of work. As a passionate champion of mental health, one of our colleagues in Vistra Jersey, Ross Pringle, took part in a fundraising skydive for Mind Jersey, an independent local charity that promotes good mental health and one that is close to Ross' heart. Jumping out of a plane is certainly no walk in the park, and Ross's attempt is perhaps the best testament to the many adventurous and generous people we have at Vistra.

We often hear others say charity begins at home, and in June 2019, our Vistra Poland colleagues put this maxim into action by hosting a charity bake-off to collect funds for a cancer sufferer who also happened to be one of our Lublin colleague's friends. Around 30 colleagues from all Vistra Poland offices took part in this initiative by baking cakes, which were made all the more delicious by the spirit of care and generosity. Others contributed by paying for the home-baked goods they enjoyed. In total, this initiative raised EUR1,600, a portion of which the CSR Committee had also contributed. To highlight the good work of our talented and big-hearted bakers, the Poland CSR committee celebrated their contribution and granted them the highest accolades at the annual Summer party.

Vistra offices support their local charities and NGOs



Vistra Singapore
Helps out at the soup kitchen and food bank



The Food Bank



The Willing Hearts Soup Kitchen

In November, volunteers from Vistra Singapore dedicated their time to two charities – the Willing Hearts Soup Kitchen and the Food Bank – where they cooked, packed and distributed much needed sustenance to single-parent families, low income earners, the elderly, the disabled and migrant workers in the city. As one of the most expensive cities in the world, Singapore has its fair share of impoverished communities. Our colleagues teamed up with Willing Hearts, a soup kitchen project which distributes about 6,000 meals a day, and oversaw the whole ‘production line’ of meals, from preparing ingredients all the way to cleaning up the vicinity.

Meanwhile, colleagues involved with the Food Bank initiative had an equally busy but rewarding day, as they helped pack boxes of donations for various Food Bank distribution centres, took inventory of donations, organised and unloaded donations in the warehouse. Even after working non-stop for hours on end, the volunteers felt more energised than tired after the event, as they felt the impact of their hard work on their wider community.



Vistra Hong Kong
Gets hands-on with the next generation



Dialogue with the Future – Lead the City initiative

The month of June is notoriously hot in Hong Kong, but the weather did not deter the enthusiasm of some of our colleagues, who joined hands with children to repair houses across the city as part of the ‘Dialogue with the Future – Lead the City’ initiative. In collaboration with Junior Chamber International (JCI), an organisation made up of youths dedicated to making an impact in Hong Kong, as well as Habitat for Humanity, a non-profit organisation that helps communities around the world build and improve homes, the Vistra Hong Kong team spent a meaningful day giving back to their community, supporting the underprivileged, and empowering the young.



Vistra UK
Runs for a good cause

There’s no denying that our English colleagues are a fit bunch. In May 2019, the UK offices came together in Bristol to take part in the Great Bristol 10k race, which was held in support of Mind, a charity that provides professional support to those suffering from mental health issues. Apart from training up their aerobic bases, the teams raised over GBP1,000 for the cause. Not only did our UK colleagues make a difference to the lives of these victims, they demonstrated the importance of open dialogue and mutual acceptance, especially when it comes to an issue traditionally stigmatised and characterised by misconceptions.



Vistra Cyprus
Achieves 'Fame' for 'One Dream One Wish'



CSR Musical
on 'Fame'

A highlight in our 2019 CSR calendar was none other than Vistra Cyprus' 'CSR Musical' on 'Fame'. The preparation period lasted for a whole year, with rehearsals starting as early as January 2019. While some Cyprus colleagues even attended music and dance lessons months ahead of the recording and performance, others lent their support by taking up roles in stage planning and logistics arrangement. The event was a resounding success, with about 650 people in attendance and substantial coverage from the local press. In total, the musical raised EUR24,000 for the One Dream One Wish foundation to support cancer-stricken families – a great achievement!



Vistra Prague
Hosts Ratolest Fest

In June 2019, Vistra Prague joined the 'Ratolest Fest', an open-air carnival dedicated to providing activities for severely ill children. As part of the initiative, our Prague colleagues raised funds to buy art supplies for blood disease-afflicted children at the Motol Hospital.



Vistra Amsterdam
Introduces children to the Olympics



Amsterdam Cares



Olympic Sports Week

It's not every day one gets to experience the Olympics, but in July 2019, ten colleagues from the Vistra Amsterdam office had the opportunity to help out at Olympic Sports Week. During the event, our colleagues worked with the charity Amsterdam Cares to introduce over 350 disadvantaged children to different types of sports, ranging from tennis and football to judo and golf. After a week of fun and games, the children received a diploma certificate and their parents were given the opportunity to apply for funding with Jeugdfonds Sport Amsterdam – a local sports club.



**Vistra Dubai and Vistra London
Goes pink for Breast Cancer Awareness**

Among the many illnesses in our world today, cancer remains one of the deadliest, with breast cancer being the most commonly occurring cancer in women and the second most common type of cancer in general. As such, the importance of contributing to its research cannot be understated. To raise money for the Breast Cancer Research Foundation, our Dubai and London colleagues each held a 'Pink Day' at their respective offices, where colleagues were encouraged to wear pink to work, donate to the Foundation, and even consume food and drinks that were pink in colour! On the whole, the Dubai team raised USD630 and the London team USD415 – as well as a hefty amount of breast cancer awareness amongst each other.



**Vistra Malta
Plays football for charity**



**Football tournament organised by the Malta
Institute of Accounts**

In December 2019, Vistra Malta participated in a football tournament organised by the Malta Institute of Accounts and its Young Members Group. The tournament was held in support of Beating Hearts Malta (BHM), an independent NGO with a mission to relieve the needs of people born with a congenital heart defect. Our colleagues in Malta gave their time to this noble cause while staying active, and placed first-runner up among 20 teams, proving that they are talents in both the professional and the sporting fields!



**Vistra Luxembourg
Makes a stylish statement for noble causes**



Dressed in blue for World Autism Day

Our Luxembourg colleagues aren't just big-hearted – they're stylish too. In April 2019, everyone at the Luxembourg office dressed in blue for World Autism Day to mark the occasion. This was followed by the 'Jeans for Genes' Day in September, for which the office raised a total of EUR480 to help children born with a life-altering genetic disorder.



Vistra Cayman
Takes a stand for mental health



Raises awareness of depression and anxiety

One of the best ways to support the next generation is understanding their mental and emotional state. In support of this cause, Vistra Cayman sponsored an exhibition booth at the Alex Pantou Foundation's second annual Youth Mental Health Symposium. The event is aimed at raising awareness of depression and anxiety among Cayman children and young adults. The symposium also introduced attendees to the services available for those struggling with mental health issues in the Islands.



Vistra Canada and USA
Launches back-to-school campaigns



Donated school supplies to local students

For most children, school supplies are a huge necessity. To help more students gain access to quality learning tools, Vistra Toronto, Vistra New York and Vistra Dallas launched a series of Back to School campaigns, which encouraged colleagues to donate backpacks, stationery and educational materials to students in need.

Vistra Toronto raised CAD400 from employee and corporate donations, which funded the purchase of 12 backpacks, 12 camp chairs and miscellaneous stationery products for Brookside Public School. Across the border, our New York colleagues donated 50 filled backpacks to the Harlem Children's Zone, a pioneering non-profit organisation committed to ending generational poverty in Central Harlem. The Dallas office also made donations to a local school in Haltom City, Texas, where students across all grades benefited from the donated goods.

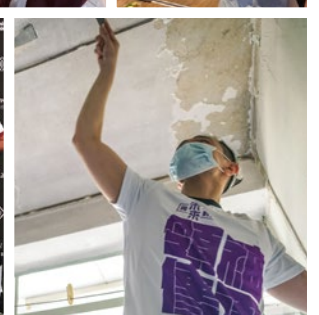
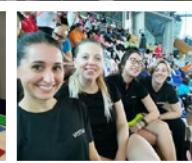
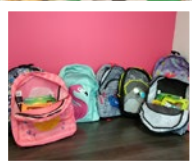
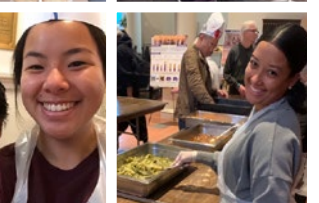
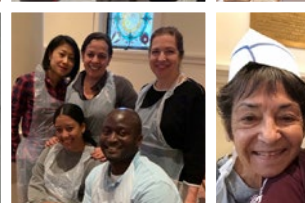
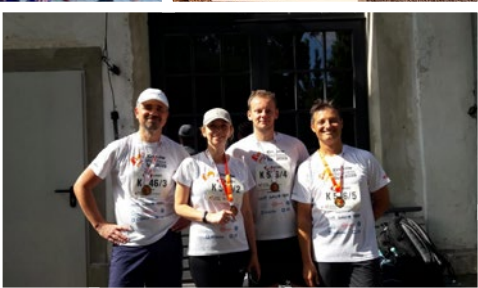
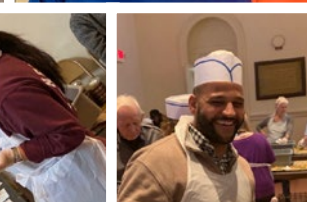
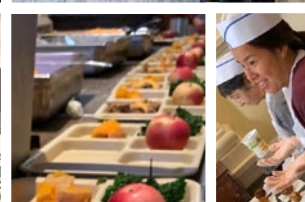
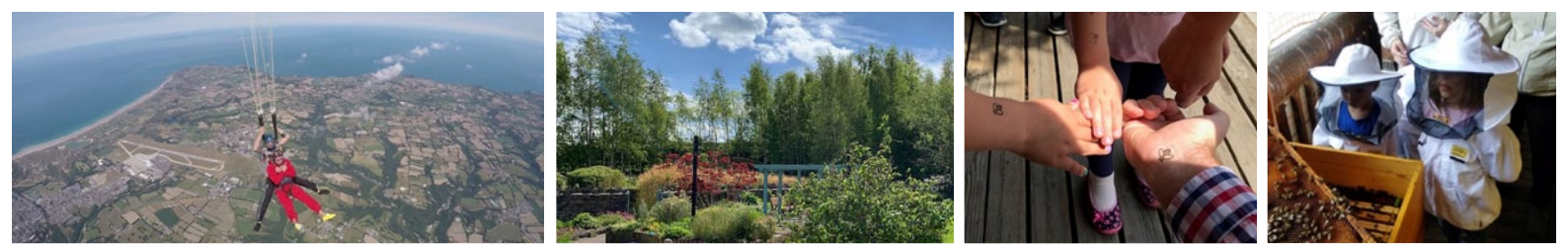


Vistra Poland
Celebrates their legs in the Poland Business Run



Raised funds for the purchase of prosthetic devices and physiotherapy treatments for accident victims

It is often easy to take our healthy, intact bodies for granted, but in September 2019, 45 of our colleagues from Warsaw, Krakow, Lublin and Wroclaw showed gratitude for their fully functioning legs by participating in the Poland Business Run. This annual nationwide charity event aims to raise funds for the purchase of prosthetic devices and physiotherapy treatments for accident victims. In total, almost 30,000 runners took part in the run across the entire country, and the Poland Business Run Foundation was able to raise over USD500,000!



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