

# Building a Better Tomorrow



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# ABOUT SUNWAY BERHAD

[GRI 102-1, 102-2, 102-3, 102-5, 102-6, 102-7]

The history of Sunway Berhad (“Sunway” or “Group”) dates back to 1978. It is the parent company of the Sunway Group of companies – Malaysia’s largest conglomerate and one of the top 100 stocks listed on Bursa Malaysia Securities Berhad with businesses in 50 locations across 11 countries with 11,430 employees and a market capitalisation of RM8.9 billion as at 31 December 2019.

Our core businesses are integrated property services comprising property development, property investment, construction, trading and manufacturing, quarry, building materials, healthcare and others. Together, we serve a wide range of customers, ranging from governments and authorities, to multinational corporations across various industries, to homebuyers and to international and domestic travellers.

Headquartered in Sunway City Kuala Lumpur, Selangor, Malaysia, Sunway has delivered more than 30,000 homes and has close to RM11 billion of assets under management under our investment and REIT divisions.

Sunway Construction Group Berhad, our 54.6%-owned subsidiary, is the largest pure-play construction company in Malaysia by revenue.

Our healthcare, building materials, trading and manufacturing, quarry, and other strategic investment divisions are market leaders in their respective industries.

Sunway REIT, our 40.9% owned associate is the second largest REIT in Malaysia by property value with a portfolio of RM8.05 billion assets under management. The combined market capitalisation for Sunway’s three public-listed companies total up to RM16.7 billion as at 31 December 2019.

Attesting to Sunway’s commitment towards advancing the United Nations Sustainable Development Goals, all our public-listed companies are constituents of the FTSE4Good index.

## VISION

**To be Asia’s model corporation in sustainable development, innovating to enrich lives for a better tomorrow**

## MISSION

- **Empowering our people to deliver enhanced value to all stakeholders**
- **Embracing sustainability in our business processes and decisions**
- **Attracting and nurturing a talented and progressive workforce for the digital era**

## CORPORATE CORE VALUES

### **Integrity**

We believe in doing the right thing at all times

- We conduct ourselves in an honest and trustworthy manner
- We act professionally, ethically and honourably
- We ensure that our actions are consistent with our words

### **Humility**

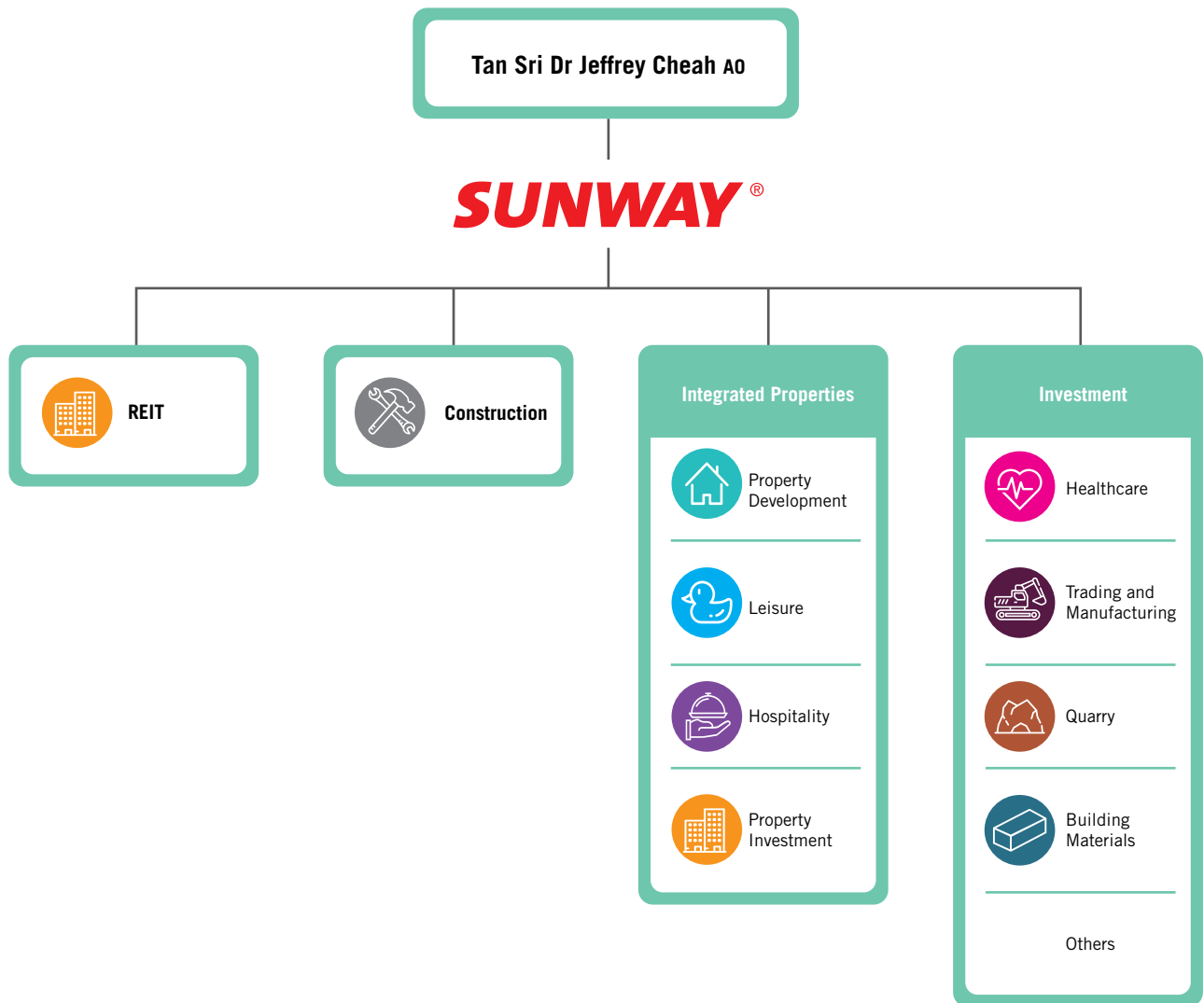
We believe in being humble, polite and respectful

- We never stop learning
- We care for and respect people and the environment
- We seek first to understand and then to be understood

### **Excellence**

We take pride in all that we do

- We strive to deliver high quality products and services
- We continually innovate and improve for greater progress
- We seek to inspire others to excel



## PROPERTY DEVELOPMENT



Sunway's Property Development division is one of the top property developers in Malaysia that has delivered over 30,000 units of residential, commercial and retail properties in Malaysia and overseas.

With the success of our award-winning flagship township of Sunway City Kuala Lumpur, we have continued to build a reputation for innovative and sustainable integrated townships/developments in Sunway City Ipoh, Sunway Damansara, Sunway Velocity, Sunway Penang and Sunway City Iskandar, and standalone developments alike in Malaysia, as well as key property markets such as Singapore, China and Australia.

## PROPERTY INVESTMENT AND REIT



Under the Group's 'Build, Own, Operate' business model, Sunway's Property Investment and Real Estate Investment Trusts ("REIT") division owns an extensive portfolio of retail assets, hotels, offices, university campuses, student accommodations, a medical centre and an industrial asset, predominately located within the Group's integrated townships.

These properties are held either directly through subsidiaries of the Group or Sunway REIT, a 40.9%-owned associate. The total Assets under Management ("AUM") of the division is in excess of RM10.7 billion with a total net lettable area ("NLA") of approximately 11.3 million square feet. These assets generate stable and recurring rental income for the Group.

# ABOUT SUNWAY BERHAD (CONT'D)

[GRI 102-1, 102-2, 102-3, 102-5, 102-6, 102-7]

## LEISURE



Sunway's Leisure division offers thrilling adventures to international and local visitors through its two signature theme parks – Sunway Lagoon in Sunway City Kuala Lumpur, and Lost World of Tambun in Sunway City Ipoh, Perak.

Spanning 88 acres and boasting over 90 attractions across six uniquely designed parks, Sunway Lagoon has attracted over 30 million visitors since its inception in 1992 and is internationally recognised as one of the best theme parks in Asia and one of the most sought-after concert and events venue in the region.

Lost World of Tambun is set in the majestic 260 million years old limestone hills, landscaped with lush tropical flora and fauna and natural hot springs. With over 40 acres of attractions and rides as well as natural hot springs pools, the park offers both day and night entertainment for all ages.

## HOSPITALITY



Our Hospitality division operates 11 hotels and resorts in Malaysia, Cambodia and Vietnam, representing a collection of over 3,300 guestrooms, suites and villas.

The division's portfolio of hospitality assets and services includes ownership and management of a cluster of hotels with large scale convention, meeting and exhibition facilities in an integrated city, to private villa destination, a wellness retreat and a portfolio of 5, 4 and 3-star hotels in mixed-use developments with adjoining leisure and retail facilities.

## CONSTRUCTION



With a track record of over 38 years, Sunway Construction Group Berhad ("SunCon") is a leading contractor in turnkey building and infrastructure projects contributing significantly to nation-building through iconic landmark projects.

Re-listed on the Main Board of Bursa Securities since 2015, SunCon has thrived into one of the most reputable and largest listed pure play construction players in Malaysia, offering a full range of integrated services from building, civil and infrastructure engineering, foundation and geotechnical engineering, mechanical, electrical and plumbing services (MEP), renewable energy services, to the manufacture and sale of precast concrete products.

## HEALTHCARE



Established in 1999, Sunway Medical Centre is our flagship hospital for the Group's Healthcare division. The hospital is one of the leading private hospitals in the region offering a comprehensive range of tertiary healthcare services and advanced treatment options.

In September 2019, a second hospital, Sunway Medical Centre Velocity, was opened in the integrated development of Sunway Velocity Kuala Lumpur.

The division is currently undertaking capacity expansion at the flagship Sunway Medical Centre and has embarked on an expansion plan to build six more hospitals over the next 5 years within our integrated developments in Malaysia.

## TRADING AND MANUFACTURING



The Trading and Manufacturing division of Sunway Group began operations in 1983 and has since grown into an international trading establishment serving various industries including construction, marine, oil and gas, mining, agriculture, manufacturing, logging and quarry.

With a network of 43 active locations over 7 countries in the region, the division offers a wide range of well-established in-house brands and agency lines, classified into five major product lines, namely Hoses & Fittings, Heavy Equipment Parts, Heavy Equipment, Building Materials and Industrial Hardware.

## QUARRY



Sunway returned to the quarry industry in 2005 and has since become a well-established player in the local quarry scene with the supply of single sized and blended aggregates and production of asphalt for the paving of roads and highways.

The division made two acquisitions in 2019, namely Blacktop Industries and Dolomite Granite Quarry. The transaction for the first tranche of Blacktop Industries' acquisition was successfully completed in July 2019 which helped increase the size of its operations to a total of 8 quarries and 24 asphalt plants across 19 locations in Malaysia, contributing to some of the nation's largest developments and infrastructure projects. The acquisition of Dolomite Granite Quarry is currently pending completion.

## BUILDING MATERIALS



The Group's Building Materials division consists of three core segments; namely Interlocking Concrete Pavers ("ICP"), Vitrified Clay Pipes ("VCP"), and Spun Piles. Each of these segments manufacture products which are in compliance with Eco-Label and Green Label requirements, through sustainable business practices and eco-friendly manufacturing processes.

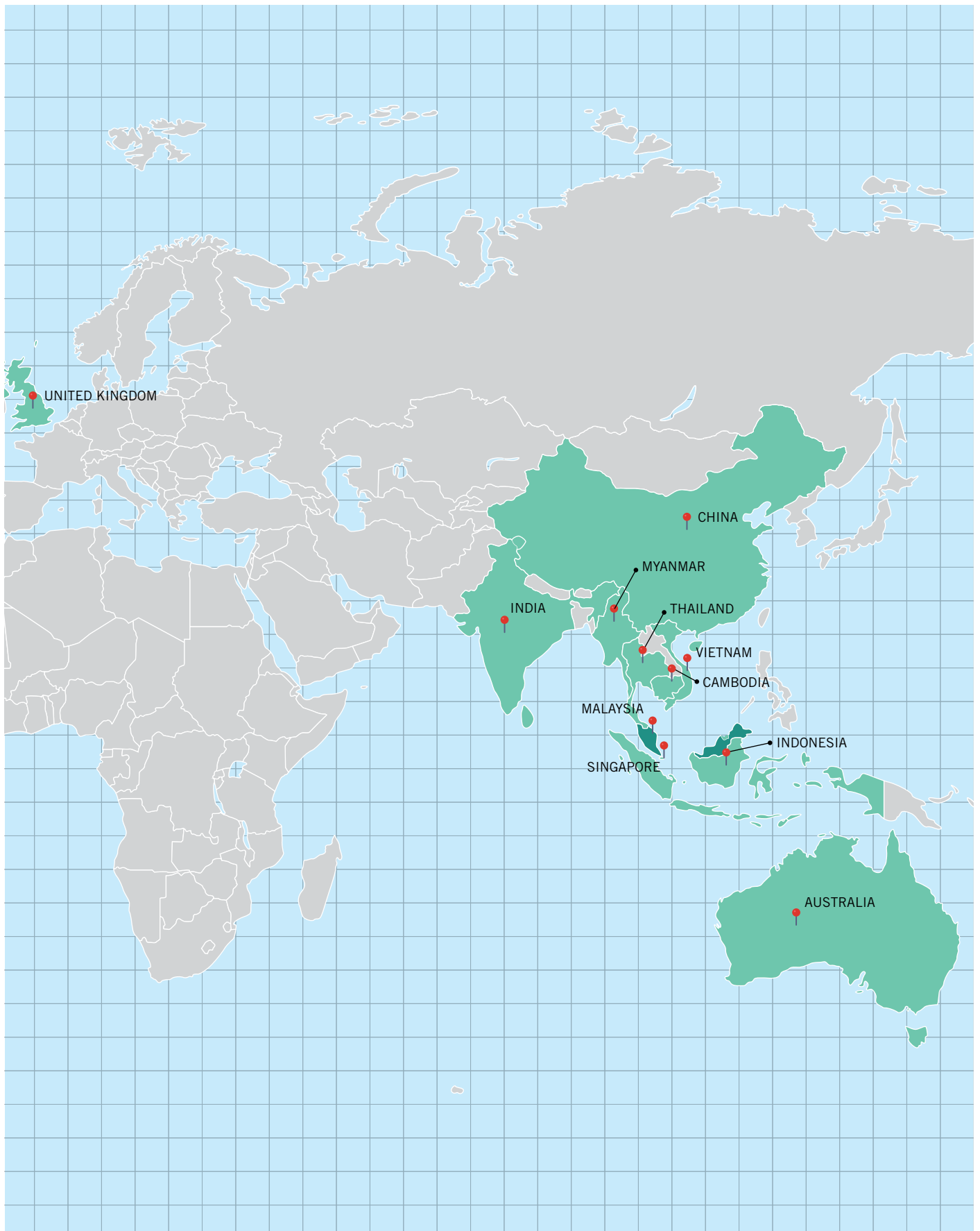
All manufacturing facilities are ISO accredited in Quality Management System and Environment Management Systems and all our products comply with Eco-Label and Green Label requirements.

## OTHERS

At Sunway, we are always on a look out and exploring new business opportunities that complement Sunway's service offerings within our value chains and help us realise our vision of sustainability by enriching lives for a better tomorrow.



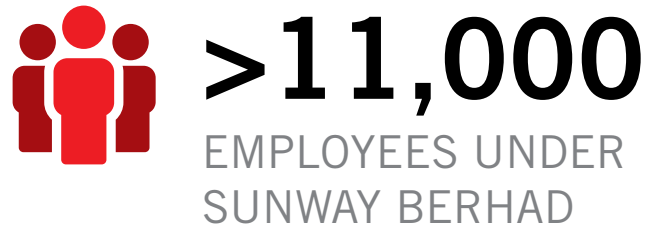
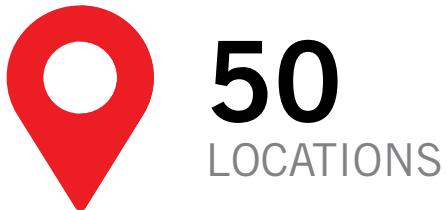
# WHERE WE ARE





## WHAT WE DO

[GRI 102-4, 102-6]



## MALAYSIA (HQ)

- Property Development
- Property Investment
- Construction
- Hospitality
- Healthcare
- Leisure
- Quarry
- Trading and Manufacturing
- Building Materials

## SINGAPORE

- Construction
- Healthcare
- Trading and Manufacturing
- Property Development

## CHINA

- Property Development
- Trading and Manufacturing
- Building Materials

## AUSTRALIA

- Property Development
- Trading and Manufacturing

## VIETNAM

- Hospitality
- Building Materials
- Trading and Manufacturing

## THAILAND

- Trading and Manufacturing

## CAMBODIA

- Hospitality

## INDONESIA

- Trading and Manufacturing

## MYANMAR

- Construction

## INDIA

- Property Development
- Construction

## UNITED KINGDOM

- Property Investment

# CHAIRMAN'S MESSAGE

[GRI 102-14]

Dear Stakeholders,

We have arrived at a potential tipping point in the history of our civilisation and our planet. Over the last 200 years, the world has witnessed tremendous economic growth. This progress and prosperity are remarkable, but they have come at a cost.

We are now struggling to cope with social, environmental and economic problems that growth has brought in its wake.

And above all looms climate change, which poses a threat to the very survival of humanity.

While we appear to be adequately equipped to deal with our current predicament given the tools, technology and knowledge at our command, the challenge facing us is one of character: Do we have the will and courage to act collectively to overcome these challenges?

My personal view is that this is no longer an option, but an urgent imperative as we have only ten years remaining to realise the 17 Sustainable Development Goals adopted by the United Nations under its "Transforming our world: the 2030 Agenda for Sustainable Development."

This requires action from more than just nations and governments. It requires the commitment of all components of society -- the private sector, academia, civil society, and, of course, every single individual.

**We are all in this together.**



At Sunway, we are doing our part towards building a sustainable future for all in this part of the world that we call home. For more than four decades, our team has worked to develop the skills, strength, knowledge and technology for us to achieve this goal.

Our stakeholders – including customers, staff, shareholders and business partners – are all deeply involved and committed towards this agenda. We constantly strive to incorporate sustainability into our business practises, processes and operations.

We approach our mission in a holistic and comprehensive manner with a focus towards developing sustainable cities and thriving communities, enhancing healthcare and education, as well as providing opportunities for the underserved through our #SunwayForGood corporate responsibility initiatives.

Let me be clear though that our philosophy is based on providing a “hands up” rather than a “hand out.” It is about empowering individuals and communities to cultivate their own entrepreneurial skills to better themselves rather than relying solely on charity.

We are also committed to promoting the right values that we believe are crucial to ensure the success of these efforts. At Sunway, our core values are Integrity, Humility and Excellence.

Integrity is about conducting ourselves with honesty and trustworthiness – on every day, in every moment. It is about being professional, ethical and honest. It is not just doing the right thing, but doing things right.

Humility reminds us to be humble, polite and respectful. It is about displaying empathy, and demonstrating daily that we care and listen. It reminds us that no matter how much we think we know, we still have a lot more to learn.

Excellence is about delivering high-quality products and services in whatever sector we are engaged in. It is about constantly pursuing the highest standards in all that we do.

Our businesses have a presence in the most socio-economically significant urban centres in 11 markets across the world. We have developed deep and lasting partnerships with our masterplanned communities where we have stayed as co-investors through our Build, Own, Operate model.

We have developed partnerships across the globe with the United Nations, with governments, and with world-renowned educational institutions such as the University of Cambridge, Harvard University, University of Oxford and University of California, Berkeley. We believe in working with the best, and learning from the best.

I also reaffirm Sunway’s commitment as a signatory of the United Nations Global Compact, renewing our five-year pledge to continue creating a just, safe, fair and equitable society.

In this coming decade, it is incumbent upon us all to work together to build a better tomorrow. I am fully convinced that we can make a difference.

Details of how we plan to achieve this goal will be spelled out in this report.

**Tan Sri Dr Jeffrey Cheah**  
**Founder and Chairman**  
**Sunway Berhad**

# PRESIDENT'S MESSAGE

[GRI 102-14]

Dear Stakeholders,

Our world is in the midst of structural changes driven by key trends: technological advancement, economic power shifts, climate change and resource scarcity, rapid urbanisation, and demographic shifts. The confluence of these forces has caused turbulence, but I believe that with clear minds, one heart and discipline, we will surmount this.

The Sunway Group started over 40 years ago as a tin-mining company and has since grown to become a conglomerate spanning nine industries. In each, we are a significant player. This diversity allows us to capture growth opportunities in many areas and provide comprehensive solutions to clients.

It also insulates our financial performance against the cyclical nature of individual businesses. Sunway Group provided a steady return of over 8% to its shareholders for the last five years. We actively share common resources (human, financial and technological) across the group, creating synergies and making us an attractive choice for top talent in these functions.

The Group had another strong year in 2019. Profit before tax grew by 9.2% from 2018, to RM914.3 million. In addition to growing our businesses organically, we acquired strategic assets to solidify our position, quarrying in particular. We also expanded our geographic scope, with the construction division making headway in India and Myanmar, and the property division further expanding in Singapore and China. Our master-planned communities continue to be enriched through the launching of Sunway Velocity Medical Centre and Sunway Big Box Retail in Sunway City Iskandar. With an eye to the future, we launched Sunway Ventures, SunSEA Capital and Sunway iLabs to establish a beachhead in new emerging industries.

Looking ahead, we intend to continue growing shareholder value meaningfully and responsibly – by actively contributing to our local communities, harnessing environmentally sustainable technology and pursuing growth areas that leverage the strengths of Sunway Group.

## CHAMPIONING SUSTAINABLE DEVELOPMENT

The United Nations Sustainable Development Goals (UNSDG) and Malaysia's Shared Prosperity Vision 2030 (SPV) are agendas that the Sunway Group is fully committed to. We aspire to be Asia's model corporation in sustainable development. To achieve this, our strategy and actions are guided by the following four key pillars:

- Peace and partnerships
- People
- Planet
- Prosperity

Towards the achievement of these pillars, we have set eight group-wide goals comprising 17 strategic long-term targets for delivery by 2030, in line with the goals of the UNSDG.

## Strengthening Governance And Partnerships

As the Group's businesses grow in scale and complexity, good corporate governance is crucial in ensuring that we continue to conduct business in a fair and ethical manner, and consider the interest of all our stakeholders in achieving long-term, sustainable growth.

To strengthen stakeholder trust in the Sunway Group, we have adopted an augmented Anti-Bribery and Corruption (ABC) Policy.

In support of the National Entrepreneurship Policy, Sunway iLabs, our incubator and accelerator, has set up a fund with Gobi Partners and Malaysia Venture Capital Management Berhad to explore technology-related high growth areas.

We are doing our part to develop talent to support the growth of Malaysia's digital economy. We are partnering with "42", a computer programming school with a global network, to set up 42 KL, which will be the nation's first tuition-free campus providing training in coding.

In healthcare, we continue to deepen our partnerships with leading institutions globally. Leadership in Medicine: Southeast Asia Program, a one-year postgraduate program offered in partnership with Harvard Medical School, graduated its inaugural class of 46 students in 2019. We also signed a Memorandum of Agreement with the University of Cambridge and the Royal College of Physicians to collaborate in offering a series of Continuous Medical Education seminars. Sunway Medical Centre at Sunway City Kuala Lumpur also serves as the regional site partner of the University of Cambridge's clinical research centre.

## Developing People

Occupational safety of our employees is important to Sunway Group. Our Quality, Environment, Safety and Health (QESH) Management System conforms to international standards and we are continually striving to do better. The property development division and construction division, in collaboration with national agencies, is preparing to pilot the Occupational Safety and Health in Construction Management (OSHCIM) guidelines. We aim to have all business units attain international certifications for occupational health and safety standards by 2030.

We are making good progress towards our target of 40 training hours of per year for each employee. Sunway employees attended an average of 31 hours of training each in 2019 (a 21% increase from 2018), of which three learning hours were on our online platform.

Lastly, we look beyond ourselves and reach out to the community around us. Our #SunwayforGood programmes serve the economically vulnerable, helping those who may have fallen behind regain their footing. Our goal is to improve a million lives by 2030. Since 2015, we have contributed RM11.4 million to aid the underserved communities in B40 group, people with disabilities, youth, women, children as well as senior citizens.

## Doing Our Part For The Planet

We are mindful of the impact of development on our environment, and strive to be more efficient and explore new ways of going green.

To improve land use efficiency, we acquire strategic landbanks that are suitable for mixed-use development to reduce the need for travel. During the construction process, virtual design construction (VDC) tools and pre-fabrication technologies, such as system formwork and industrialised building systems (IBS), are utilised to increase efficiency and reduce wastage. We constantly seek to incorporate innovative materials and environmentally-friendly pavements in our developments. We are exploring urban farms, and have launched a 74-acre organic farm in Sunway City Ipoh.

We have also begun utilising new features in our buildings to reduce our energy and water usage. In 2019, we completed retrofitting 5 malls, 7 hotels, 5 office towers and both of our theme parks. As of 2019, 1% of our energy usage is from renewable energy and we aim to increase to 3% by 2030. The Group currently operates 13 green buildings with plans to add an additional 23 green buildings by 2025.

Water security remains as one of the most important material items identified by our stakeholders. In fact, the Group has been investing in water security and are taking steps to reduce water wastage. Sunway Group recently invested in a water treatment plant in Klang Valley, a water-stressed area, which is able to provide 8.4 million litre of water a day from the existing mining lakes to selected commercial buildings within Sunway City Kuala Lumpur as well as harvesting rainwater for cleaning and landscape uses.

Finally, we strive to prevent and reduce waste through better waste management, completing 17 waste management initiatives in 2019. We are also actively identifying and collaborating with partners to utilise our waste products as inputs for their production.

## Prosperity And Progress

In 2019, we achieved strong growth despite challenging market conditions. Profit after Tax and Minority Interest (PATMI) was RM767.3 million, 18.9% higher than 2018. Annual dividend pay-out were 9.07 sen per share, up from 7.12 sen in 2018.

We believe this success should benefit both shareholders and our communities. Our property division launched a home ownership scheme to help more Malaysians own a home, with guaranteed 95% financing for eligible buyers that are financially responsible yet find it challenging to qualify for conventional mortgages.

In Sunway Velocity, we invested RM31 million building link bridges to connect our communities to the MRT and LRT stations. In Sunway Serene, we continue to contribute RM100,000 annually towards the maintenance of Tasik PJ Kita for the enjoyment of the community.

## Looking Ahead

We have made good progress on our targets, and look forward to further meaningful and responsible growth. Our progresses against our targets are outlined in this report.

**Dato' Chew Chee Kin**  
**President**  
**Sunway Berhad**

# LEADERSHIP COMMITMENT AND SUSTAINABILITY MANAGEMENT

[GRI 102-19, 102-20]

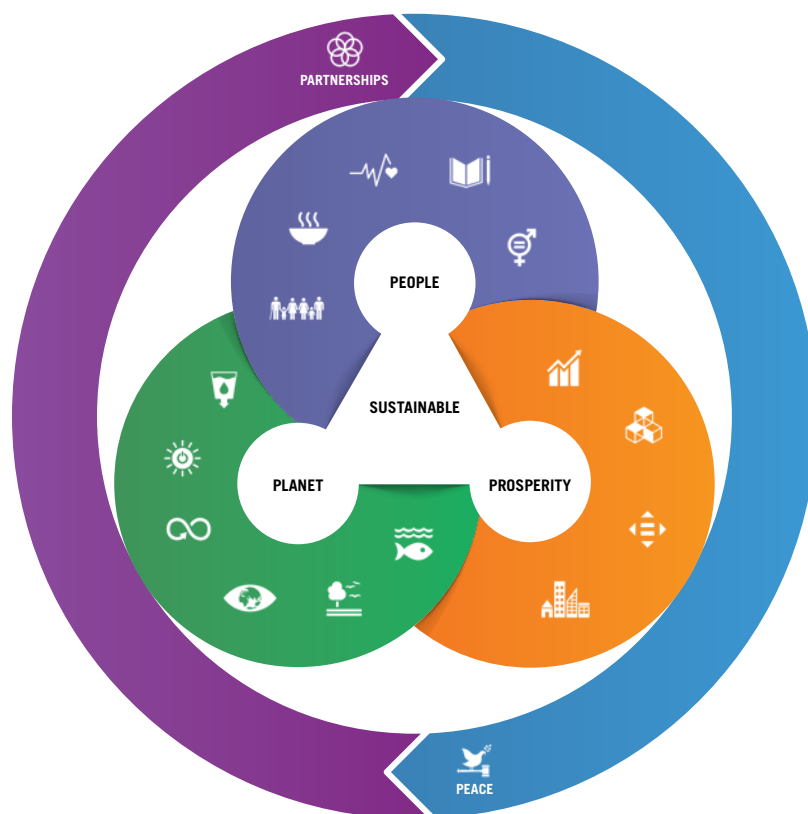
Sunway's Founder and Executive Chairman, Tan Sri Dr Jeffrey Cheah, ensures the effectiveness of leadership of the Board. He is responsible for setting the visions, values and standards of the Company.

The Board of Directors determine Sunway's strategic direction and ensures our compliance to laws, internal regulations, risk management and control.

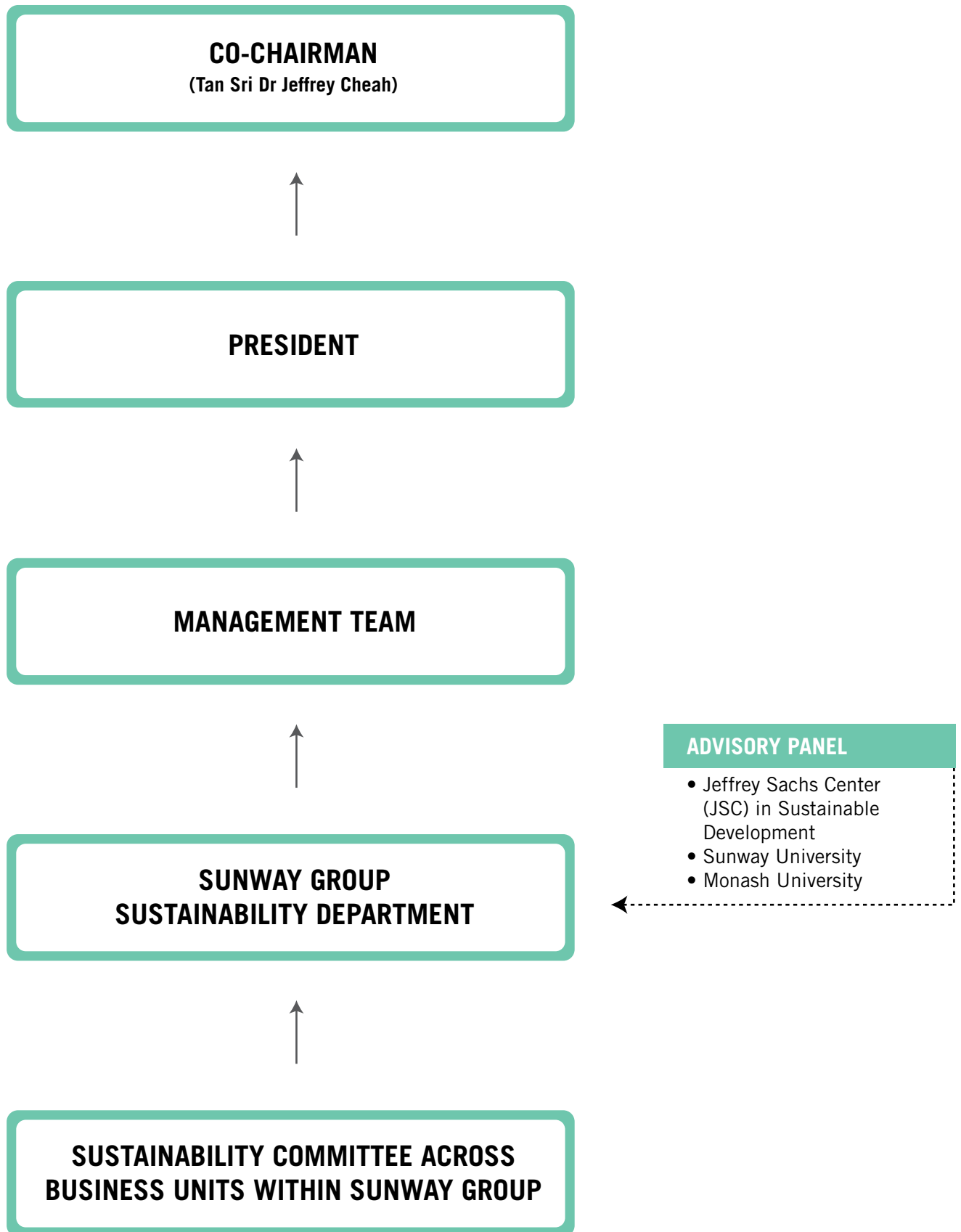
Sustainability is a component of our corporate strategy. Sunway Group Sustainability Department is the unit responsible for sustainability strategy and sustainability management. The Department is advised by academic experts and researchers from Monash University, Sunway University and the Jeffrey Sachs Center on Sustainable Development.

Demonstrating our Board's commitment to drive change through innovation and building on our legacy as a sustainability leader, Sunway Group Sustainability Department has been set up to cascade and drive the climate and environment policy, operations and management of natural resources, energy, utilities, environment, biodiversity, waste management, greenhouse gas emissions and use of alternative resources to systematically and sustainably maximise system efficiency.

Decisions on the long-term alignment of sustainability-related areas of action are endorsed at Board level, whereby they would convene to discuss and assess Sunway's progress on economic, environmental and social issues as well as the degree to which sustainability principles have been integrated into the various divisions. During this meeting, the Group's sustainable development goals and targets are presented and endorsed by the Board, which are then incorporated into the Group's sustainable development strategy.



*United Nations Sustainable Development Goals structured around the 2030 Agenda*





# SUNWAY'S STAKEHOLDERS

[GRI 102-21]

We define our stakeholders as groups whom our business has a significant impact on and those with a vested interest in our operations. We believe that actively engaging and working in partnership with our stakeholders is crucial to addressing sustainability concerns. The table below illustrates our method of engagement with each stakeholder groups, frequency of engagement, their expectations and the manner in which we address their expectations.

STAKEHOLDER GROUPS	ENGAGEMENT METHODS	FREQUENCY	ADDRESSING EXPECTATIONS
<b>CUSTOMERS</b>  <b>Expectations:</b> <ul style="list-style-type: none"> <li>• Product quality</li> <li>• Timely and transparent information about Sunway's business operations</li> <li>• Loyalty and rewards programme</li> </ul>	<ul style="list-style-type: none"> <li>• Complaints resolution</li> <li>• Customer satisfaction surveys</li> <li>• Events and activities</li> <li>• Focus groups</li> <li>• Loyalty programmes</li> <li>• Roadshows</li> </ul>	Throughout the year	<ul style="list-style-type: none"> <li>• Upholding brand promise and product quality excellence</li> </ul>
<b>EMPLOYEES</b>  <b>Expectations:</b> <ul style="list-style-type: none"> <li>• Benefits</li> <li>• Career developments</li> <li>• Employment equality</li> <li>• 2-way communication</li> </ul>	<ul style="list-style-type: none"> <li>• Employee engagement programmes, trainings and townhall sessions</li> <li>• Employee engagement survey</li> <li>• Kelab Sosial Sunway activities</li> </ul>	Throughout the year	<ul style="list-style-type: none"> <li>• Career development programme</li> <li>• Employee Assistance Programme (EAP) a 24-hour hotline</li> <li>• Fair and safe workplace practices</li> </ul>
<b>GOVERNMENT &amp; INDUSTRY AFFILIATES</b>  <b>Expectations:</b> <ul style="list-style-type: none"> <li>• Compliance with regulations</li> <li>• Support for policies of national interest including sustainability initiatives and innovation</li> <li>• Private partnerships to drive national agenda</li> <li>• Sharing of best practices for industry progress</li> <li>• Implementation of policies and requirements by relevant agencies or professional bodies</li> </ul>	<ul style="list-style-type: none"> <li>• ESG materiality study</li> </ul>	Annually	<ul style="list-style-type: none"> <li>• Compost food waste for community use or urban farming to build resilience</li> <li>• Partnerships with others who use waste streams as input</li> </ul>
	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• Project site visits</li> <li>• Site inspections</li> <li>• Technical committees</li> </ul>	As and when	
	<ul style="list-style-type: none"> <li>• Engagement sessions</li> <li>• Engagement with Department of Occupational Safety and Health (DOSH)</li> <li>• Report submissions</li> <li>• Site visits and audits</li> <li>• Training, seminars and demonstrations</li> </ul>	Throughout the year	
	<ul style="list-style-type: none"> <li>• Dialogues</li> </ul>	Ongoing	

STAKEHOLDER GROUPS	ENGAGEMENT METHODS	FREQUENCY	ADDRESSING EXPECTATIONS
<b>LOCAL COMMUNITIES &amp; NGOS</b>  <b>Expectations:</b> The interests of the community need to be met in order to promote healthy economic, environmental and social outcomes in society. We deliver value to the communities in which we operate through various community initiatives.	<ul style="list-style-type: none"> <li>• Community engagement through social activities</li> <li>• Corporate advertisements</li> <li>• Upholding the interests of stakeholders</li> </ul>	Throughout the year	<ul style="list-style-type: none"> <li>• Community enrichment initiatives</li> <li>• Initiatives in line with Malaysia's Shared Prosperity Vision and United Nations 17 Sustainable Development Goals</li> </ul>
<b>SHAREHOLDERS</b>  <b>Expectations:</b> <ul style="list-style-type: none"> <li>• Effective business strategies focused on growth</li> <li>• Effective communications and timely reporting</li> <li>• Prudent risk management</li> <li>• Market performance, business outlook and strategies</li> </ul>	<ul style="list-style-type: none"> <li>• Annual general meeting</li> <li>• ESG materiality study</li> </ul>	Annually	<ul style="list-style-type: none"> <li>• Prudent risk management and high financial return to our investors on top of ensuring transparency through reporting and timely communication</li> <li>• Roadshows, quarterly and annual presentations on results, with clear strategic directions, goals and intended outcomes, broad risk exposures and targets</li> </ul>
	<ul style="list-style-type: none"> <li>• Extraordinary general meeting (if required)</li> </ul>	As and when	
	<ul style="list-style-type: none"> <li>• Corporate IR website</li> <li>• Email communications</li> <li>• One-on-one meetings</li> <li>• Small group analyst briefings</li> <li>• Site visits</li> </ul>	Throughout the year	
<b>SUPPLIERS / VENDORS</b>  <b>Expectations:</b> <ul style="list-style-type: none"> <li>• Fair treatment</li> <li>• Professional and transparent procurement</li> <li>• Timely payments</li> </ul>	<ul style="list-style-type: none"> <li>• ESG materiality study</li> <li>• Supplier feedback forms</li> </ul>	Annually	<ul style="list-style-type: none"> <li>• Procurement registration form and terms &amp; conditions are published on the website</li> <li>• Utilise the Esker software for payment processes for timely payments</li> </ul>
	<ul style="list-style-type: none"> <li>• Tender and bidding</li> </ul>	As and when	
	<ul style="list-style-type: none"> <li>• Day-to-day support engagements</li> <li>• Meetings</li> </ul>	Ongoing	

# OUR STAKEHOLDER'S MATERIAL CONCERNS

[GRI 102-21, 102-31, 102-32, 102-40, 102-42, 102-43, 102-44, 102-47]

## MATERIALITY ASSESSMENT

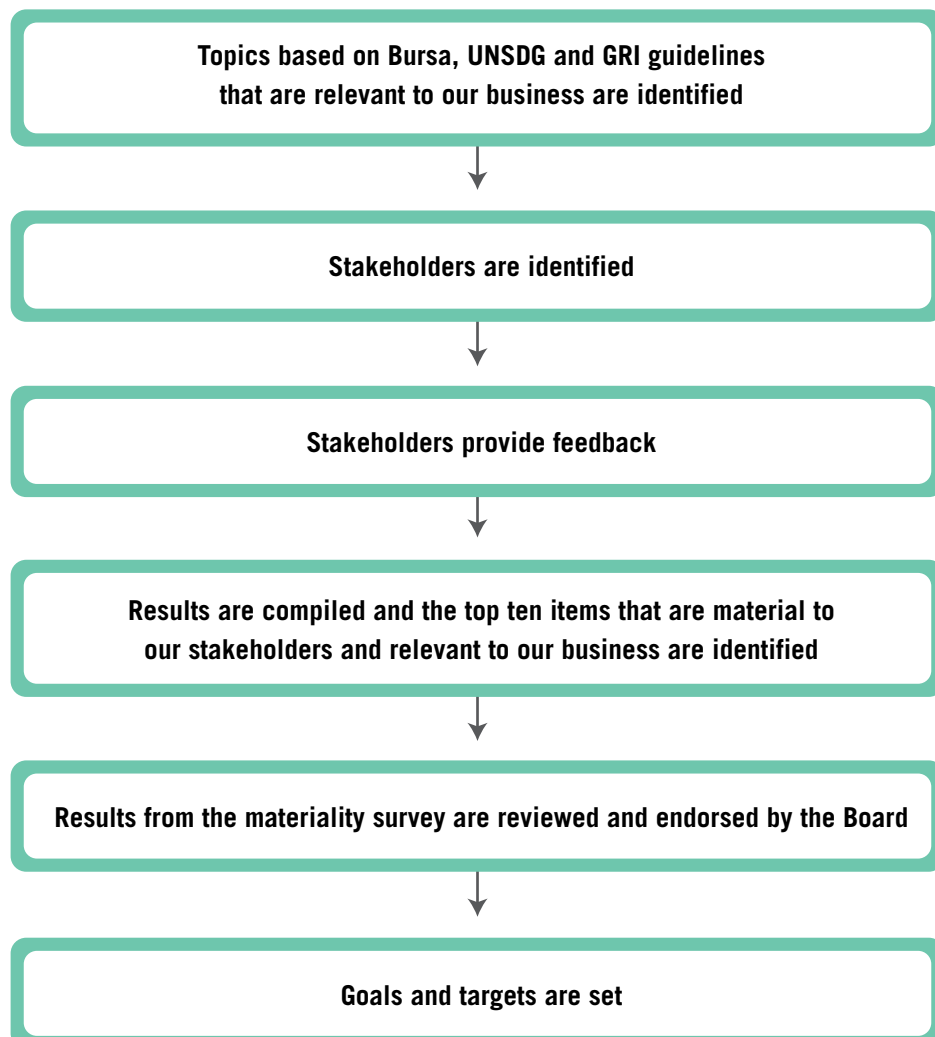
In 2019, we conducted an in-depth stakeholder engagement and materiality assessment exercise. Based on our analysis of the output (in terms of quantitative and qualitative data), we identified 10 material topics. Respondents of the survey were asked to rate each item under the EES categories based on the level of importance of the material items are to them with 1 being the least important to 5 being the most important. We received 1,140 responses from internal and external stakeholders.

## PRIORITISATION

To address the material topics strategically, we have set goals and targets to be achieved by 2025 and 2030. Moving forward, we will progress along these goals and targets, based on our commitment to contribute towards advancing the UNSDG, current performance on leading market indices and material relevance to stakeholders.

## TARGET SETTING

Our Board has approved a set of group-wide goals and targets. In 2020, the Group Sustainability department will communicate the goals and targets to the business units (BU) and monitor their progress on a regular basis. A risk assessment will be carried out in the upcoming months. All goals and targets, as well as policies and procedures will be communicated to directors and employees via various platforms such as training sessions, induction programmes, internal communications and our website. It is our goal to progressively demonstrate sustainability leadership across our Asian footprint.



## SUNWAY GROUP MATERIALITY SURVEY MATRIX 2019



## TOP 10 MATERIAL ITEMS

1. Water security
2. Water pollution
3. Air pollution (impacting health)
4. Customer health and safety
5. Occupational health and safety
6. Customer privacy
7. Energy security
8. Air pollution (global warming)
9. Biodiversity (ecosystem pollution)
10. Climate change

## OTHER MATERIAL ITEMS

11. Anti-corruption issues
12. Discrimination at workplace
13. Land pollution
14. Violation of human rights
15. Biodiversity
16. Workforce upskilling
17. Equal opportunity for all employees
18. Family-friendly policies at workplace
19. Forced labour
20. Product marketing, labeling and quality
21. Child labour
22. Supplier environmental assessment
23. Anti-competitive behaviour, anti-trust, and monopoly practices
24. Human rights training and practices
25. Risk management (EES issues)
26. Employee engagement score
27. Financial performance
28. Corporate governance
29. Use of renewable materials
30. Rights of indigenous people
31. CSR activities
32. Supply chain management
33. Indirect impact to the economy (job and business opportunities)
34. Financial penalty (due to non-compliance to environmental regulations)
35. Supplier social assessment
36. Procurement practices
37. Financial penalty (due to non-compliance to social regulations)
38. Public policy
39. Financial penalty (due to non-compliance in corporate governance)
40. Investor concerns
41. Increased cost of waste management
42. Increased cost of utilities (energy / water)
43. Using brownfield land or brownfield development for future development
44. Participation of trade unions

# RISK, OPPORTUNITIES, AND MANAGEMENT APPROACH

[GRI 102-15, 102-29, 103-2]

MATERIAL ITEMS	RISKS	OPPORTUNITIES
<b>1. WATER SECURITY</b>  Pages 96-101	<ul style="list-style-type: none"> <li>Disruptions to businesses and operations</li> </ul>	<ul style="list-style-type: none"> <li>Leverage Build, Own, Operate business model to increase community resilience</li> </ul>
<b>2. WATER POLLUTION</b>  Pages 96-101	<ul style="list-style-type: none"> <li>Health risks to humans and biodiversity, affecting social license to operate</li> <li>Fines that affect finances and reputation</li> </ul>	<ul style="list-style-type: none"> <li>Compost food waste for community use or urban farming to build resilience</li> <li>Partnerships with others who use waste streams as input</li> </ul>
<b>3. AIR POLLUTION (IMPACTING HEALTH)</b>  Pages 82-87	<ul style="list-style-type: none"> <li>Health risks to surrounding communities, affecting social license to operate</li> <li>Fines that affect finances and reputation</li> </ul>	<ul style="list-style-type: none"> <li>Develop competitive advantage for property products with homes catering towards well-being</li> </ul>
<b>4. CUSTOMER HEALTH AND SAFETY</b>  Page 67-68	<ul style="list-style-type: none"> <li>Business and reputational risks</li> </ul>	<ul style="list-style-type: none"> <li>New solutions for township and development security as competitive advantage</li> </ul>
<b>5. OCCUPATIONAL HEALTH AND SAFETY</b>  Pages 63-66	<ul style="list-style-type: none"> <li>Safety and health of workers affect productivity</li> <li>Fines that affect finances and reputation</li> </ul>	<ul style="list-style-type: none"> <li>Partnerships with leading authorities and academics to pilot industry leading standards</li> </ul>
<b>6. CUSTOMER PRIVACY</b>  Page 38	<ul style="list-style-type: none"> <li>Cyberattacks can harm business and erode trust</li> </ul>	<ul style="list-style-type: none"> <li>Develop talent and test-bed new solutions</li> </ul>
<b>7. ENERGY SECURITY</b>  Pages 91-95	<ul style="list-style-type: none"> <li>Electricity tariff hikes increases operational costs</li> </ul>	<ul style="list-style-type: none"> <li>Develop competitive advantage in the construction division and implement in developments to save energy for managed assets and as a competitive advantage for build-to-sell products</li> </ul>
<b>8. AIR POLLUTION (GLOBAL WARMING)</b>  Pages 82-87	<ul style="list-style-type: none"> <li>Health risks to surrounding communities, affecting social license to operate</li> <li>Fines that affect finances and reputation</li> </ul>	<ul style="list-style-type: none"> <li>Leverage on improving the public network transportation system in Malaysia to deliver transit-linked development as competitive advantage</li> </ul>
<b>9. BIODIVERSITY (ECOSYSTEM POLLUTION)</b>  Pages 83 & 85	<ul style="list-style-type: none"> <li>Health risks to surrounding communities, affecting social license to operate</li> <li>Fines that affect finances and reputation</li> </ul>	<ul style="list-style-type: none"> <li>Build track-record and capabilities as a sustainable development leader with governance for pollution management through value-chain</li> </ul>
<b>10. CLIMATE CHANGE</b>  Pages 82-107	<ul style="list-style-type: none"> <li>Damage to assets, environment and society</li> </ul>	<ul style="list-style-type: none"> <li>Leverage Build, Own, Operate model to build resilience</li> <li>Leverage private security team as first-line of defence to strengthen safety and security of the community</li> </ul>

IMPACT & BOUNDARIES	GRI TOPIC-SPECIFIC DISCLOSURES	LONG-TERM MANAGEMENT APPROACH
Customers, builders and suppliers, government and regulators, investors, community and media	Water	<ul style="list-style-type: none"> <li>• Identification of high-risk areas and building redundancy</li> <li>• All landscape to be irrigated by recycled supply by 2030</li> <li>• 50% of water supply in commercial buildings located in Sunway City Kuala Lumpur to be sourced from recycled supply by 2030</li> <li>• Develop new solutions with our young entrepreneurs and to test it in our cities/developments</li> </ul>
All stakeholders across our value chain	Water, Waste and Effluent	<ul style="list-style-type: none"> <li>• Stormwater management, silt trap and particle monitoring for all developments as a standard practice</li> <li>• Waste management policies</li> <li>• Urban farming to develop entrepreneurs, build community resilience, and reduce urban heat</li> </ul>
All stakeholders across our value chain	Emissions, Occupational Health & Safety, Customer Health and Safety	<ul style="list-style-type: none"> <li>• Total Suspended Particles (TSP) measurement for all worksites</li> <li>• Built-in well-being features in all new property products</li> </ul>
Customers, community, government and regulators and media	Customer Health and Safety	<ul style="list-style-type: none"> <li>• Test-bedding scalable and replicable new security solutions at township levels</li> </ul>
Employees, government and regulators and media	Occupational Health and Safety	<ul style="list-style-type: none"> <li>• Build track-record as a competitive advantage for construction division</li> </ul>
Employees, government and regulators and media	Customer Privacy	<ul style="list-style-type: none"> <li>• Develop new talent in Sunway University and test-bed new solutions that can be implemented or commercialised</li> </ul>
Customers, builders and suppliers, government and regulators, investors, community and media	Energy, Emissions	<ul style="list-style-type: none"> <li>• Develop competitive advantage in construction division</li> <li>• Increase renewable energy in energy mix to save operational costs and implement in new products as competitive advantage</li> </ul>
All stakeholders across our value chain	Emissions	<ul style="list-style-type: none"> <li>• Landbank acquisition strategy to include consideration for emissions</li> <li>• 40% waste diverted from landfill by 2030</li> <li>• Test-bed replicable and scalable solutions in our cities</li> </ul>
Builders and suppliers, community and the media	Biodiversity	<ul style="list-style-type: none"> <li>• Implement policies and create systems for ecosystem pollution management</li> </ul>
All stakeholders across our value chain	Emissions	<ul style="list-style-type: none"> <li>• Construction division to develop Virtual Design Construction models that takes into account climate resilience</li> <li>• Develop urban farms to build robustness</li> <li>• Built-in climate resilience in managed assets and built-to-sell-assets</li> <li>• All sites of more than 50 hectares must conduct the Environmental Impact Assessment ("EIA") and consist of 40% open space</li> <li>• All new townships and buildings completed from 2025 onwards to have green certifications</li> </ul>

# THE FUTURE IS URBAN

[GRI 203-2]

Today, more than half the world lives in cities and by 2050 it has been estimated that two-thirds of all humanity will be in cities.

In a unique way, cities are the world's biggest challenge, but they are also potentially our largest solution. On one hand, cities consume much of the world's energy and produce 70% of the world's emissions. On the other hand, cities produce 80% of the world's GDP and therefore are the centre of gravity for economic growth. Cities are where people can innovate and progress, and where efforts to mitigate impacts of climate change and resilience building will have a disproportionate effect. This is because cities are densely populated areas with economies of scale and can deliver significant potential for climate co-benefits.

Cities are potentially centres for green growth. In East Pacific Asia alone, the International Finance Corporation has estimated that there is a cumulative climate investment opportunity of US\$17.5 trillion across six urban sectors in emerging markets cities to 2030 across six urban sectors<sup>1</sup>. A New Climate Economy study found that US\$1 trillion spent per year by cities on 11 types of low carbon projects would produce US\$17 trillion in net present financial value through 2050, just from the direct energy savings alone. A follow-on research found that the economic

and social benefits of those investments, such as improvements in citizen health, jobs generated, poverty and inequality eliminated, were many times greater even than the US\$17 trillion value.

Sunway's urban transformation endeavours had begun in 1974 with the transformation of an abandoned land of disused mining pools caused by destructive mining activities, devoid of vegetation, population and economic life into a thriving city. Henceforth, we have deepened our commitment to sustainability by embedding it into a unique Build, Own, Operate business model that is powered by our capabilities across a full real estate value chain. This includes landbanking, urban masterplanning and design, through to construction and development, leasing, sales and marketing, as well as management and long-term ownership.

Our integrated capabilities have been our competitive advantage, ensuring recurring diversified income and growth, enabling us to grow our capacities and capabilities to grab potential opportunities to be a catalyst for urban transformation. To date, we have built, and now own and operate masterplanned communities where we grow alongside our communities as we continue to hold up to 40% assets in our communities.



*Aerial night view of Sunway City Kuala Lumpur*

<sup>1</sup> Climate Investment Opportunities in Cities: An IFC Analysis, World Bank Group (2018)



# THE TIME FOR TRANSFORMATION IS NOW

Eight years from the merger of Sunway City Berhad and Sunway Holdings Berhad in 2011, we are now bigger, better, stronger than before, and more well-positioned to capture one of the biggest opportunities to transform ourselves and the world.

Simultaneously, everywhere across the world five megatrends are changing the way we live. Rapid urbanisation is concentrating people in cities, technological advancements are putting the power of change in our hands, and the economic powershifts are concentrating financial capital in Asia where we

are. Harnessed correctly, we can put our resources to work to combat the rising threats of climate change and co-create a sustainable future for all.

We believe that all the capitals that we have amassed and circulated in our urban areas of influence now enable us to drive the achievement of the United Nations 17 Sustainable Development Goals (UNSDG) in our hands.

There is no better time than now to make tremendous transformation.

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## HARNESSING THE POWER OF TECHNOLOGY TO DELIVER URBAN TRANSFORMATION

[GRI 203-1, 203-2]

One of the key enablers that we have identified to exponentially magnify our impact towards the achievement of the UNSDG is the deeper integration of technology into the way we build, own, operate and serve our communities. By setting targets aligned to the UNSDG, we can drive innovation, increase our regulatory resilience, strengthen investor confidence and credibility as well as gain a competitive advantage for us in a low-carbon future.








In our journey of transformation into a digital urban innovation enterprise, we have integrated private cloud, big data and analytics integration, and Esker e-invoicing to drastically reduce our carbon footprint and increase productivity, effectively enables our people to focus on things that matter the most – producing innovative solutions for urban transformation. Across our value-chain, we have harnessed the power of Moore's law to deliver benefits to the environment, society and the economy. In our




build-for-sale properties, we continue the digital journey by integrating digital technologies into our customer journey map across touchpoints to drive awareness, consideration, purchase, and transform the way we serve our customers. This is in line with our promise to deliver lifelong value to our communities. In our cities, we are exploring ways to enhance security through the integration of AI technology and installing electric vehicle charging bays across our townships to encourage green mobility.

We expect our digital initiatives to drive our top line and bottom line growth to enable us to continue to recycle capital into delivering game changing solutions that produce far-reaching urban transformation. This will enhance our contribution to the aim of the Paris Agreement, to limit global warming to 1.5°C above pre-industrial levels.

# HARNESSING THE POWER OF TECHNOLOGY TO DELIVER URBAN TRANSFORMATION (CONT'D)

[GRI 203-1, 203-2]

INDUSTRY / DIVISION / ACTIVITIES		TECHNOLOGICAL SOLUTIONS FOR URBAN TRANSFORMATION
<b>PROPERTY DEVELOPMENT</b> 		<ul style="list-style-type: none"> <li>• For our landbanking and masterplanning activities, we acquire lands which are transit-oriented or suited for compact, mixed developments to mitigate our carbon footprint when we build, own and operate.</li> <li>• We continue to explore industrialised building systems where we aim to deliver a wide-range of socio-economic as well as environmental benefits.</li> </ul>
<b>PROPERTY INVESTMENT</b>     	<b>RETAIL</b>	<ul style="list-style-type: none"> <li>• In Sunway Pyramid Mall, our flagship mall, where we are test-bedding our retail innovations, we have rolled out a cashless parking system and license plate recognition system so that our shoppers can have a seamless experience.</li> <li>• To enhance security, we are working on a pilot project to enhance our security system with the integration of Smart CCTVs that include facial recognition.</li> <li>• We are currently testing out a self-service kiosk in Sunway Pyramid Mall Ice to deliver seamless experience to our customers.</li> <li>• Sunway Malls has been working closely with Google and Apple, leveraging on their technologies to offer indoor positioning via individual mall's shopper mobile app. Currently, Sunway Pyramid Mall has completed successfully, while other malls are in the pipeline.</li> <li>• Sunway Malls has built an app for its business partners, RetailTECH, to close communication gaps between tenants and mall operators, increasing our speed in delivering operational solutions when it matters most.</li> <li>• A Unified Payment Terminal is used in our malls. The terminal essentially allows retail tenants to accept cashless payment from major e-wallets, debit cards, and credit cards via an all-in-one payment terminal.</li> </ul>
	<b>HOSPITALITY</b>	<ul style="list-style-type: none"> <li>• Alongside Sunway Pyramid Mall, Sunway Resort Hotel &amp; Spa's Cluster of hotels were also able to extend the cashless parking system and license plate recognition system, providing guests with a seamless experience.</li> </ul>
	<b>HEALTHCARE</b>	<ul style="list-style-type: none"> <li>• As we are expanding our healthcare services to deliver quality healthcare across the nation, we are piloting electronic medical records and have launched the SunMed Go application to book the services patients want, effectively eliminating the need for queues and have their medications delivered to their homes.</li> </ul>
	<b>LEISURE</b>	<ul style="list-style-type: none"> <li>• In our theme parks, we have integrated AI monitoring and counting of visitors.</li> </ul>
<b>CONSTRUCTION</b> 		<ul style="list-style-type: none"> <li>• We have integrated building information management and 6D virtual design construction which allows us to save time, minimise wastage and improve quality – be it in our nation-building projects across Asia, in spaces where people live, learn, work or play.</li> <li>• We are currently progressing our virtual design construction to 7D models which are capable of performing efficient energy, heat emission, light and sun path analyses on buildings in compliance to the Green Building Index (GBI).</li> <li>• We have integrated solar capabilities into our suite of integrated services so that we can integrate renewable energy when we build for ourselves and others.</li> <li>• In Singapore, we are investing in an Integrated Construction and Prefabrication Hub (ICPH). The virtual design construction and solar capabilities will translate to better and greener cities, homes and businesses for people through our property-construction collaboration that we have deepened through our merger exercise in 2011.</li> </ul>

INDUSTRY / DIVISION / ACTIVITIES	TECHNOLOGICAL SOLUTIONS FOR URBAN TRANSFORMATION
<b>QUARRY</b> 	<ul style="list-style-type: none"> <li>• We have improved site connectivity and communications infrastructure which improved operational efficiency while enhancing the way we serve our customers.</li> </ul>
<b>TRADING AND MANUFACTURING</b> 	<ul style="list-style-type: none"> <li>• We are now using Global Positioning Systems (GPS) tracking for service vehicles and machines, and have implemented a Warehouse Management System (WMS), as well as digitalised our quality control services.</li> </ul>
<b>BUILDING MATERIALS</b> 	<ul style="list-style-type: none"> <li>• We have implemented a WMS and GPS tracking service for vehicles and maintenance systems, creating efficiency in delivery to our customers.</li> <li>• Continuing on our innovation journey of the production of permeable pavers, we are currently also researching the development of solar pavers and conducting research to reduce sulphur content, CO<sub>2</sub> emissions, promote the usage of rubber and increase the durability of our asphalt pavements.</li> </ul>

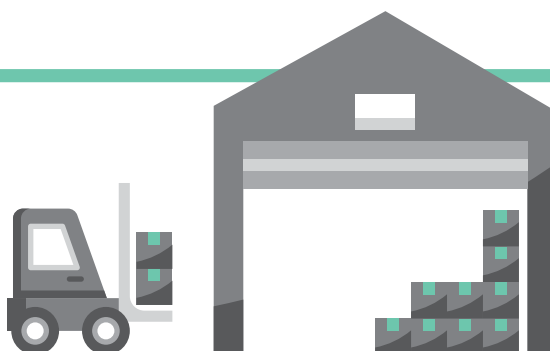
### WAREHOUSE MANAGEMENT SYSTEM (WMS)

WMS software guides inventory receiving and put-away, optimises picking, packing, shipping of orders and increases accuracy of the warehouse with the help of barcode scanning (Eg. Reduces wrong item picking).

All performed transactions is real time and traceable, thus it can provide valuable insight for inquiry. With this software, staff efficiency can be improved by executing optimum strategy for the warehouse by reducing the process turnaround time for processes like Receiving, Put-away, Picking, Packing and Cycle Count. This system is fully integrated with Enterprise Resource Planning (ERP), thus human entry error is eliminated as well. Furthermore, analysis of the collected data can help produce better decision-making in future strategies involving warehouse operations (Eg. Picking pattern to determine wave / batch picking).

In summary, the current benefits are much more focused on operations improvement and organisation sustainability. In the long run, it contributes to decarbonisation by:

- Optimising the warehouse space utilisation and turn-around time for the whole supply chain process which reduces electricity consumption.
- Reducing the need to print.



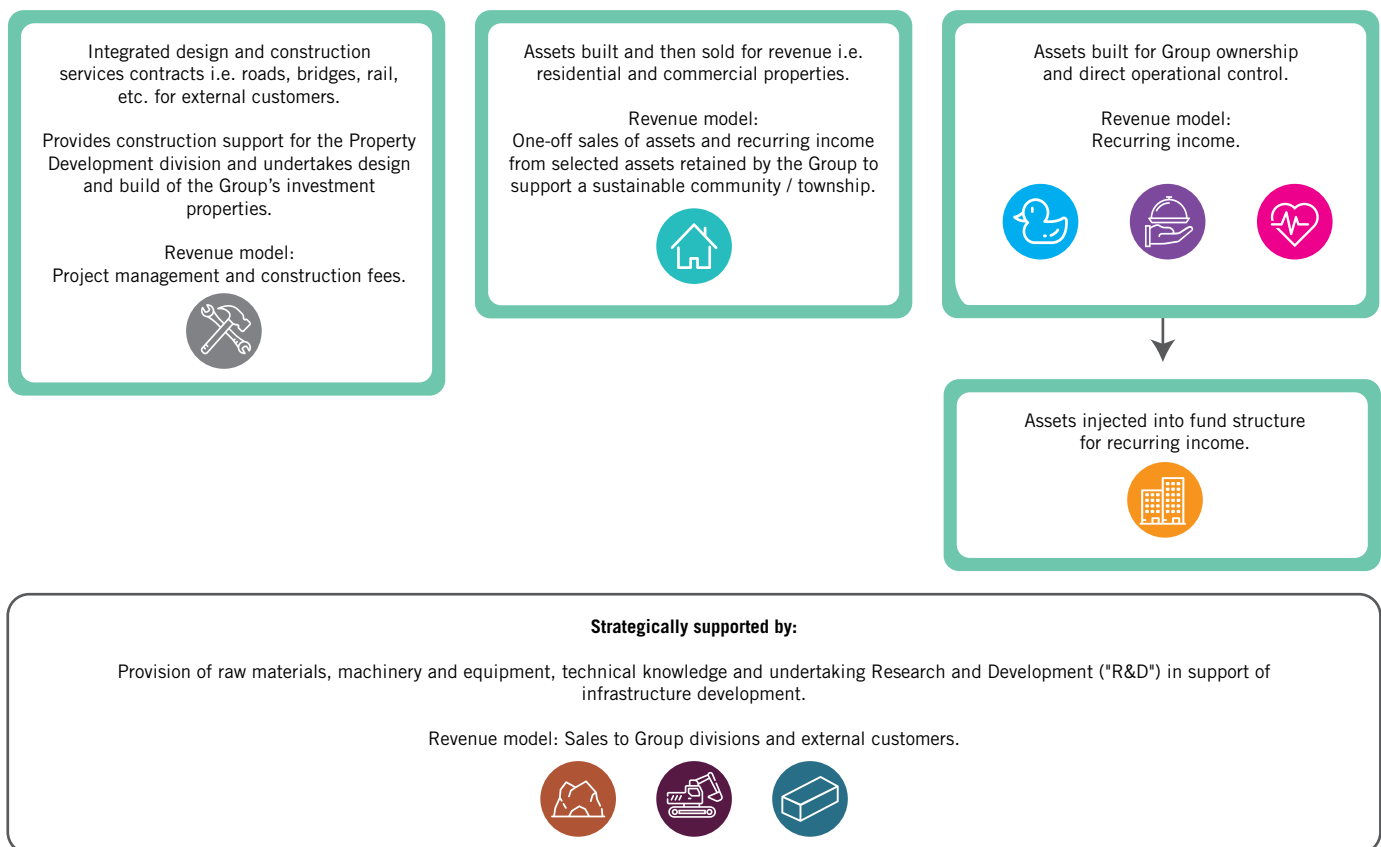
# BUILD, OWN, OPERATE BUSINESS MODEL

Sunway employs a Build, Own and Operate (“BOO”) business model, where assets are acquired, designed and built for ownership by the Group. While the Group can operate as a third party contractor by constructing assets for others, its primary focus is to own assets built to generate recurring income and enable the Group to expand its business presence across its chosen industries.

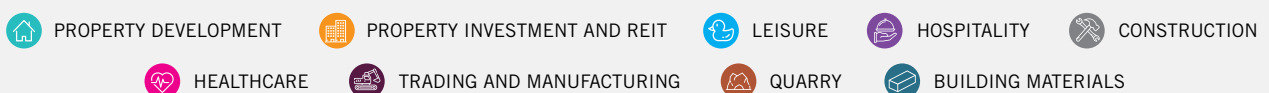
Whether the focus is on developing a more competitive value proposition towards securing infrastructure contracts or towards developing a successful township, strategic synergy allows the Group to realise its vision and mission and deliver sustainable, enduring value for stakeholders.














**SUNWAY®**

Realising of Vision and Mission through the acquisition or design and build of infrastructure assets, landbanking and creation of vibrant, sustainable landscapes and communities.

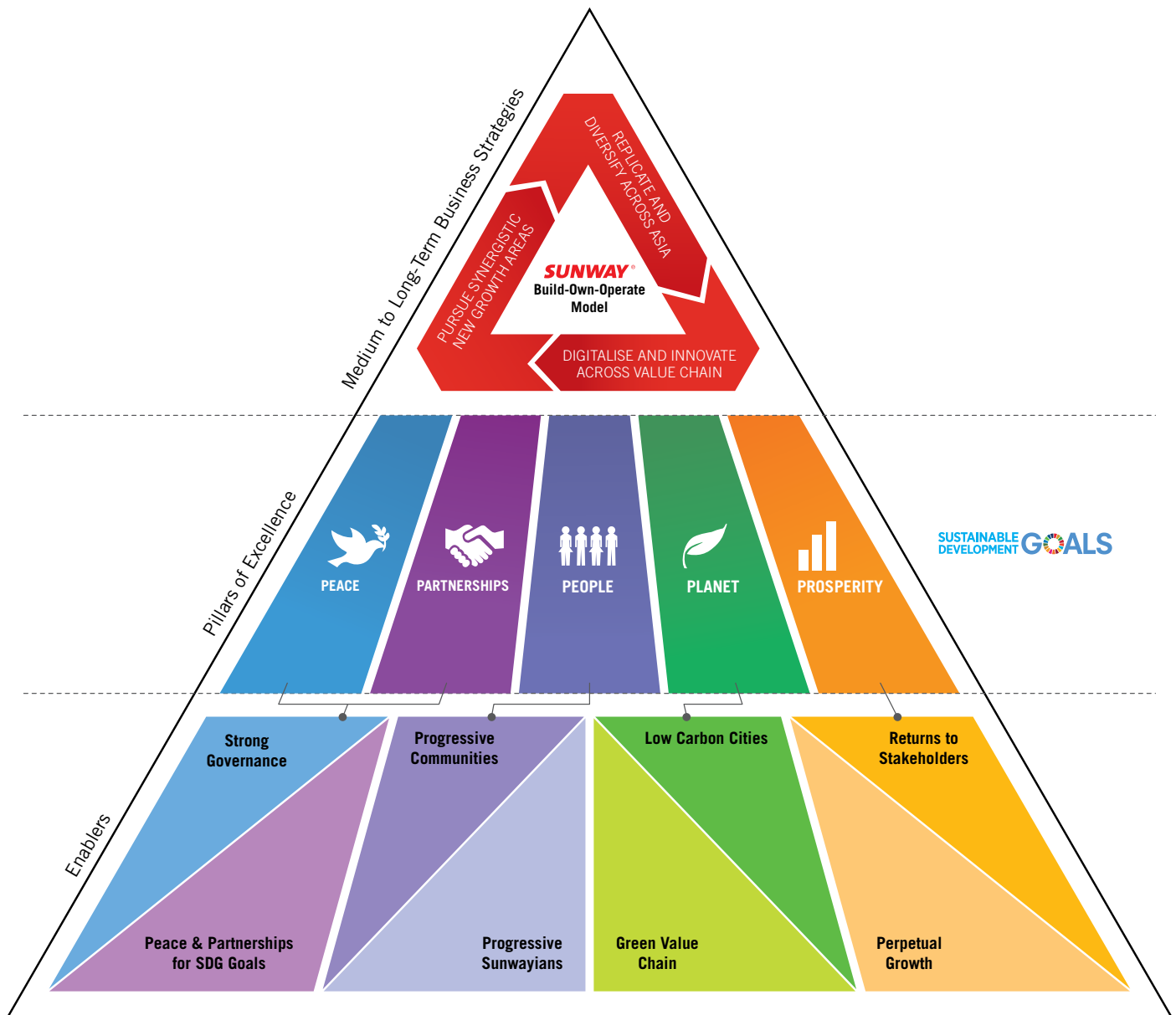


## SUNWAY'S BUSINESS DIVISIONS INCLUDE:



<b>TO SELL</b>	
Maximisation of land value through strategic landbanking, master planning and development to balance growth, cash flow and management of inventory.	
<b>FOR OTHERS</b>	
Proven contractor with strong technical expertise to drive efficiencies, timeliness, cost savings and high quality through highly specialised expertise in Design & Build and Virtual Design and Construction (VDC).	
<b>FOR SELF</b>	
Property and Construction collaboration from planning stage to reduce delays and design inefficiencies. In-house jobs provide bedrock orders.	  
<b>TO OPERATE</b>	
Yield optimisation through creation of space and asset enhancement initiatives. Management of assets to drive operational yield for hospitality, leisure, retail, commercial, healthcare and industrial components, with potential for future REIT injection.	   
<b>FOR YIELD</b>	
Acquisition or organic growth opportunities with management of capital and yield.	
<b>STRATEGIC VALUE CHAIN SUPPORT</b>	
Providing a reliable, cost-effective and high-quality supply of essential materials and inputs that is required by other business divisions such as Construction, Property Development and others.	  

# TO BE ASIA'S MODEL CORPORATION FOR SUSTAINABLE DEVELOPMENT



[GRI 102-22, 201-1, 305-2, 305-3, 306-2, 404-1, 413-1]

<b>RM767.3 MILLION</b> Profit attributable to shareholders	<b>9.63%</b> Return on equity	<b>RM1.63</b> Net tangible assets per share	<b>9.07 SEN</b> Dividend per share
<b>40,131 TONNES</b> Of CO <sub>2</sub> e avoided since 2015	<b>1%</b> Electricity from solar energy	<b>RM22.8 MILLION</b> Utilities cost avoidance since 2015	<b>4.1 TONNES</b> Waste diverted from landfill since 2015
<b>9.14</b> Work-related injuries per million hours worked	<b>22%</b> Senior management are women	<b>30.7</b> Training hours per staff	<b>404,901</b> Beneficiaries from CSR activities since 2015





*Sunway City Kuala Lumpur*



# GOVERNANCE AS THE FOUNDATION FOR GOOD



At Sunway, corporate governance goes beyond regulations and compliance. We view it as the foundation for sustained competitive advantage that strengthens our business as well as management of sustainability-related risks. Our corporate governance framework consists of policies and control systems which provides

us guiding principles on business conduct and ethics to all our board members, employees, and suppliers underscoring our commitment to sustainable business. Our corporate governance practices are set out in our Annual Report. Strong governance is our commitment to uphold peace, justice and strong institutions.



**Strong  
Governance**

**Peace &  
Partnerships  
for SDG Goals**



*From left to right:*

*Tan Sri Dato' Dr. Lin See Yan (Independent Non-Executive Director), Wong Chin Mun (Senior Independent Non-Executive Director), Dato' Chew Chee Kin (President, Non-Independent Executive Director), Dato' Sri Idris Jala (Non-Executive Co-Chairman, Independent Non-Executive Director), Tan Sri Dr Jeffrey Cheah (Executive Chairman, Non-Independent Executive Director), Tan Sri Datuk Seri Razman M. Hashim (Deputy Executive Chairman, Non-Independent Executive Director), Sarena Cheah Yean Tih, S.M.S. (Non-Independent Executive Director), Philip Yeo Liat Kok (Independent Non-Executive Director), Tan Sri Datuk Dr Rebecca Fatima Sta Maria (Independent Non-Executive Director)*

# THE UNDERLYING FOUNDATION FOR GOOD

[GRI 102-18, 102-22, 102-23, 102-24, 102-25, 102-26, 102-35]

## LEADING OUR TRANSFORMATIVE ENDEAVOURS

At Sunway, our Board of Directors leads our ambition for positive transformation. They are stewards for our growth and are responsible for setting the foundation of good governance within the organisation. They set Sunway's core values, strategic direction and the management of Sunway towards sustainable performance.

Our Board Charter sets out the Board's strategic intent and outlines the roles and powers that our Board holds, and those which it cascades to our Management. This also sets the tone of the various Board Committees and shapes a culture of responsibility among employees, with a system of checks and balances at all levels of the organisation.

Our Co-Chairmen are Non-Independent Executive Director, Tan Sri Dr Jeffrey Cheah and Independent Non-Executive, Dato' Sri Idris Jala. Their commitments to drive change towards a peaceful and inclusive world is evident in their leadership roles in driving economic, social and environmental progress for our organisation and the world at large.

The Board of Sunway Berhad consists of 5 Independent Non-Executive Directors, and 4 Non-independent Executive Directors.

Our Board Committees are the Audit Committee, Nomination Committee, Remuneration Committee, Risk Management Committee, ESOS Committee and Risk Management Committee.

Membership of our Board of Directors and Board Committees, their charters, frequency of meetings, attendance rates and conflicts of interest are outlined in our Annual Report.

Our Board's effectiveness is evaluated with consideration of their contributions towards strengthening our governance, economic, environmental and social performance as outlined in the Board Charter.

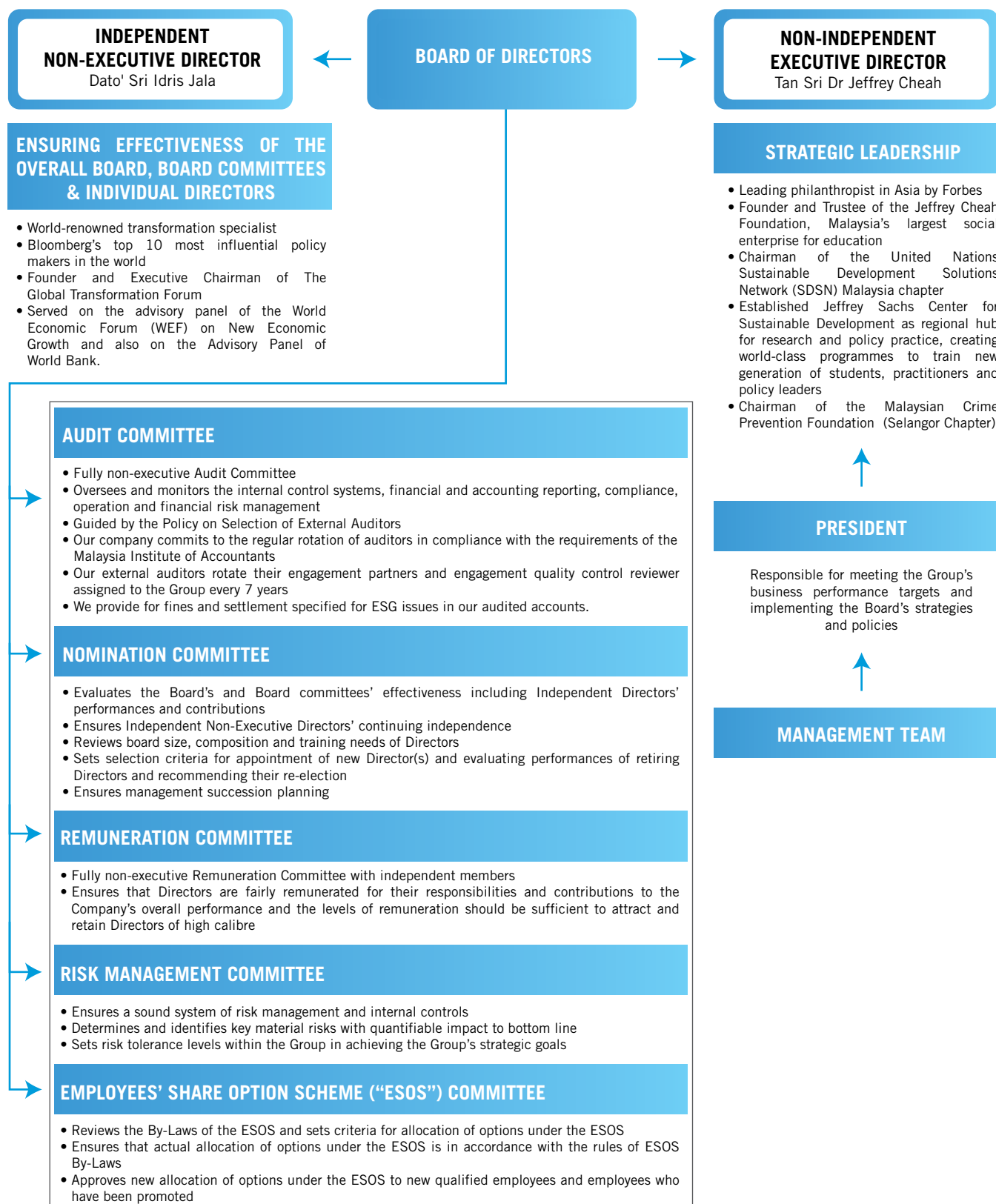
Our leadership team operates within the governance framework in order to systematically fulfill its roles and responsibilities under the Companies Act 2016, Main Market Listing Requirements of Bursa Malaysia Securities Berhad as well as all relevant laws and regulations.

Our board has oversight on our code of conduct, code of ethics, environment, social and governance (ESG) risks.

Our company commits to the regular rotation of auditors in compliance with the requirements of the Malaysia Institute of Accountants. Our external auditors rotate their engagement partners and engagement quality control reviewer assigned to the Group every 7 years.

We continuously emphasise responsible and sustainable business practices as well as adhering to the highest levels of corporate integrity throughout our company in line with our core values of integrity, humility and excellence.

## GOVERNANCE FRAMEWORK



# ENCODING PEACE AND JUSTICE IN STRONG INSTITUTIONS

[GRI 102-11, 102-16, 102-17, 102-28, 102-33, 102-34, 103-3, 205-1, 205-2, 205-3]

In 2014, it was found that companies with the most ethnically diverse executive teams, not only with respect to absolute representation but also of variety or mix of ethnicities are **33%** more likely to outperform their peers on profitability.

- (McKinsey, 2018)

Companies in the top quartile for gender diversity on their executive teams are **21%** more likely to experience above-average profitability than companies in the fourth quartile.

- (McKinsey, 2018)

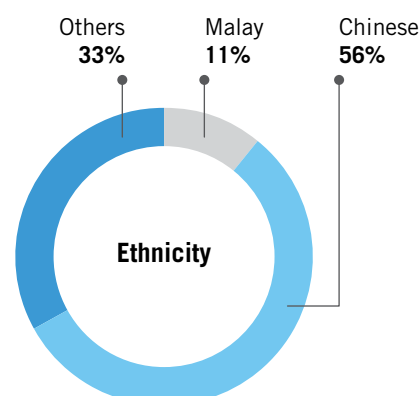
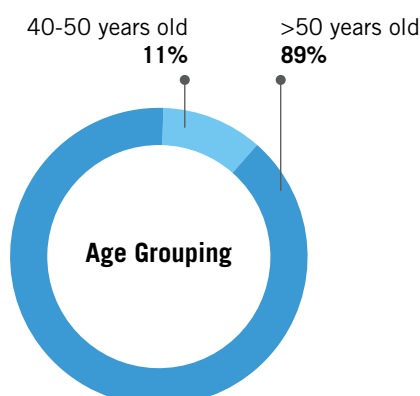
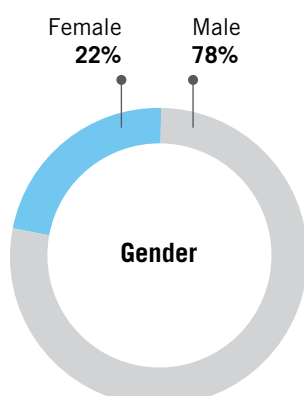
Women's leadership is linked to reduced greenhouse gas emissions, stronger worker relations and reduced incidence of fraud, insider trading, and other unethical practices.

- (International Finance Corporation, 2019)

Empowering women and girls could contribute up to **US\$28 trillion** to global GDP by 2025.

- (McKinsey Global Institute, 2015)

## 2019 Board of Directors



## OUR COMMITMENT

Our commitment to peace, justice and strong institutions is addressed through a series of codes, and policies, and is deeply ingrained in our organisation as a core value we uphold - integrity.

Our Code of Conduct and Business Ethics provides an ethical framework to guide actions and behaviours of all our Directors and our employees and promote transparency while at work. The core sections of this conduct is guided by several corporate policies. The Code of Conduct is reviewed time to time for effectiveness.

The Group will comply with all applicable laws, rules

and regulations of the governments, commissions and exchanges in jurisdictions and countries within which the Group operates. Each of us is responsible for taking appropriate actions to understand and comply with the laws, rules and regulations that are applicable to their positions and / or work.

Our fraud response plan includes our fraud policy and establishes standard procedures to guide our management personnel within Sunway on how to respond to allegations or suspicions of fraud. This is to ensure that all cases of suspected or alleged frauds are reported promptly, and investigations are conducted effectively.

## ZERO TOLERANCE FOR FRAUD, BRIBERY AND CORRUPTION

We are committed to conducting our business with utmost integrity. We want to build and maintain a workplace of high integrity with zero tolerance towards all forms of fraud, bribery and corruption. Our Board maintains oversight of our approach in managing risks of fraud, bribery and corruption.

Our Code of Conduct and Business Ethics sets out clearly our behavioural standards and emphasises that all employees must not engage in any form of fraudulent acts or dishonest conducts involving property or assets, and/or on financial reporting and accounting. We have already put in place a Fraud Response Plan which establishes standard procedures to guide our management personnel within Sunway on how to respond to allegations or suspicions of fraud, ensuring that all cases of suspected or alleged frauds are reported promptly, and investigations are conducted effectively and independently.

In line with the National Anti-Corruption Plan 2019-2023 (NACP) launched by the Prime Minister of Malaysia on 29 January 2019 and the new corporate liability provision in section 17A of the Malaysian Anti-Corruption Commission (MACC) Act 2009 which will take effect on 1 June 2020, the Board established an Anti-Bribery and Corruption Task Force ("Task Force") to implement policies and procedures for the anti-bribery and corruption programme and to strengthen our internal processes and practices on anti-corruption.

In November 2019, the Board approved the Anti-

Bribery and Corruption (ABC) Policy which outlined our anti-bribery and corruption strategies and action plans in preventing, detecting and managing bribery and corruption issues. The policy provides guidance to Sunway employees and associates on how to deal with bribery and corruption and related issues that may arise in the course of business. The policy reaffirms our pledge to a workplace of high integrity with zero tolerance for all forms of bribery and corruption. Under the policy, Sunway has adopted a "No Gift" stance whereby it is prohibited to offer or receive gifts, whether cash or other gratifications, to or from any person or company except for customary gifts of modest nature during festive occasions to avoid conflict of interest situations and to comply with anti-bribery and corruption laws. The policy also outlines our commitment to ensure all entertainment and hospitality expenses adhere to strict approval guidelines and all sponsorships and donations are not used as a subterfuge for bribery. As standard practice, Sunway does not make or offer monetary or in-kind political contributions to political parties, political party officials or candidates for political office.

Through this policy, employees are reminded that they will be subjected to stern disciplinary action including dismissal as well as civil and criminal liabilities if found in violation of this policy. The Group and its associates will comply with principles set out in this policy in all jurisdiction of operations, even where compliance with this policy prohibits conduct that may otherwise be permitted by the local laws of other jurisdiction.



# ENCODING PEACE AND JUSTICE IN STRONG INSTITUTIONS (CONT'D)

[GRI 102-11, 102-16, 102-17, 102-28, 102-33, 102-34, 103-3, 205-1, 205-2, 205-3]

## WHISTLEBLOWING PROCEDURE

We encourage all our employees and stakeholders of the Group to report suspected inappropriate behaviour or misconduct relating to fraud, corrupt practices and / or abuses involving the Group's resources.

We have established a Whistleblowing Policy and Procedures. The objective of this is to provide a mechanism for all employees and our stakeholders including contractors, joint ventures partners or parties who work with the company as well as members of the public to report concerns about any suspected wrongdoing, inappropriate behaviour or misconduct relating to fraud, corrupt practices and / or abuse on a timely basis for management action. The whistleblowing procedure is intended to be used as an ultimate remedy, if no other means are available to address the matter.

For Sunway employees who wish to raise a specific concern, they are encouraged to try and solve the matter through existing procedures and discuss the matter first with their line supervisor(s) or head of department or profit centre manager before initiating the whistleblowing policy and procedures.

Any employee or member of the public who has

knowledge or is aware of any improper conduct within the Group is encouraged to disclose through the Whistleblowing hotlines at the telephone number +603 5639 8025, or email to [whistleblowing@sunway.com.my](mailto:whistleblowing@sunway.com.my), or fax to +603 5639 8027.

All faxes and emails to these channels will be directed to the Head of Group Internal Audit Department (GIAD) and the Chairman of the Audit Committee. If the reporting individual is unsure of the type of evidence needed for the GIAD to begin an investigation, the employee is encouraged to make use of the Whistleblowing Report Form provided in the Company's portal under the Governance Portal. The employee may send this form via local postal service if he/she wishes to remain anonymous. The Head of GIAD will maintain a record of the complaints and will track their receipt, investigation and resolution. GIAD will investigate each claim independently based on standard internal audit practices and fraud response procedures. Upon completion of each investigation, GIAD will prepare a report to the Chairman of the Audit Committee for further action. The Head of GIAD shall prepare a summary report and present it to the Audit Committee on a quarterly basis. GIAD did not receive any report through the whistle blower channel in the financial year 2019.



ASLI chief executive officer Melissa Ong, Permatang Pauh MP Nurul Izzah Anwar and Sarena Cheah at the launch of the report 'The Effectiveness of Existing Laws to Prevent and Curb Sexual Harassment' at Sunway City Kuala Lumpur.



CODE OF CONDUCT AND BUSINESS ETHICS	
<b>ANTI-CORRUPTION, BRIBERY AND FRAUD</b>	All Sunway employees must comply with the Malaysia Anti-Corruption Commission Act (MACC) 2009 accordingly. They must also not accept or provide gifts or entertainment that may influence business decisions. Fraudulent acts will be prosecuted.
<b>COMPLIANCE WITH INTERNAL CONTROLS AND PROCEDURES</b>	Maintain and adhere to sound internal controls and procedures to ensure critical risks are managed to the best of ability and financial and operational information reflects all business transactions accurately, timely and unbiased, financial forecasts and assessments are genuine and assets are safeguarded.
<b>ENVIRONMENT</b>	We strive to achieve sustainable development by focusing on safeguarding people's health, operating the business responsibly, protecting the environment, and fostering good relationships with the communities in which we operate.
<b>HEALTH AND SAFETY</b>	All employees are expected to comply with all Occupational Safety and Health laws in whichever country they operate.
<b>MAINTENANCE OF BOOKS AND RECORDS</b>	Sunway books and records are recorded accurately, fairly and reasonably reflect the substance of transactions and must comply with companies' accounting policies and internal control requirements. Purposefully misrepresenting information or activities on company documents and reports may be considered falsification of documentation, which is a serious offence. Sunway reserves the right to report any act of misrepresentation suspected of being criminal in nature to the police or other relevant authorities.
<b>NON-DISCRIMINATION</b>	Each of us will be treated equally with respect, non-discrimination and dignity. The Group endeavours to provide equal opportunity to ensure that employment decisions are based on merits and performance without regard to race, religion, gender, age, nationality or disability, and shall not create any form of discrimination or prejudice in the workplace.
<b>SEXUAL HARASSMENT POLICY</b>	Sunway views sexual harassment as a serious misconduct that undermines the integrity and respect of our employees. Sunway also recognises the fact that sexual harassment is considered a criminal offence as categorised in the Criminal Procedure Code of Malaysia.

# MANAGING OUR RISKS

[GRI 102-30, 418-1]

## RISK MANAGEMENT (CLIMATE RISK AND RESILIENCE)

The Group's risk management framework is benchmarked against the ISO31000:2018 Risk Management – Guidelines and is designed to embed Enterprise Risk Management ("ERM") into key activities, initiatives and processes of the Group. This enables the Group to identify, evaluate, mitigate and monitor risks that may prevent the Group from achieving its objectives. In doing so, the stakeholders are assured that their interest is protected. During the financial year, the Group constantly reinforces its risk management framework to remain relevant and effective given the present business environment.

Our Group Risk Management Department (GRMD) sets a corporate-wide approach to non-compliance procedures to investigate and follow up on any non-compliance identified as well as reporting the number of substantiated claims or incidents of non-compliance.

Details of the ERM framework which covers ESG risks is located in our Annual Report. We provide for fines and settlements specified for ESG issues in our audited accounts.

Our Board has approved a set of groupwide goals and strengths. Group Risk Management Department ("GRMD"), continues to review the quarterly risk reports in identifying and mitigating all major risks of the operating subsidiaries under the Group. The quarterly risks from all operating subsidiaries are consolidated and updated to the Chief Financial Officer, President and RMC, highlighting major risks and mitigating controls carried out. All goals, targets, policies and procedures are constantly communicated to directors and employees via various platforms such as training sessions, induction programmes and our website. It is our goal to progressively demonstrate sustainability leadership across our Asian footprint.

## CYBERSECURITY AND DATA GOVERNANCE

Our Information Technology Shared Services Centre adheres to ISO 27001:2013 international standards which focuses on Information Security Management System (ISMS). ISMS is a framework of policy and procedures that includes all legal, physical and technical controls involved in an organisation's information risk management processes.

We manage cybersecurity challenges through a stringent series of codes, policies and security controls. Customer data is protected from intrusions and unauthorised access. Employees are subjected to the strictest standards of privacy and

confidentiality. We take this responsibility seriously and have established a company-wide governance infrastructure to take a holistic approach to data privacy and security. This practice is applied across all our business units including protecting the privacy of all stakeholders including shoppers in our malls and medical centre patients.

Sunway is committed to ensuring proper and adequate protection of personal data within its control in compliance with the Personal Data Protection Act 2010.

# PARTNERSHIPS FOR THE FUTURE

## PARTNERING OUR COMMUNITIES

We invest in long-term partnerships with the communities in our masterplanned developments by holding up to 40%-60% of the total assets within the communities we build, own, operate and serve. This unique business model aligns our interests with those of our communities as we work together

to co-create a pathway towards a progressive future. As owners and operators, we engage them regularly through our CSR initiatives, events and launches to create strong networks to drive towards the attainment of the UNSDG.

## URBAN LIVING LABORATORY

To exponentially drive urban transformation towards the achievement of the sustainable development goals, we are transforming Sunway's cities into urban living laboratory – loci for action – where we can build on what we have amassed to catalyse further innovation and affect greater transformation for ourselves and our world.

In our cities from where we predominantly operate, we have built ecosystems where our Sunway team, consisting of engineers, architects, doctors, researchers, and educators can further game change urban transformation by working together with the best minds across the globe alongside governments, academia, industry and non-profit organisations.

We have cemented partnerships with the United Nations through the Sustainable Development Solutions Network as well as one of the world's best minds for sustainable development, Professor Jeffrey Sachs, to progress our efforts. We have set up the Jeffrey Sachs Center on Sustainable Development at Sunway University and the Future Cities Research Institute (a collaboration between Sunway University and Lancaster University) to deliver the next generation urban solutions. In our partner education institutions (Sunway University, Monash University) we are conducting research alongside the best minds from University from Cambridge, Harvard University, University of Oxford and University of California, Berkeley to create new ideas for a better world.

Simultaneously, we are harnessing the youthful drive for change inherent in start-ups and the power of digital native youths to come together with us to create the future we all want. We have allocated

corporate funds into Sunway Ventures to invest in synergistic urban solutions. We have set-up SunSEA Capital to search and invest in the best ideas across Asia. We have also set up Sunway iLabs to nurture the brightest youths to develop next generation transformative ideas within our cities, encouraging them to become job creators instead of job seekers. Sunway iLabs has set up a fund with regional venture capital firm, Gobi Partners and Malaysia Venture Capital; Management Berhad (MAVCAP) to launch the Malaysia SuperSeed Fund to explore key sectors such as artificial intelligence, big data, cloud services, e-commerce, FinTech, Internet of Things, marketplace, the circular economy as well as TaqwaTech.

In our healthcare division, together with Sunway University, we have partnered with Harvard Medical School (HMS) to develop a one-year HMS Southeast Asia Healthcare Leadership (SEAL) Certificate Programme to help emerging healthcare leaders develop expertise in leadership management, healthcare finance and human resource management in order to maintain excellence in service and private care. This world-class training provides a platform for healthcare leaders and frontline clinicians from the Asia Pacific region to sharpen their skills in their quest to ensure the safest, most appropriate and highest quality standards of care as the current healthcare ecosystem increases in complexity. We have jointly committed RM1 million with Sunway University to extend scholarships to some 100 intakes of qualified healthcare professionals each year. The third cohort of HMS SEAL in 2019 saw 46 participants benefit and graduate from the programme.

## PARTNERSHIPS FOR THE FUTURE (CONT'D)

In line with the rising demand for evidence-based practice, we have also set up the Sunway Clinical Research Centre to conduct and coordinate all research involving human subjects which are related to pharmaceutical products, medical devices, medical radiation and imaging, surgical products, medical records, biological samples, as well as epidemiological, social and psychological investigations.

As the world of medicine transforms, collaboration is the answer to our commitment to excellence in medicine and medical education. In 2017, the Sunway Clinical Research Centre was established as the sole Regional Site Partner of the School of Clinical Medicine of the University of Cambridge. Together with Cambridge, Sunway Clinical Research Centre aims to develop an integrated approach to healthcare, clinical trials and research in Malaysia for the prevention, earlier diagnosis and improved treatments suited to the Asian genetic composition.

In the realm of medical education, a joint collaboration has been developed with the University of Cambridge, Royal Papworth Hospital and Royal College of Physicians (London). The programme will enable the sharing of academic excellence through regular academic visits and exchanges, and offer scientific and clinical training for outstanding postgraduates from Sunway.

Specifically, together with the Royal College of Physicians (London), Sunway Medical Centre was the first private hospital to organise the Membership of the Royal College of Physicians (MRCP) Practical Assessment of Clinical Examination Skills (PACES) preparatory course and mock exam in the country. This is a valuable platform for future physicians to get hands-on practice with real patients and highly trained surrogates as well as valuable feedback from accredited examiners from the UK and Malaysia.

### SUSTAINABLE INTELLIGENT TRANSPORTATION ECOSYSTEM (SITE)

The Sustainable Intelligent Transportation Ecosystem (SITE) project has developed algorithms to modify traffic light signals to reduce waiting time, as well as algorithms to count vehicle flow based on camera footage by using Sunway City Kuala Lumpur as the live laboratory. A detailed traffic simulation model was also developed, which can be used to predict traffic flow for any given condition. The simulation model and vehicle count data will be used to evaluate the effectiveness of any proposed algorithm.

The factors that encourage and hinder people to choose public transport (such as BRT, free shuttle bus, and elevated walkway) were also assessed, and several recommendations were made to increase their usage. Concentrations of NO<sub>x</sub>, CO<sub>2</sub>, CO, PM<sub>2.5</sub> and PM<sub>10</sub> air pollutants were also measured, and correlated with factors such as daily traffic patterns and environment.

### A FUTURE FOR ALL






The solutions developed in the cities can drive sustainability by creating new revenue streams for us, or implemented as solutions for others.

In the next ten years, we look forward to Sunway's cities becoming engines and catalysts for transformative

change where we can produce everlasting progress in better cities that cradle economic growth, improve the likelihood of communities, and win the battle against climate change, thus creating a progressive future that leaves no one behind.





# MEMBERSHIP IN ASSOCIATIONS

[GRI 102-13]

INDUSTRY	ORGANISATION	SUNWAY'S REPRESENTATION
<b>GENERAL</b>	Malaysian Employers Federation (MEF)	Sunway Berhad
	Sustainable Development Solutions Network Malaysia	
	Malaysian Crime Prevention Foundation – Selangor Chapter (MCPF Selangor)	Tan Sri Dr Jeffrey Cheah, Chairman
	Jeffrey Cheah Foundation	Tan Sri Dr Jeffrey Cheah, Founder and Trustee
<b>PROPERTY</b> 	International Real Estate Federation (FIABCI)	Ms Sarena Cheah, National Council Member (2018-2020)
	Real Estate and Housing Developer's Association (REHDA)	Dato' Jeffrey Ng Tiong Lip, Patron
		Mr Chong Sau Min, Committee Member, REHDA Wilayah Persekutuan, Kuala Lumpur
		Ms Sarena Cheah, National Council Member
		Ms Ng May Cheng, Committee Member, REHDA Youth Perak
<b>RETAIL</b> 	Malaysia Shopping Malls Association	Mr Chan Hoi Choy, Advisor
	Council of Asian Shopping Centres (CASC)	
<b>LEISURE</b> 	Malaysian Association of Amusement Theme Park and Family Attractions (MAATFA)	Mr Calvin Ho, Committee Member
		Magendran Marimuthu, Honorary Secretary
	International Association of Amusement Parks and Attractions (IAAPA)	Sunway Lagoon Theme Park, Member
	Malaysian Association of Zoological Parks and Aquaria (MAZPA)	
<b>HOSPITALITY</b> 	Association of Hotel Employers (AHE)	Sunway Hospitality Business Unit (Malaysia)
	Malaysian Association of Hotels (MAH)	
	Association of Malaysian Spas (AMSPA)	The Banjaran Hotsprings Retreat
	Chaine des Rotisseurs Malaysia Chapitre	
	The International Wine & Food Society (IWFS Ipoh)	
<b>HEALTHCARE</b> 	Malaysia – China Chamber of Commerce (MCCC)	Sunway Healthcare Business Unit
	Malaysia Healthcare Travel Council (MHTC)	
	Association of Private Hospitals of Malaysia (APHM)	
	American Malaysian Chamber of Commerce (AMCHAM)	
	British Malaysian Chamber of Commerce (BMCC)	
	Malaysia Australia Business Council (MABC)	
	Malaysia New Zealand Chamber of Commerce (MNZCC)	

# MEMBERSHIP IN ASSOCIATIONS (CONT'D)

[GRI 102-13]

INDUSTRY	ORGANISATION	SUNWAY'S REPRESENTATION
<b>CONSTRUCTION</b> 	Construction Industry Development Board (CIDB)	Sunway Construction Business Unit
	Master Builders Association Malaysia (MBAM)	Dato' Ir. Tan Kia Loke, Honorary Advisor, MBAM Council and Education Fund Committee
		Datuk Kwan Foh Kwai, Committee Member, MBAM Education Fund Committee
		Mr Chung Soo Kiong, Deputy Chairman, International Affairs Committee
		Major (R) Leong Yee Keong, Deputy Chairman II, Safety and Health Committee of MBAM
		Mr Steven Shee, Vice President, MBAM Council and Chairman, Publications, ICT and Data Resource Centre Committee of MBAM
		Mr Tony Foo Yoon Seong, Committee Member, Material Resources and Exhibition Committee of MBAM
<b>QUARRY</b> 	Malaysia Quarries Association (Selangor - Kuala Lumpur)	Mr Lee Chuan Seng, Deputy Chairman
	Malaysia Quarries Association (National)	Mr Lee Chuan Seng, Training & Development Committee Member
<b>BUILDING MATERIALS</b> 	Road Engineering Association of Malaysia (REAM)	Sunway Paving Solutions Sdn Bhd
	International Road Federation (IRF)	
	American Concrete Institute (ACI) – Malaysian Chapter	Mr Arreshvina Naranayan, Member
		Mr Calvin Ooi, Member
<b>COMMERCIAL AND REIT</b> 	Malaysian REIT Managers Association (MRMA)	Dato' Jeffrey Ng Tiong Lip, Chairman
	Malaysian Investor Relations Association (MIRA)	Sunway REIT Business Unit



# GOALS & TARGETS

**LEGEND** ●○○ Targets are set; Data compilation in progress  
**PROGRESS** ○○○ Targets are set; Baseline yet to be set  
**TRACKING** ○○● Targets are set; Baseline is set

FUTURE VALUE GOALS	TARGETS (EFFECTIVE FROM 2019)	FY 2019 PERFORMANCE
<b>PILLAR 1: PEACE &amp; PARTNERSHIPS</b>		
<b>Goal 1: Strong Institution</b>	Zero cases of corruption, bribery and fraud	●○○ Data compilation in progress
<b>Goal 2: Partnerships for the Goals</b>	Develop global partnerships	○○● Partnerships with the United Nations, governments, and world-renowned educational institutions such as the University of Cambridge, Harvard University, University of Oxford and University of California, Berkeley



Tan Sri Dr Jeffrey Cheah taking up the role of a teacher during Teach For Malaysia Week.

# ACHIEVEMENTS AND AWARDS 2019

## CORPORATE GOVERNANCE AWARDS for Sunway Berhad

- 1<sup>st</sup> for Industry Excellence Award for the Industrial Products and Services category at MSWG-ASEAN Corporate Governance Award 2018
- 3G Sustainability of Performance Award 2019 by Cambridge IFA at the 4<sup>th</sup> Good Global Governance Awards 2019
- Best Country Award for Overall CSR Excellence for Malaysia at the 11<sup>th</sup> Annual Global CSR Summit and Awards 2019
- Company of the Year in the Conglomerate category at the CSR Malaysia Awards 2019
- PwC Malaysia Building Trust Awards 2019 (top 20 finalist)
- “Tier 1 = Setting the Pace,” ranked by Bursa Malaysia, the highest amongst its four-tier ranking system for best sustainability and disclosure practices within its sustainability and annual report as part of Bursa Malaysia’s Sustainability Disclosure Review 2019

## LEADERSHIP AWARD for Tan Sri Dr Jeffrey Cheah

- AAMO Asian Leadership Award at the 20<sup>th</sup> Asian Association of Management Organisations (AAMO) Triennial Conference
- Editor’s Choice Award for Malaysia’s Exemplary Leader of Sustainable Development 2019 at the EdgeProp Malaysia’s Best Managed Property Awards 2019
- Forbes Asia’s 2019 Heroes of Philanthropy and is the only Malaysian who has made the definitive list for three times
- Lifetime Achievement Award at the 5<sup>th</sup> Fortune Times Awards Ceremony and Gala Dinner
- Lifetime Education Award at the Sin Chew Education Awards 2018
- UK-Malaysia Business Personality Award at the BMCC Business Excellence Awards 2019



Sarena Cheah receiving the Corporate Social Responsibility (CSR) Company of The Year in the conglomerate category at the CSR Malaysia Awards 2019 from former Women, Family and Community Development Deputy Minister YB Puan Hannah Yeoh.



Tan Sri Dr Jeffrey Cheah receiving the Lifetime Education Award at the Sin Chew Education Awards 2018.



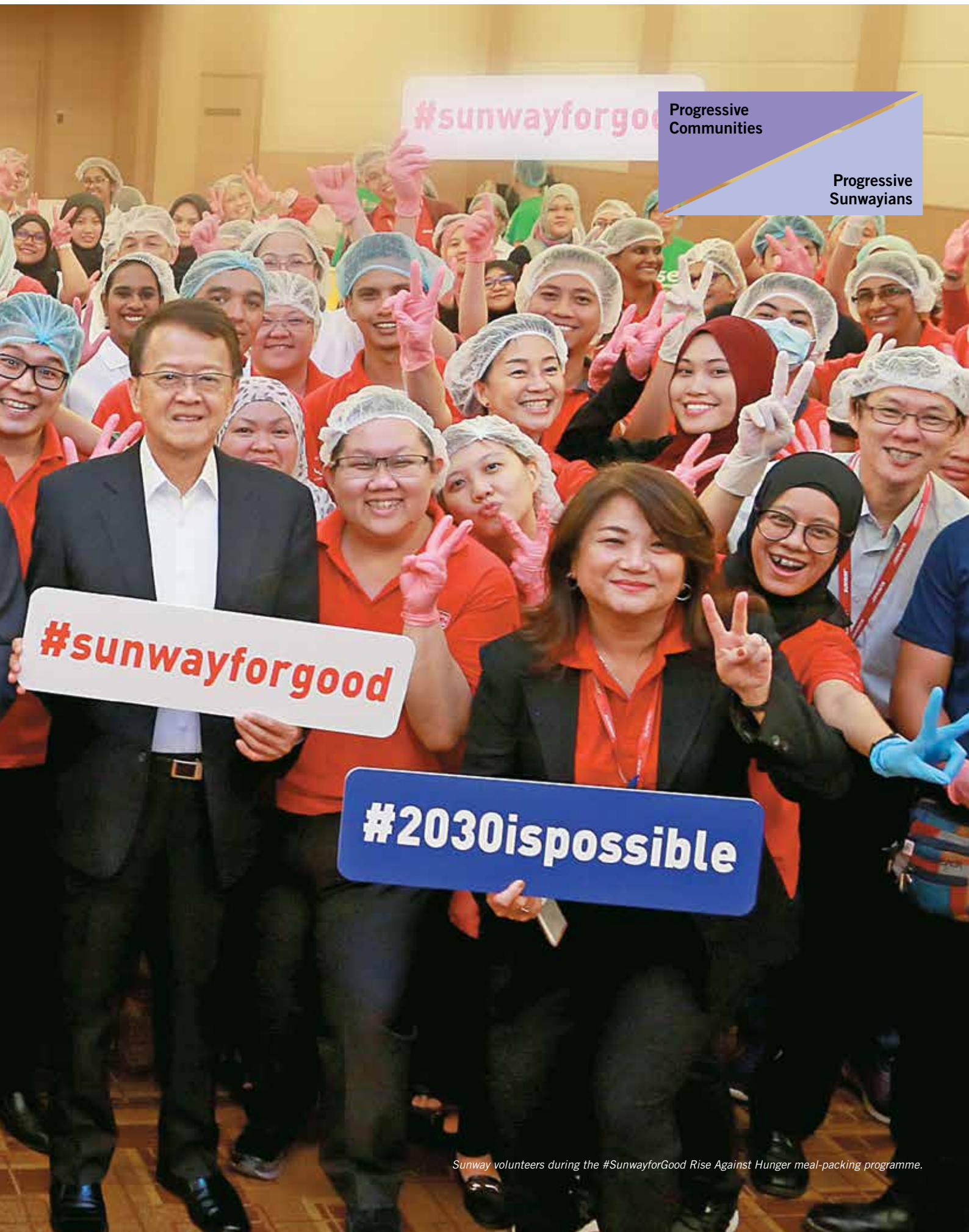
# OUR PEOPLE, AS OUR FORCE FOR GOOD



At Sunway, our people are our force for good. They drive the transformations that we want to achieve within the organisation, in the communities we build, own, manage and serve as well as our world at large. Our people policies are aligned to those of the International Labour Organisation's (ILO) eight foundational

conventions and we are committed to respecting human rights as set in the UN Guiding Principles on Business and Human Rights, and the United Global Compact Principles. These principles, along with Sunway's Vision, Mission, Core Values, and Policies provide us with a common approach to treating one another and others.





Sunway volunteers during the #SunwayforGood Rise Against Hunger meal-packing programme.

# OUR COMMITMENT TO HUMAN RIGHTS

[GRI 102-12, 102-41, 202-2, 402-1]

## FOUNDATIONAL PRINCIPLES

Since 2012, we have been participating in the UN Global Compact 10 Principles and upholding its principles with respect to human rights, labour, environment and anti-corruption. Its principles are part of our strategy, and day-to-day operations of our company.

We are committed to respecting human rights as set out in the UN Guiding Principles on Business and Human Rights. These principles, along with Sunway's vision, mission, core values and policies provide us with a common approach to treating one another. They govern how we run our business and our role in the societies in which we operate.

We recognise the International Labour Organisation's (ILO) eight fundamental conventions concerning freedom of association and the recognition of the right to collective bargaining, the elimination of

forced labour, child labour and discrimination in the workplace. The commitment to these conventions are reflected in our Code of Conduct and Business Ethics and our Supplier Code of Conduct. Our company policy regarding labour standards is communicated to all Sunway employees.

Sunway Berhad is governed by the Employment Act 1995 and all other relevant labour laws of Malaysia. These laws underline principles that reflect the protection of human rights through fair working hours, fair payment of wages and fair treatment to all without differentiation on gender, race and religion.

Our Whistleblowing channel covers grievances associated to human rights and provides a confidential and anonymous channel and is available to both internal and external stakeholders. Independent arbitration is confirmed.

## GLOBAL OPERATING PRINCIPLES & LAWS

- **UN Global Compact 10 Principles**
  - Human rights, labour, environment and anti-corruption
- **UN Guiding Principles on Business and Human Rights**
- **International Labour Law**
  - Prohibiting child and forced labour
  - Ensuring non-discrimination and equal opportunity
  - Supporting a harassment-free and violence free workplace
  - Prohibiting retaliation or any form of physical and mental disciplinary practice
  - Respecting worker's right to freedom of association
  - Ensuring compliance with laws governing working hours and wages

## LOCAL LAWS AND REGULATIONS

## SUNWAY'S VISION, MISSION AND CORE VALUES

## SUNWAY'S CODE OF CONDUCT & BUSINESS ETHICS

## SUNWAY'S SUPPLIER CODE OF CONDUCT

LOCAL SOURCING	2019
Percentage of senior management** from the local community*	94%
Percentage of sourcing from local suppliers	95%

\*Local community refers to Malaysians

\*\*Senior management includes employee with job grade of EG09 and above only

## ZERO TOLERANCE FOR CHILD LABOUR AND FORCED LABOUR

We are committed to upholding the children's rights and Business Principles within our operations. Our adherence to children's rights are reflected in our alignment to the human rights and labour principles outlined in the United Nations Global Compact. We

comply with child labour laws in all the countries we operate in. Beyond, we address children's rights through a series of social programmes that cover the basic needs for physical protection, food, healthcare, education and protection against abuse.



## WORKERS RIGHTS

The rights of workers matter to our organisation. As a signatory to the United Nations Global Compact, we uphold the principle of eliminating all forms of forced and compulsory labour, the effective recognition of the right to collective bargaining and the elimination of discrimination in respect of employment and occupation. We also eliminate excessive working hours to comply with local laws on working hours. We also comply to minimum wage defined under Section 2 of the Employment Act 1955 (Act 265), Sabah Labour Ordinance and Sarawak Labour Ordinance.

We carry out risk assessment for potential new operations or projects as well as existing operations or projects and have taken action to address issues such as prevention of child labour, prevention of forced labour, reduction of excessive working hours, and support a living wage.

We believe and acknowledge that in addition to being a right, freedom of association enables us to protect our respective economic interests and Sunway employees' civil freedoms such as the right to life, security, integrity, and personal and

collective freedom in accordance with local law and regulations. Employees are free to join a trade union of their choice provided they abide by local law and the rules of the trade union.

The freedom of association in Malaysia is instituted according to and within the Trade Union Act 1959, Industrial Relations Act 1967 and Immigration Act 1956/63 of Malaysia.

Where the right to freedom of association and collective bargaining are restricted under the law, Sunway will allow its workers to choose their representatives freely.

Our representatives meet with the respective unions every three years to finalise a collective agreement. The notice period and provisions for consultation and negotiation is three months.

We have provisions for medical benefits and compensation for medical boards in all of our collective agreements.

BUSINESS UNITS	NAMES OF UNIONS	% OF EMPLOYEES COVERED
SUNWAY VCP SDN BHD	Non-Metallic Mineral Products Manufacturing Employees' Union	27%
SUNWAY LAGOON CLUB BERHAD	Club Employees Union Peninsular Malaysia	61%
SUNWAY BIZ HOTEL SDN BHD	National Union of Hotels, Bar & Restaurant Workers Peninsular Malaysia	47%
SUNWAY HOTEL (SEBERANG JAYA) SDN BHD		48%

## WE ARE PART OF THE COMMUNITIES WE SERVE

We are of the view that we are part of the communities we serve. This view is reflected in our co-investor proposition. Every masterplanned community we build is a long-term partnership with the local community.

Aligned to this, we are committed to hiring locally.

In 2019, we recorded 94% of senior management from local communities attesting to our commitment that we are truly a part of every community we serve and are invested in the growth, well-being and health as well as economic growth of our communities wherever we are.

# FOSTERING A DIVERSITY OF IDEAS FOR TRANSFORMATION

[GRI 102-8, 401-1, 405-1, 405-2, 406-1]

## CONDUCTIVE WORK ENVIRONMENT

Expanding on the diversity that starts from our Board of Directors, our 11,430-strong team comprises diverse people with different experiences and skillsets of different in gender, age groups, ethnicities, cultures and geographies who come together to generate transformative ideas, deliver sustained environmental, economic and social impact for ourselves and our communities at large.

We believe that a diverse team in all dimensions – race, religion, gender, age, nationality and differently-abled will create an inclusive and progressive culture. We believe in upholding equal opportunities for all and practice zero tolerance for any sort of workplace discrimination.

Our Code of Conduct covers workplace discrimination.<sup>1</sup> While the Diversity and Inclusion Policy underscores our objective to create a workplace environment that promotes dignity and respect for all.

We have taken action to improve workforce diversity, equal opportunities and reduce discrimination. The framework to deliver our diversity and inclusion objectives focuses on talent, workplace and community as three key areas that are essential to our long-term business success, competitiveness and growth.

- i. **Talent** - Building a diverse talent pool working in an inclusive workplace environment.
- ii. **Workplace** - Nurturing an inclusive workplace environment and culture to retain and develop our talent and maximise their potential.
- iii. **Community** - Building community and enriching lives through corporate responsibility focusing on education, healthcare and C.A.R.E. projects, an acronym for community aid, reach-out and enrichment.



*Conductive working space in Sunway iLabs*

<sup>1</sup>Companies in the top quartile for gender or racial and ethnic diversity are more likely to have financial returns about their national industry medians. More diverse companies win top talent and improve their customer orientation, employee satisfaction and decision-making and all that leads to a virtuous cycle of increasing returns. Source: McKinsey, Diversity Matters

TABLE 1: SUNWAY'S WORKFORCE

SUNWAY'S WORKFORCE	2019			
GENDER DIVERSITY	NON EXECUTIVES		EXECUTIVES	
	Male	Female	Male	Female
	71%	29%	42%	58%
Total	100%		100%	
AGE DIVERSITY	NON EXECUTIVES		EXECUTIVES	
<30 years old	44%		37%	
30-40 years old	30%		33%	
40-50 years old	16%		19%	
>50 years old	10%		11%	
Total	100%		100%	
ETHNIC DIVERSITY	NON EXECUTIVES		EXECUTIVES	
Malay	50%		32%	
Chinese	6%		49%	
Indian	16%		13%	
Others	7%		4%	
Foreigners	21%		3%	
Total	100%		100%	
AVERAGE BASIC SALARY FOR WOMEN TO MEN 2019	0.89:1			
AVERAGE BASIC SALARY FOR WOMEN TO MEN 2019 (INCLUDING FOREIGN HIRES)	0.95:1			
CEO ANNUAL TOTAL COMPENSATION TO MEDIAN ANNUAL TOTAL COMPENSATION	142:1			
ANNUAL TOTAL CEO COMPENSATION (RM'000)	8,171			
MEAN PAY (ANNUAL) (RM'000)	87			
MEDIAN PAY (ANNUAL) (RM'000)	57			
LOWEST TOTAL PAY (ANNUAL) (RM'000)	15			
HIGHEST TOTAL PAY (ANNUAL) (RM'000)	2,811			
DISCRIMINATION CASES REPORTED	0			
NEW EMPLOYEE HIRES	2,916			
FULL-TIME STAFF TURNOVER RATE	17.9%			
PERCENTAGE OF CONTRACTORS / TEMPORARY STAFF	18.7%			
INTERNSHIPS PROVIDED	369			

## Notes:

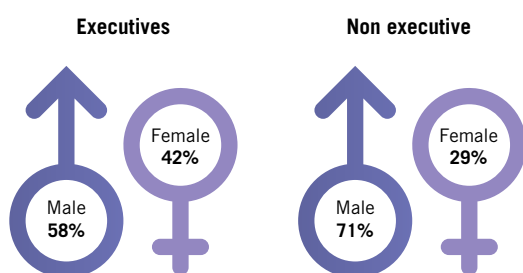
1. The age category of 40-50 includes employees within the ages of 40.1 to 50.
2. Figures stated in the table above are rounded up

# FOSTERING A DIVERSITY OF IDEAS FOR TRANSFORMATION (CONT'D)

[GRI 102-8, 401-1, 405-1, 405-2, 406-1]

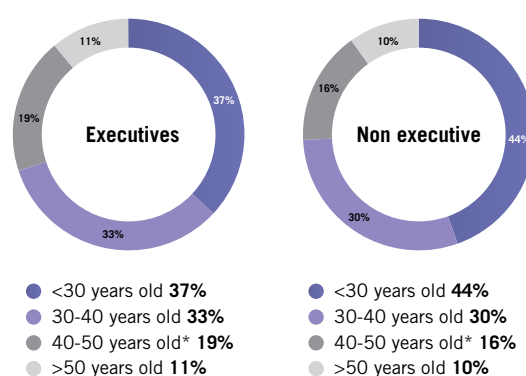
2019

## EMPLOYEE DIVERSITY (GENDER)



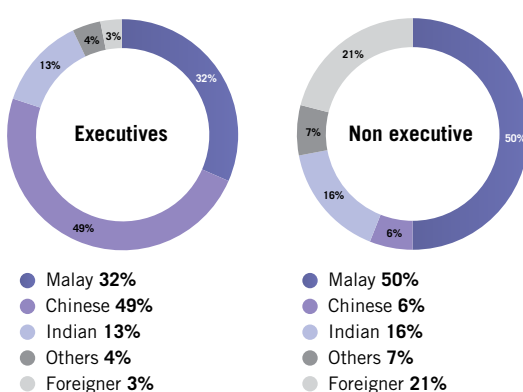
Note: Includes daily workers &amp; foreign workers

## EMPLOYEE DIVERSITY (AGE GROUP)

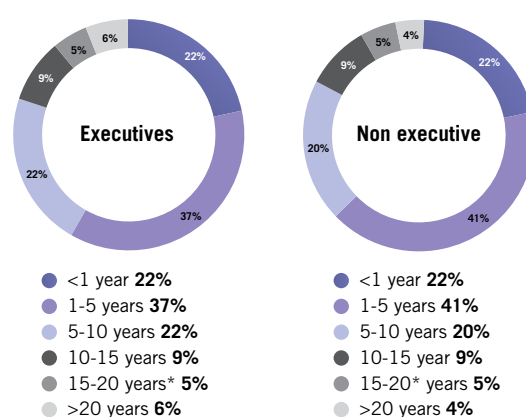


\*The age category of 40-50 includes employees within the ages of 40.1 to 50.

## EMPLOYEE DIVERSITY (ETHNICITY)



## YEARS OF SERVICE BY JOB GRADE



\*The age category of 15-20 includes employees within the ages of 15.1 to 20.

Figures stated in charts may not add up due to rounding of decimals

TABLE 2: NUMBER OF EMPLOYEES RECEIVING LONG SERVICE AWARDS

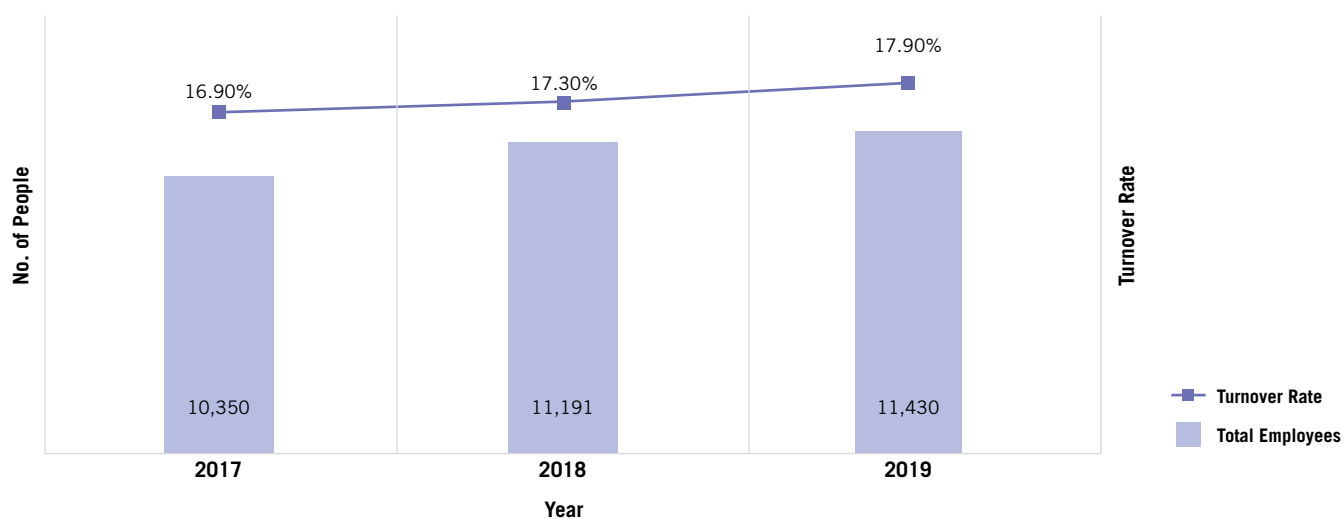
LONG SERVICE AWARDS	NO. OF EMPLOYEES		
	2017	2018	2019
10 YEARS	255	256	231
20 YEARS	105	38	67
30 YEARS	3	9	18

TABLE 3: PERCENTAGE BREAKDOWN OF EMPLOYEES BASED ON YEARS OF SERVICE

YEARS OF SERVICE	2017	2018	2019
< 1 YEAR	21%	24%	22%
1 - 5 YEARS	38%	37%	39%
5 - 10 YEARS	22%	21%	21%
10 - 15 YEARS	10%	9%	9%
15 - 20 YEARS	5%	5%	5%
> 20 YEARS	5%	5%	5%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Figures stated in the table may not add up due to rounding of decimals

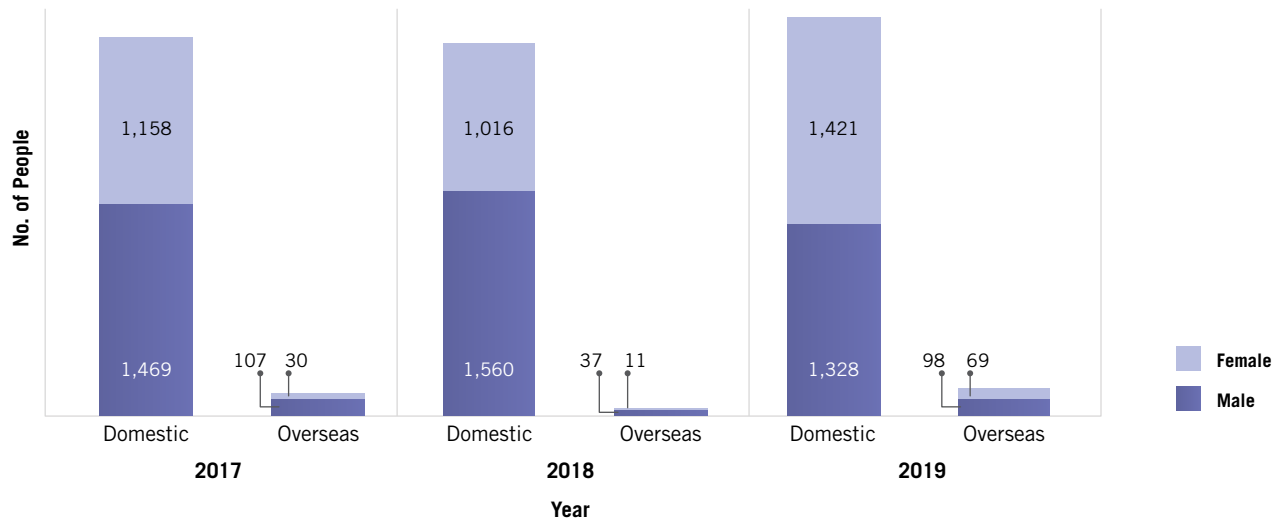
CHART 1: TOTAL NUMBER OF EMPLOYEES AND TURNOVER RATE



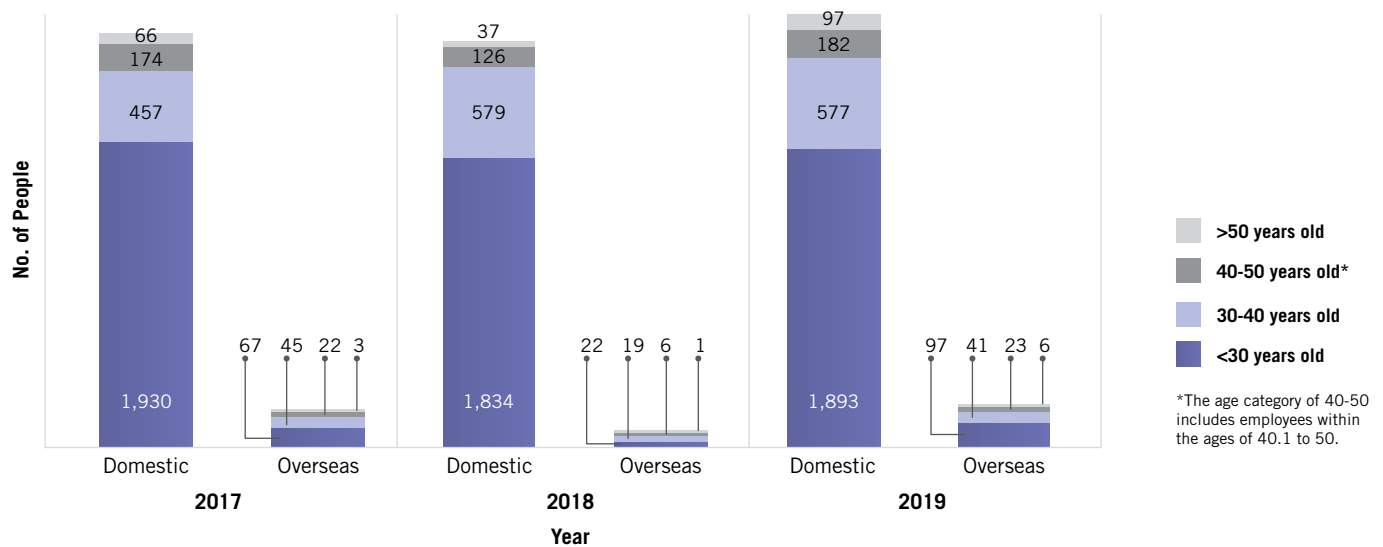
# FOSTERING A DIVERSITY OF IDEAS FOR TRANSFORMATION (CONT'D)

[GRI 102-8, 401-1, 405-1, 405-2, 406-1, 413-1]

**CHART 2: TOTAL NUMBER OF NEW EMPLOYEE HIRES BY GENDER**



**CHART 3: TOTAL NUMBER OF NEW EMPLOYEE HIRES BY AGE GROUP**





## ZERO TOLERANCE FOR HARASSMENT

We have zero tolerance for direct or indirect discrimination, victimisation, intimidation, bullying or harassment in the workplace.

Any non-compliance incidents can be reported to Group HR and can be subjected to disciplinary action. Our standards for labour standards is communicated to all employees. Our talent policies and initiatives are aimed at strengthening our team as well as creating an equitable, and safe workplace where our team can thrive and work together for high-impact urban transformations.

Sunway is committed to and strongly supports a policy that allows employees to work in an environment free from unwelcomed harassment by its employees or any external party such as vendors, visitors or guests of Sunway. We view sexual harassment as a serious misconduct that undermines the integrity and respect of the working relationship of employees in the workplace. Sexual harassment is also regarded as a serious violation of the company's rules and regulations. We also recognise the fact that sexual harassment is considered a criminal offence as categorised in the Criminal Procedure Code of Malaysia.

## THE JOURNEY TO GOLD

In 2006, we engaged with students from SMK Bandar Sunway under the Sunway-GOLD (Generating Opportunities for the Learning Disabled) programme both as part of an awareness development exercise as well as a social inclusion project.

Every year, we select some of the differently-abled students for on the job training at different Sunway establishments including Sunway Medical Centre, Sunway Pyramid, Sunway Resort Hotel & Spa and Sunway University.

Students who took part in the programme developed valuable job skills that made them employable. Since 2016, of the 151 graduates that were trained, 80% were employed.

Sunway employees who were part of this on-the-job training programme reported a higher job satisfaction

rate, a heightened sense of appreciation for people with different abilities and an understanding of how they can be of service to people with different abilities at work.

As a result, our employees started purchasing baked goods and other art projects from GOLD as corporate tokens, and featured their projects at our corporate events, and malls. In 2010, Sunway Berhad pledged RM100,000 alongside the Jeffrey Cheah Foundation to start a social enterprise for the students of GOLD.

In 2015 and 2016, sponsorship to GOLD from Sunway Group included the development of a large showcase at Kompleks 3C including one unit of kiln for production of decal mugs, equipment for sublimation of decal printings, and a four-day outbound school experience in Lumut for 40 students.

# FOSTERING A DIVERSITY OF IDEAS FOR TRANSFORMATION (CONT'D)

[GRI 102-8, 401-1, 405-1, 405-2, 406-1, 413-1]

## OPPORTUNITIES FOR YOUTH

As we continue our journey in shaping the future, we continue to seek a range of new talents by:

- Participating in career fairs
- Conducting career talks and industry engagement sessions at targeted public and private universities
- Offering a special programme for students who aspire to be ICAEW Chartered Accountants through a sponsored and structured rotation training programme within Sunway
- Visiting schools and organising industry engagement sessions with a selection of the best universities in the UK to reach out to Malaysian students living there
- Collaborating with internationally-based Malaysian student bodies to promote our summer programme
- Partnering with the International Council of Malaysian Scholars and Associates (ICMS) by participating in their two annual flagship events, namely Industry Insights (I2) and Malaysian Public Policy Competition (MPPC)



Students of Sunway-GOLD programme

# A HEALTHY WORKPLACE TO THRIVE

[GRI 401-2, 401-3]

## HEALTHY PRODUCTIVITY

Our Kelab Sosial Sunway anchors both the Group's aim to cultivate a positive organisational culture and forwards the Group's sustainability agenda.

In 2019, we had 9,363 employees as members. We conducted 14 health awareness activities for Sunway's employees in the same year. Topics include common cancers, insomnia, varicose veins, depression, heart disease, fatty liver, colon cancer, pneumonia in children, hybrid medicine, nutrition, and vaccination.

Our human resources division collaborated with an independent consultant "The Mind" to introduce the Employee Assistance Programme (EAP) in July 2019.

The programme intends to provide a safe, non-judgemental and confidential channel for Sunway employees to speak out about issues that affect their mental and emotional well-being. The 24-hour EAP Hotline (+6018 389 3220) has been set up and is

available to all Sunway employees. All information conveyed via the EAP is confidential.

In line with our commitment towards Goal 3: Good Health and Well-Being as well as Goal 12: Responsible Consumption and Production, Sunway The Good Run was held to raise awareness on the importance of doing good for the community and the world. Held in conjunction with the 20th anniversary of Sunway Medical Centre, the recent Sunway The Good Run held in October 2019 brought more than 7,000 participants together. The run is an initiative aimed at motivating individuals to contribute to a healthy, sustainable community and living space, by serving as a platform to bring the community together to advance the United Nations Sustainable Development Goals. The run also promotes awareness about cancer. The gross collection of approximately RM275,000 went towards supporting medical treatment costs for cancer patients of the B40 group via the Media Prima-NSTP Humanitarian Fund.



More than 7,000 people participated in Sunway The Good Run 2019



# A HEALTHY WORKPLACE TO THRIVE (CONT'D)

[GRI 401-2, 401-3]

WORK + LIFE INTEGRATION	
PROGRAMMES	DESCRIPTION
<b>Care for Working Mothers</b>	<ul style="list-style-type: none"> <li>• Our premises offer designated car parks and escort assistance by the security officers.</li> <li>• Mother's rooms provide convenience to working mothers and other visitors.</li> <li>• Mother's rooms are present in our malls, education buildings, office (Menara Sunway) and hospital (Sunway Medical Centre).</li> </ul>
<b>Childcare Subsidy</b>	<ul style="list-style-type: none"> <li>• Sunway partially subsidises the tuition fees for R.E.A.L. Kids Sunway and The Parenthood if parents are employees.</li> <li>• This subsidy is available for up to two children per family for a maximum of RM200 per month per child.</li> <li>• Child care subsidy of up to RM2,400 are tax exempted.</li> </ul>
<b>Employee Health Screening</b>	<p>Employee health screenings are available at the Group function level as well as in selected business units.</p> <p>Confirmed executives of Sunway Berhad with minimum of 6 months service may undergo the Health Screening Programme as follows:</p> <ol style="list-style-type: none"> <li>Below 40 years of age: Once every two years</li> <li>40 years and above: Once a year</li> </ol> <p>Confirmed executives are eligible to apply for subsequent health screening upon either one year (for those above 40 years of age) or two years (for those below 40 years of age) from the date of the last health screening.</p> <p>The Health Screening Programme is also extended to all confirmed non executives of Sunway Berhad aged 40 and above with a minimum of 6 months service. They may undergo the Health Screening Programme once a year and will be eligible to apply for subsequent health screening upon one year from the date of their last health screening.</p>
<b>Kelab Sosial Sunway</b>	<p>Social Club for Sunway employees that organises various activities such as:</p> <ul style="list-style-type: none"> <li>• Blood donation drives</li> <li>• CSR activities</li> <li>• Donations drives</li> <li>• Health Talks</li> <li>• Local and overseas trips</li> <li>• Sports and Recreational activities</li> </ul>
<b>Other Leaves</b>	<ul style="list-style-type: none"> <li>• Annual leave</li> <li>• Emergency leave</li> <li>• Extended Maternity Leave</li> <li>• Maternity leave</li> <li>• Medical / Hospitalisation leave</li> <li>• No-pay leave</li> <li>• Parental / Childcare leave</li> <li>• Paternity leave</li> <li>• Prolonged Illness Leave</li> <li>• Study leave</li> <li>• Special leave (e.g. compassionate leave, marriage leave)</li> </ul>
<b>Staff Discounts</b>	<ul style="list-style-type: none"> <li>• We act as a co-investor in our integrated communities and we manage our assets within them.</li> <li>• As part of our long-term co-investor proposition, we encourage Sunway employees to be part of the communities they serve and live, learn, play and be healthy alongside our communities.</li> <li>• Live: discounts on property purchases</li> <li>• Learn: discounts for selected educational programmes in all our Learning institutions</li> <li>• Play: discounts for theme park tickets, hotel room rates and food &amp; beverage</li> <li>• Health: discounts for healthcare services</li> </ul>

## Summary of Employee Leaves



### Parental / Childcare Leave 2019

No. of applications  
**867**  
No. of days applied  
**1,049**



### Maternity Leave 2019

No. of applications  
**222**  
No. of days applied  
**13,319**



### Paternity Leave 2019

No. of applications  
**257**  
No. of days applied  
**706**

## SUNWAY LEADERS CONFERENCE

Our annual Sunway Leaders Conference which is now in its 19th year is one of our key events. Centred around health and wellbeing, 2019's conference brought together about 2000 Sunway managers and identified senior executives from all Sunway businesses.

In 2019, we invited some of the best minds including iconic leader, Tan Sri Dato' Seri Rafidah Aziz, Chairman AirAsia X to speak on Leadership and Good Health, including physical, emotional and mental health. Dr William Tan, Physician Neuroscientist, Paralympian and Guinness World Record holder who spoke on the mental health challenges he faced and how he overcame them, as well as the importance of physical and moral support. Melissa Idris, Assistant Vice President and Editor of Astro Awani moderated a power talk about Intergenerational Perspectives on Healthy Living and Work.

The panellists were Sunway employees and represented four generations.

At the Conference, themed "Good Health and Well-Being," our leaders, including Sunway's Founder and Chairman, Tan Sri Dr Jeffrey Cheah and President Dato' Chew Chee Kin also shared their mid and long-term vision for our organisation and strategic imperatives for each of our business units to drive Sunway's transformation and achievement of the Sustainable Development Goals. Our Deputy Chairman, Tan Sri Datuk Seri Razman M. Hashim closed the Conference.

The Sunway Leaders Conference started since 2000. The number of attendees on average was 800 people from 2000 – 2009, 1,500 people from 2010 – 2015, and 2,000 people from 2016 – 2019.



Sunway employees at Sunway Leaders Conference 2019

# LEADERSHIP AND CONTINUOUS LEARNING FOR SUSTAINABILITY

[GRI 404-1, 404-2, 404-3, 412-2]

## EVERYONE IS A LEADER

To enable our team to capture opportunities from challenges to affect transformation, we provide guidance and tools for every Sunway employee to develop an understanding of how global issues such

as poverty, the environment, demographic change and globalisation affect their businesses and their work. This empowers them to lead the change towards a better future.

## SENIOR EXECUTIVE LEADERSHIP TRAINING

The Centre of Asia Leadership's training in Adaptive Leadership provides our leaders with the skills and mindsets to lead agile workforces for the 21<sup>st</sup> century. Developed at the Harvard Kennedy School, the Adaptive Leadership framework features both the theory of change and real-life case examples. Each of our leaders are equipped with paradigms and skills

that go beyond managerial expertise into the realm of creative problem-solving to orchestrate meaningful progress and lead an agile workforce. Our leaders also participate in leadership programmes that covers topics related to leading teams and business transformation.

## EMPOWERING LEADERSHIP

Sunway offers a series of leadership programmes that aligns with Sunway's Leadership Competencies.

Suitable candidates are identified for the "Train the Trainer" approach, with the aim to get the best talents to facilitate our core leadership programme.

With the "Train the Trainer" approach, we have trained 744 employees on leadership skills and further built on our organisation's capability.

Continuous learning is critical to maintaining a competitive, skilled, productive and engaged workforce. In 2018, 100% of Sunway employees received performance and career development reviews, conducted by their managers and our People Department. Each was given an opportunity to maximise their potential through training and on-the-job stretch opportunities that complemented and extended their existing skills and responsibilities.

Sunway is committed to continuous learning and

development. In 2018, the Group launched the pilot phase of the Excellence in My Career and Leadership (ExCeL@Sunway) to support Sunway employees in their leadership and career development. This platform identifies growth areas in both personal and professional capacities, facilitates more frequent and meaningful career conversations with leaders and delivers more personalised learning opportunities and a focused development journey.

ExCeL@Sunway is open to all highly motivated Sunway employees who are interested in charting their career paths and improving their leadership development. Growth areas are identified through our Leadership Development Centre with a concerted effort from Sunway leaders across the Group to ensure consistency in standards and expectations.

Our other leadership competencies training includes First-Time Manager, Situational Leadership® II and 7 Habits of Highly Effective People.



## DIGITALISING LEARNING EXPERIENCES

We believe that the way to affect sustained transformation for ourselves and the world is to provide regular learning opportunities to Sunway employees.

We transformed our people management by digitalising SAP SuccessFactor® to deliver experiences that help employees achieve their own goals and our collective goals as an organisation.

We use the SAP SuccessFactor® Learning Management System that allows our employees to complete courses online at their own pace. A majority of the online learning hours are from compliance courses. The content of the training covers key compliance policies. Core online learning programmes for all employees are Code of Conduct and Business Ethics, Conflicts of Interest, Sunway E-Policy, Information Security @ Work, and My Performance.

Learners are required to complete assessments at the end of each training to successfully mark their completion. In 2019, 10% of total learning hours collected are from online learning courses on mandatory training, onboarding, and UNSDG. To further improve learning experiences, we continue to improve the user experiences on the online learning platform.

In order to raise awareness on the importance of the UNSDG amongst Sunway employees, SDG theme-related posters are displayed in Sunway office lifts and on staff computer desktop wallpapers. The visuals are updated every month to educate employees on what each goal is about. This enables the employees to support the organisation's efforts in advancing the SDG agenda.



# 30.7 hours

Average training hours per employee  
(Executive level and above)

## BERITA SUNWAY

Our newsletter, Berita Sunway, established since 2000, is an in-house magazine which highlights wider socio-economic and environmental challenges and how divisions and teams across Sunway are discovering and implementing solutions for these challenges. The newsletter highlights our employee volunteerism efforts, #SunwayforGood social inclusion efforts, employees and services.

The magazine also highlights compelling stories from different parts of the communities we serve as well as our own efforts towards the UNSDG.

It provides Sunway employees the liberty, empowerment and platform to share their concerns

and thoughts on pressing issues through Voices of Sunway (one of the sections in Berita Sunway), a mainstay segment of our magazine for the past three editions. The magazine also sheds light and helps increase awareness on pressing issues affecting our country and to spur honest conversations among colleagues. Among the challenging topics we have covered include gender equality (Issue 63), dangers of plastic (Issue 64), and mental health (Issue 65) – timely topics that have also been discussed nationally by our government as well.

We had circulated 11,400 copies of the tri-annual publication throughout our establishments. Digital version is also available on [www.sunway.com.my](http://www.sunway.com.my).

# LEADERSHIP AND CONTINUOUS LEARNING FOR SUSTAINABILITY (CONT'D)

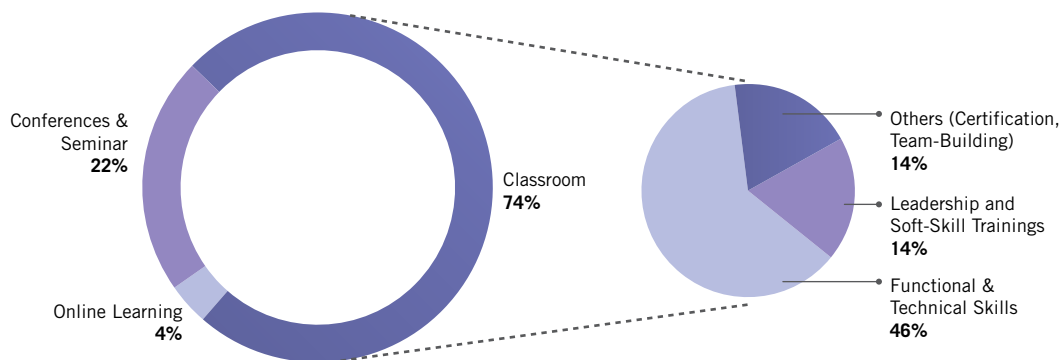
[GRI 102-35, 404-1, 404-2, 404-3, 412-2]

## LEARNING PLATFORMS

We believe that upgrading employee skills is fundamental to a dynamic and efficient workforce. The three main types of learning platforms provided to Sunway employees include online learning, conferences and seminars as well as classroom learning. These platforms cover a wide range of learning topics, to equip employees with various skills

and knowledge. Functional and technical skills make up the most of the learning topics available, followed by leadership and soft-skills training and other forms of learning including professional certification, team-building, assessment centre, entitlement of 5-days study leave and wellness lunch talks.

### Learning Platforms



#### Areas of Focus

- Customer Services Training
- Safety & Health Training
- ISO / Quality Assurance
- First-Aid Competencies Training
- Microsoft Excel Training
- Functional Specific Training

## REWARDING EXCELLENCE

We strive to compensate, recognise and develop our employees to keep them engaged and productive. We provide compensation and benefits that are competitive or are in accordance with local laws. Sunway Group reviews its salary structure each year in line with general industry practice. Periodically, we monitor the market by performing benchmarking to ensure that our total remuneration remains competitive.

Each business units may offer specific benefits and employees will receive a competitive benefits package that is relevant to their respective business units.

#### Examples of Discounts for Sunway Staff:

- Theme parks
- Shopping malls
- Hotel room rates
- Property purchases
- Sunway Medical Centre benefits

Employees also benefit from the Employees' Share Option Scheme (ESOS). The ESOS structure promotes a culture of reward based on merit. The vesting amount depends on the performance of the respective employees with higher performing

employee vesting a higher proportion of options.

A high-performance culture is part of Sunway's leadership and strategy which translates into people practices, performance management and total rewards management. Results of performance reviews are directly linked to bonuses and increments.

#### Key Focus Areas of Sunway's My Performance:

- Continuous dialogue that matches the cadence of work
- Value-added in which the manager drives feedback and development
- Employee-driven experience aligned with individuals' unique needs that emphasise on continuous growth and development
- Employees give and receive real-time bi-directional social and collaborative feedback at any point in the year

The performance management process also involves a career conversation session which helps employees and managers understand their career aspirations. Employees will first perform self-evaluation before being evaluated by their supervisors. A moderation or calibration cycle in the final review involves division heads and the CEO.

# SAFETY IS OUR CULTURE

[GRI 416-1, 403-2, 403-3]

## SAFETY ON WORKSITES

Our culture of safety is anchored by our Quality, Environment, Safety and Health (QESH) Management System which is an integrated management system which conforms to international standards.

We have an Occupational Safety and Health Committee from the respective business unit divisions that meet on a regular basis to drive continuous improvement on our safety and health practices.

ISO45001:2018 is a standard about improving employee safety, reducing workplace risks and creating better, safer working conditions. In 2019, Sunway Lagoon Theme Park was certified with ISO45001.

Our building materials division has implemented a programme to prevent any incidences or high risk of specific diseases. The division has engaged the Department of Occupational Safety and Health (DOSH) and participated in the Systematic Occupational Help (SO Help) enhancement level programme. SO Help is a national platform for strategic and synergistic cooperation between the government, employers, OSH practitioners and employees to enhance industrial hygiene standards in the workplace. The division received a Level 5 excellent mark across all categories including ergonomics improvement, chemical

safety management and continuous improvement programmes on hearing conservation.

Sunway operates with an objective, "To achieve ZERO life lost", at all project work sites. Health and safety risk assessments are established for new and existing projects across all of its business units. Improving safety and health is vital. Mandatory training is delivered for new workers and refresher training for longer-serving employees.

Several efforts have been made to improve public safety during construction works:

- Safety fencing within machine perimeter
- Safety interlock device at fencing
- Yellow lines to distinguish between passages and operations area
- Scheduled inspection of safety devices by the maintenance and Health, Safety and Environment (HSE) team
- Warning and mandatory Personal Protective Equipment signage
- Movement of vehicular traffic
- Catch platforms
- Safety net and peripheral net
- Passageway with overhead protection

Some of the high-risk activities that require permits include: hot work, excavation, scaffolding, confined spaces, working at heights, lifting and night work.

## PROGRESSING SAFETY STANDARDS

In 2019, our property division has cemented an external collaboration with Universiti Teknologi Malaysia, DOSH & CIDB: Occupational Safety Health Construction Industry Management (OSHCIM) Pilot Project for the implementation of

the OSHCIM Guideline. The OSHCIM guideline has been established to ensure every stakeholder in the construction industry works together to minimise the number of fatalities.

# SAFETY IS OUR CULTURE (CONT'D)

[GRI 403-2, 403-3, 416-1]

## SUNWAY'S SAFETY CULTURE

### BOARD OF DIRECTORS

### SUNWAY'S QUALITY, ENVIRONMENT, SAFETY AND HEALTH (QESH) SYSTEM

Integrated management system conforming to international standards

- ISO 9001 (Quality Management)
- ISO 14001 (Environmental Quality System)
- OHSAS 18001 (Occupational Health and Safety Assessment)
- ISO 45001 (Occupational Health and Safety Management)

### LOCAL LAWS AND REGULATIONS

### SUPPLIER CODE OF CONDUCT

### PROCUREMENT POLICY

### GROUP RISK MANAGEMENT DIVISION

### OCCUPATIONAL SAFETY AND HEALTH COUNCIL

### CHAIRMAN

### SUNWAY BUSINESS UNITS

### RISK ASSESSMENT AND CONTROL

We conduct hazard identification, risk assessment and risk control exercises in line with OHSAS 18001 management system requirements as well as local legislation. Our Group Risk Management Division conducts risk assessments with our Occupational Safety and Health Council. We consider how our builders identify, manage and control environmental, safety and health risks and impacts at construction sites. All tenderers are pre-qualified by assessing their Quality, Environmental, Safety and Health implementations in their existing projects.

### STANDARD OPERATING PROCEDURES – Accident / Incident Reporting Leading To Injuries Or Fatalities

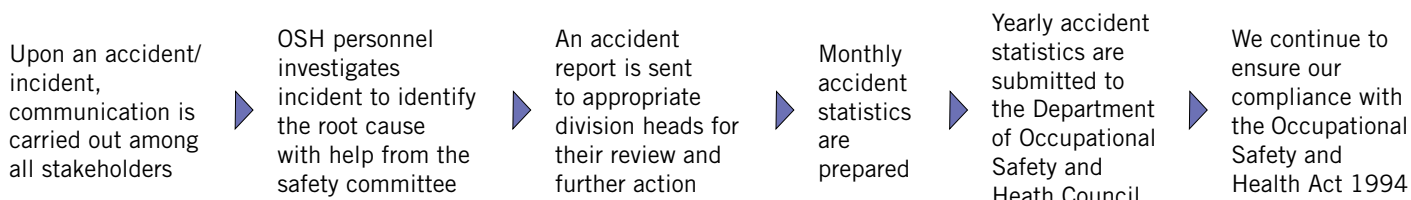


TABLE 4: HEALTH AND SAFETY

DESCRIPTION	2017	2018	2019
Injury rate / LTIFR <sup>1</sup> Injuries per million man-hours worked	4.01	4.37	9.14
Occupational disease rate Cases per million man-hours worked	-	-	0.56
Lost days rate Lost days per million man-hours worked	112.29	99.39	171.81
Work-related fatalities Number of fatalities	7	1	1
Number of workers undergoing health surveillance <sup>2</sup>	84	103	104

### TARGETS

Sunway Safety Merit System  
80%<sup>3</sup>

<sup>1</sup> LTIFR refers to Lost Time Injury Frequency Rate

<sup>2</sup> 'Health surveillance' refers to any examination and investigations which may be necessary to detect exposure levels and early biological effects and responses, and includes biological monitoring, biological effect monitoring, medical surveillance, enquires about symptoms of occupational poisoning or occupational disease and review of records and occupational history (Source: <http://www.dosh.gov.my/index.php/legislation/guidelines/occupational-health-1/658-05-guidelines-on-medical-surveillance-2001/file>)

<sup>3</sup> Only applicable to Sunway Integrated Properties and Sunway Construction projects

#### Notes:

1. The business units covered include building materials, healthcare, hotel, retail and leisure.

2. Multiplying by 1,000,000 hours is derived from the Department of Occupational Safety and Health Malaysia.

3. Malaysia follows the ILO Code of Practice on Recording and Notification of Occupational Accidents and Diseases (Code of Practice).

# WORKING WITH OTHERS

[GRI 204-1, 307-1]

## PROCUREMENT POLICY

Sunway is committed to conducting its business in an ethical, legal and socially responsible manner. Our overall procurement practices are guided by the Integrity Pact and is applied across all of our business units.

We source responsibly, selecting partners who meet high standards in areas such as ethical conduct, human rights, workplace standards and environmental management.

All suppliers have equal access to purchasing opportunities.

A tendering and bidding process screens for credibility before purchases are made. This online

and offline screening process is performed by following clear and transparent procurement policies and practices.

In 2019, at least 95% of our procurement budget was used for significant locations of operations (all Sunway business units' operations in Malaysia) and spent on local suppliers ('local' referring to Malaysian companies) although Sunway does not have a formal policy requiring locally-based suppliers to be prioritised.

A sustainable procurement policy is being developed in 2020 and will be included in Sunway Berhad's Sustainability Report 2020.

## WORKING WITH SUPPLIERS

We view our builders, consultants, and suppliers as our extended team that will drive us towards the achievement of the UNSDG.

We have ongoing initiatives to improve our supply chain management and the transparency of our value chain. By working closely with our extended teams, we seek to ensure responsible operations throughout the value chain and that the materials and components we procure are in compliance with relevant local and global regulations and standards.

Due to our diverse businesses, we source products and services from thousands of suppliers worldwide. Our Supplier Code of Conduct is communicated to suppliers in all our operations. The code supports the right to freedom of association and collective bargaining in compliance with local laws. We hold our suppliers to a high-level of health and safety standards in compliance to local laws.

Our building contracts address the need to mitigate the impacts of construction activity on the surrounding environment and safety at the construction sites. All contracts require our builders

to comply with the Environmental Quality Act 1974, Occupational Safety & Health Act 1994, Factories and Machinery Act 1967 and all other relevant legislation and regulations. In the event of any non compliance, penalties are imposed accordingly to the builders.

Once a contract has been awarded, our builders and consultant teams will be briefed on our Quality, Environmental, Safety and Health requirements. The Environmental, Safety and Health (ESH) performance of any development project is monitored through Sunway Safety Merit System (SSMS) Assessment where the target is to achieve 80%. The SSMS is an internal assessment established based on the Malaysia Environmental, Safety & Health statutory requirements. The assessment criteria emphasises on site implementation requirements. It is conducted to ensure compliance of Environmental, Safety & Health (ESH) standards at project sites. In order to achieve a rating of 80% and above, compliance of our builders with the Malaysia Environmental Safety & Health statutory requirements is required throughout the construction stage.

# WORKING WITH OTHERS (CONT'D)

[GRI 204-1, 307-1]

## SUNWAY'S PROCUREMENT POLICY

- Follows best practice in line with client expectations
- Minimises risks associated with procuring from vulnerable sources
- Focuses on the responsible sourcing of materials
- Environmental conservation policy and practices through Letter of Award (LOA)
- Regular engagement and training sessions
- Performing a risk assessment that evaluates social and environmental compliance before a project is awarded to existing or new suppliers
- Monitoring socio-environmental performance and initiatives to reduce suppliers' impact from operations and reporting findings to the management
- Warning and possibly terminating suppliers who conduct unethical behaviour that contravenes our socio-environment performance

## SUPPLIER CODE OF CONDUCT

Sunway's suppliers must comply with all applicable laws, codes, or regulations of the countries, state and localities in which they operate including laws and regulations relating to environmental, occupational health and safety and labour practices. This safeguards against child labour, discrimination, health and safety, working conditions, working hours, compensation, right to association and fair employment.

In addition, suppliers must require their suppliers (including temporary labour agencies) to do the same. Suppliers must conform their practices to any published standards for their industry.

Suppliers must conduct their businesses in accordance with the highest standards of ethical behaviour and in accordance with applicable laws and regulations in:

- Fair trade practices
- Bribery, kickbacks and fraud
- Sunway's policies and procedures (including conflicts of interests, procurement relationships and Code of Conduct & Business Ethics)
- Intellectual property rights

Complies with all applicable labour and employment laws, ordinance, by-laws, rules, regulations or orders.

- Stipulates how information is being managed, monitored and reviewed



# COMMUNITY SAFETY

[GRI 410-1, 413-1, 413-2, 416-1]

## SAFEGUARDING OUR COMMUNITIES

Costs to crime for individuals include property losses, income losses, and healthcare costs. Ultimately crime could cause the loss of lives.

Crime also depletes tax revenues by discouraging tourism and foreign investors as well as creating a need for more expenditure on the prevention, detection and prosecution on crime that could be better used for development. Preventive measures in mitigating crime remain our top priority in our operations.

Sunway acts as a co-investor in its masterplanned communities. At the design and planning stage, we employ Crime Prevention by Environmental Design (CPTED) principles in all our integrated townships, integrated developments and buildings.

As community guardians, Sunway's Safe City concept is applied in all our integrated townships and development. We have a total of 1,400

auxiliary police and security personnel to keep our stakeholders safe. In all our townships, we have centralised security systems to manage township security.

We have installed more than 10,000 CCTVs across our developments in Malaysia and overseas and work closely with the Royal Malaysian Police (PDRM), NGO bodies, such as the Malaysian Crime Prevention Foundation (MCPF) and other community stakeholders to make our premises and vicinity safe.

Our security personnel are able to provide assistance in reporting any incidences of non-conformance to our policies for human rights, forced labour, child labour and children's rights.

We engage our tenants on social issues through townhalls as well as other events such as fire drills and evacuation exercises.

## CHILD PROTECTION AND EDUCATION

Our malls run programmes that prioritise child safety. Sunway Pyramid Mall's Leo Club, Sunway Putra Mall's Putra Junior, and Sunway Velocity Mall's Velokiddie Club (26,255 members) each run safety and education programmes for children.

PROPERTY	INITIATIVES
SUNWAY PYRAMID MALL	<ul style="list-style-type: none"> <li>In Sunway Pyramid Mall, each child is entitled to a complimentary safety pack that includes temporary tattoos with the concierge numbers for when a child is lost, child-safe wristlets that link the parents to their children.</li> <li>The mall also opened Leo's Junior Kids Toilet &amp; Baby Room in LG1, specially-designed to cater to kids and nursing mothers, taking into consideration the hygiene and aesthetic factors. The bright and colourful walls and facilities in the room are all given a sanitising nano coating and the air is freshened and ionised for a clean and pleasant experience. The room also serves to educate young children on the proper use of toilet facilities and train them to be independent. This facility is the pilot project for Sunway Malls with similar restrooms to be set up in Sunway Velocity Mall, Sunway Putra Mall, Sunway Carnival Mall and Sunway Giza Mall in the near future.</li> </ul>
SUNWAY VELOCITY MALL	<ul style="list-style-type: none"> <li>In 2019, Velokiddie Club hosted 11 events. These events include a mall safety tutorial to educate parents and children on mall safety. Another event was a prevention campaign for Hand Foot and Mouth Disease.</li> </ul>
SUNWAY PUTRA MALL	<ul style="list-style-type: none"> <li>Sunway Putra Mall became the first autism-friendly mall in Malaysia with privileges such as reserved parking, dimmed lights, low volume music and assistance. Every Tuesday is also allocated as an Autism Friendly Shopping Day. Permanent facilities include a calm room and sensory walls.</li> </ul>

# COMMUNITY SAFETY (CONT'D)

[GRI 410-1, 413-1, 413-2, 416-1]

## COMMUNITY SAFETY AND SECURITY

In 2019, we managed to redevelop our security structure for integrated development and reduced foreign security guards in accordance to the government's initiative.

MEASURES	DESCRIPTION
<b>CRIME PREVENTION BY ENVIRONMENTAL DESIGN (CPTED)</b>	<ul style="list-style-type: none"> <li>• Natural surveillance</li> <li>• Natural access control</li> <li>• Territorial reinforcement</li> <li>• Maintenance</li> </ul>
<b>EMERGENCY RESPONSE PLAN</b>	<ul style="list-style-type: none"> <li>• Panic buttons around our shopping malls and carpark for a quick emergency response</li> <li>• Every commercial building carries out at least one fire drill / evacuation exercise annually aligned to the requirement by BOMBA. Failure to comply will affect the renewal of fire certificate for Sunway's buildings</li> <li>• Sunway Group Security has formed 2 SWIFT Teams (Sunway Immediate Forward Team) to respond to any kind of emergencies or disasters within Sunway City Kuala Lumpur and Sunway City Iskandar</li> </ul>
<b>ENFORCEMENTS OF CLEAN AIR</b>	<ul style="list-style-type: none"> <li>• In 2019, the Ministry of Health has empowered Sunway's auxiliary police to issue notice to summons for those caught smoking at non smoking zones at Sunway City</li> </ul>
<b>ESCALATORS</b>	<ul style="list-style-type: none"> <li>• All new escalators will have additional auxiliary brake, in accordance with British Standard EN 115</li> <li>• We conduct inspection on all escalators and travellers</li> </ul>
<b>MINIMUM TRAINING FOR AUXILIARY POLICE &amp; ALL SECURITY PERSONNEL</b>	<ul style="list-style-type: none"> <li>• Sunway's Group Security division organises monthly trainings for our security personnel</li> <li>• PDRM runs at least two gun shooting courses with our auxiliary police</li> <li>• A minimum of 48-hour foot drills and BOMBA training is held each year</li> <li>• At least 16 hours of classroom training is delivered each year</li> <li>• Two months of training is conducted</li> </ul>
<b>SECURITY AI</b>	<ul style="list-style-type: none"> <li>• Sunway has partnered with NEC to test-bed new security solutions in Sunway Iskandar which will include biometrics and video analytics, making Sunway Iskandar a smart, secure and sustainable township</li> </ul>
<b>SECURITY AND CRIME PREVENTION</b>	<ul style="list-style-type: none"> <li>• Partnership with the PDRM and MCPF</li> <li>• Our 1,400 security force personnel include auxiliary police, in-house security and out-sourced Nepalese guards</li> <li>• Our auxiliary police personnel have undergone a 2-months intensive training programme at PDRM's training centre (PULAPOL)</li> </ul>

# UPLIFTING THE VULNERABLE FOR SUSTAINABLE GROWTH

## SOCIAL INCLUSION

At Sunway, we pledge to continue to do good and to stand alongside all Malaysians to ensure that no one is left behind. We actively take actions to curb inequalities and embark on long-term sustainable projects to benefit the underserved through our Corporate Responsibility. Corporate Responsibility is a model that upholds the belief that organisations must add long lasting impact and value to society, the environment and the economy, and this has always been at the core of our business strategy.

We are able to champion this through our #SunwayForGood initiatives which focuses on three key pillars which are Education, Healthcare, and Community Enrichment. These pillars are aligned with our commitment to the UNSDG. We believe in giving back in all forms – food, scholarships, job opportunities and more, all of which are in line with the #SunwayForGood pledge to promote sustainability and social responsibility efforts. We

believe in doing well by doing good, and strives to establish a positive, far-reaching impact for the people, planet, and prosperity.

Through #SunwayforGood initiatives, we target to reach out to the poor, marginalised, differently-abled, youth, women and senior citizens in the B40 category. Our focus is on giving “hands up” instead of “hand out” by teaching them skills, or providing trainings and opportunities to enable them to independent work towards a fulfilled life. To identify the people who needs our assistance the most, we partner with various government bodies and non-prpfit organisations to ensure that we are helping those who need it the most in the communities we serve.

Since 2015, we have impacted 404,901 beneficiaries in our communities. We target to improve 1 million lives by 2030.

## EMPLOYEE VOLUNTEERISM

Sunway believes that the its core values of integrity, humility and excellence can be cultivated through active employee volunteerism.

Through volunteerism, Sunway's volunteers cultivate an understanding of the communities they serve and how they can do better to advance development for all. Volunteering promotes relationship building, develops leadership and soft skills, while cultivating a sense of identity and belonging in the communities.

Since our inception, Sunway's employee club, Kelab Sosial Sunway has been reaching out to the most vulnerable in our communities.

In 2019, Sunway's volunteers contributed time, effort and funds to support various community projects organised by Sunway and a total of 7,612 volunteerism hours was recorded.

Our volunteers can participate in #SunwayforGood initiatives during working hours, as well as receive replacement hours if they participate in the projects during their rest days.

In 2019, we contributed a total of RM2.8 million for non-profit organisations and for community investments.

**TABLE 5: SOCIAL INVESTMENT AND VOLUNTEER CONTRIBUTIONS**

SOCIAL INVESTMENT AND VOLUNTEER CONTRIBUTIONS	2015	2016	2017	2018	2019
TOTAL INVESTMENT (“RM” MILLION)	1.26	1.01	2.13	3.65	2.8
TOTAL BENEFICIARIES (NO. OF PEOPLE)	6,335	5,360	53,127	114,311	225,768
TOTAL MAN-HOURS	3,725	3,535	4,521	16,801 <sup>1</sup>	7,612

<sup>1</sup> Sunway Group embarked on a mission to deliver a targeted 1,000,000 meals to undernourished communities around Malaysia, Timor Leste and Cambodia. In 2018, the mission was completed with the packing of 500,000 meals.

# #SUNWAYFORGOOD

The one common thing that all Malaysians love is being able to celebrate various festivities throughout the year. Be it Chinese New Year, Raya, Deepavali or Christmas, every Malaysian comes together as one to enjoy the merriment.

However, tucked in some corners of our developing cities, lie families who are struggling to put food on the table on a daily basis. Therefore, festive seasons may not necessarily be a happy occasion for them.

Wanting to bring a cheerful Ramadhan to the underserved communities, especially families in the B40 group, we organised a #SunwayforGood Raya Cheer programme that brought joy to 11,520 beneficiaries nationwide. Sunway's key focus area is to lend aid to urban families and communities from B40 backgrounds (households with incomes of less than RM3,000 because they are the most vulnerable to economic, environmental, and social shocks.)

The month-long event included bubur lambuk distribution, installation of rice automated teller machines (ATM), *iftar barakah* sessions, packed food distribution to the homeless and Raya Cheer (shop for baju Raya and buka puasa) with B40 families spread across Kuala Lumpur, Selangor, Perak, Penang and Johor, where we have built, served, and remain as part of the communities.

We distributed a total of 7,000 *bubur lambuk* packets, donated eight *Beras* ATMs with more than 8,000kg of rice and hosted various *iftar barakah* sessions to benefit the underserved communities.

We have worked with various partners to identify individuals that need aid the most for the #SunwayforGood Raya Cheer campaign across the nation. These partners including state governments, NGOs and community centres including the Perak State Government, the Penang State Government, Yayasan Kebajikan Negara, Selangor Youth Community, Malaysia Red Crescent Society, Lembaga Zakat Selangor, Jabatan Agama Islam Wilayah Persekutuan and committee members of various mosques. More than 540 Sunway employees volunteered their time throughout the whole Raya Cheer campaign.



Sunway employees and Sunway Group Deputy Executive Chairman Tan Sri Datuk Seri Razman M. Hashim giving out bubur lambuk to beneficiaries at Masjid Al Husna as part of the #SunwayforGood Raya Cheer CSR programme



Sunway Group Deputy Executive Chairman Tan Sri Datuk Seri Razman M. Hashim handing out rice to a beneficiary as part of Sunway's Beras ATM initiative, which was newly launched in 2019.





• **First Corporation in Malaysia to Sponsor *Beras* ATM**

Sunway is the first corporation in Malaysia to donate rice ATM machines. The rice ATM has two functions – to give out rice supply in desired quantity and has a donation compartment to receive cash funds from the public. The funds will be used to purchase more rice for the needy.

Each machine can contain 200kg of rice at one time and runs on RFID card system. Identified beneficiaries will be given an RFID card and they can use the card at the ATM to collect two kilograms of rice every first and third Fridays of the month.

Locations of the *Beras* ATM were::

- Masjid Daerah Tapah, Perak
- Masjid Alhassymiyyah Kg. Talang, Perak
- Masjid Bandar Perda, Seberang Jaya, Penang
- Markas MPKK, Kg. Pertama Seberang Jaya, Penang
- Masjid Al-Husna, Bandar Sunway, Selangor
- Masjid Abu Ubaidah Al-Jarrah, Wangsa Maju, Kuala Lumpur
- Masjid India, Johor Bahru, Johor
- Masjid Nurul Muttaqin, Kg. Ulu Pulai, Gelang Patah, Johor

• ***Bubur Lambuk* Distribution**

A total of 7,000 packets of *bubur lambuk* were distributed in various locations. The *bubur lambuk* were specially prepared by teams of expert chefs from Sunway Hotel Seberang Jaya, Sunway Putra Hotel, Sunway Resort Hotel & Spa, Malaysian Red Crescent Society and various mosques.

• **Sunway *Berbuka Puasa* with 22 Families in B40 Group**

More than 100 volunteers together with YB Dr Afif Bahardin, the then ADUN Seberang Jaya visited 22 families in Seberang Jaya to *berbuka puasa* with them in their homes. A total of RM6,000 worth of groceries and *duit raya* was given to the families.

• **Distributing Packed Food to The Homeless in Anjung Singgah**

Sunway worked with Yayasan Kebajikan Negara to distribute *bubur lambuk* and packed food to 400 homeless individuals living in Anjung Singgah YKN, Jalan Hang Lekiu, Kuala Lumpur and 200 underserved beneficiaries living in Anjung Kasih YKN in Hospital Serdang and Hospital Selayang.

Anjung Singgah YKN is a social intervention centre set up to give the homeless a temporary shelter, food and drinks. Anjung Kasih YKN is a temporary accommodation for the less fortunate family members who needs to accompany their relatives who are patients receiving treatments at government hospitals. It also serves as an intervention center to prepare them with skills needed to live independently with the country's current development.

• **A Cheerful Ramadhan for Underprivileged Children**

Sunway worked with the Selangor Youth Community to bring a Raya Cheer to 150 children from Pertubuhan Pendidikan Anak- Anak Yatim Selangor (Rumah Bakti Dato' Harun), Rumah Kebajikan Raudhatul Al-Faez, Pertubuhan Kebajikan Anak Yatim Darul Ehsan Malaysia and 150 stateless children from Sekolah Bimbingan Jalinan Kasih. We treated them to a shopping session with Sunway volunteers where they received a new *baju raya*, participated in specially crafted workshops and enjoyed a delicious *buka puasa* session in Sunway Resort Hotel & Spa.

# #SUNWAYFORGOOD (CONT'D)

NO.	EVENTS	DESCRIPTION
<b>FESTIVITIES (SOCIAL INCLUSION)</b>		
<b>1</b>	<b>CNY campaign 2019</b>	
1.1	CNY Cheer	<p>In conjunction with Chinese New Year, a fundraising dinner was held in collaboration with SJK(C) Chee Wen to bring good cheer to Chinese elders from several old folks' homes including:</p> <ul style="list-style-type: none"> <li>• Persatuan Kebajikan Dan Sosial Kim Loo Ting Kuala Lumpur</li> <li>• Sri Jayanti Metha Home</li> <li>• Rumah Kasih Hospital Kuala Lumpur</li> <li>• Rumah Warga Tua Onn Ling, Pajam</li> <li>• Rumah Warga Tua Rahmat, Semenyih</li> </ul> <p>The elders were invited to feast at the charity dinner while enjoying wonderful performances. Additionally, they were each presented with a red packet, as is customary to the Chinese festival.</p>
1.2	Hakka Gathering	This year's Chinese New Year celebration was brought up to a much bigger scale with many fun activities due to support from the Hakka Association.
1.3	A Hokkien Heritage Celebration	On the 12 <sup>th</sup> day of the Chinese Lunar calendar this year, the staff of Sunway Carnival Mall, Sunway Hotel Seberang Jaya and Sunway Hotel Georgetown joined hands to spread a Lunar New Year cheer to the residents of Rumah Sejahtera Permatang Tinggi. About 80 residents and helpers received Chinese New Year goodies such as mandarin oranges and other food items. Additionally, Mr. Chai Wen Yew, the General Manager of Sunway Carnival Mall and Mr. Woo Hing Siang, the Finance Director of Sunway Hotel Seberang Jaya distributed customary red packets in conjunction with the Chinese New Year tradition.
<b>2</b>	<b>Hari Raya 2019</b>	
2.1	Raya Shopping Spree	A total of 300 orphans and stateless children were treated by Sunway Group to a Raya shopping spree at Sunway Pyramid to purchase their baju Raya. The children, who are selected by Selangor Youth Community (SAY) and Yayasan Islam Darul Ehsan are from Pertubuhan Pendidikan Anak-Anak Yatim Selangor, Rumah Kebajikan Raudhatul Al-Faez, Pertubuhan Kebajikan Anak Yatim Darul Ehsan Malaysia, Pusat Jagaan Pertubuhan Kebajikan Ehsan Ash-Shakur and Sekolah Jalinan Bimbingan Kasih. After a fruitful two-hour shopping, the kids were then led to Sunway Resort Hotel & Spa to enjoy fun and educational activities as well as a scrumptious Ramadan buffet spread with SAY founder and royal patron, DYT M Raja Muda Selangor, Tengku Amir Shah Ibni Sultan Sharafuddin Idris Shah Alhaj. To wrap up the programme, each child received <i>duit raya</i> , a prayer mat and cookies.
2.2	Feeding Families CSR	<p>Sunway Velocity Mall hosted a "Feeding Families" initiative this year for the underprivileged in conjunction with Ramadan and as part of its Bunga-Bunga Raya festive campaign. Hinged on the belief that everyone should participate in efforts for the betterment of the community, every redemption made by the mall's valued shoppers resulted in a RM5 donation to the Feeding Families initiative.</p> <p>At the event, 50 families from the Cochrane Perkasa People's Housing Project (PPR) in Cheras received RM200 worth of daily essentials such as rice, condiments, cooking oil and other necessities that would help for food preparation during the Ramadhan and Raya period, in addition to being treated to a buka puasa dinner.</p>



NO.	EVENTS	DESCRIPTION
<b>FESTIVITIES (SOCIAL INCLUSION)</b>		
<b>3</b>	<b>Mid-Autumn Festival</b>	<p>Lanterns are an important element during the festival and carries a significant meaning in Chinese culture. Sunway Velocity Mall hosted its annual lantern making contest with bigger and better prizes worth up to RM150,000 in conjunction with the Mid-Autumn Festival. This year, it was open to the public of all ages. Special categories were created for children aged below 12 and for youths between 13 and 25 years old. Participants submitted their lanterns to be displayed at the mall, and judges were invited to score the lanterns based on workmanship, creativity, colour and lighting of the lantern for those 12 years and above, while those 12 years and below were graded according to theme, creativity, colour and structure.</p> <p>The grand prize winner walked home with a travel package for two to Tokyo, Japan, a ITSU massage chair, and a RM3,000 cash prize. The first runner-up also walked home with a ITSU Massage chair and a RM2,000 cash prize while the second runner-up won a ITSU massage chair and RM1,000 cash prize. After the prize-giving ceremony, shoppers went for a lantern walk around the mall to celebrate the Mid-Autumn Festival.</p> <p>Earlier, 80 children from Yayasan Sunbeams Home, Projek Perumahan Rakyat, OrphanCare Foundation, and Persatuan Anak-Anak Yatim Dan Ibu Tunggal Kampung Medan were treated to activities such as sushi making by Sakae Sushi, meals by O'Briens and 4Fingers and screening of The Lion King at TGV cinema. The children also joined in the lantern walk, led by the Chinese traditional dragon dance.</p> <p>Sunway Putra Mall also celebrated Mid-Autumn Festival by creating more than 8,888 origami rabbits using recycled decorative papers. This effort was recognized by The Malaysia Book of Records for the most number of origami rabbits. The origami were later distributed to Biji-Biji Initiative for decorative purposes and half of it was recycled into note books.</p>
<b>OTHERS (EDUCATION, HEALTH, AND SOCIAL INCLUSION)</b>		
<b>4</b>	<b>Earth Hour Lights Off 2019</b>	<p>In conjunction with Earth Hour, all non-essential lights facing the main driveway were turned off, which includes the iconic lion head, all dome and pelmet lights as well as street lighting on Saturday 30 March, 8.30pm - 9.30pm. Tenants facing the main driveway were also encouraged to turn off all their lights for the one hour earth event.</p>
<b>5</b>	<b>Blood Donation</b>	<p>In line promoting good health and well-being, we support blood donation initiatives due to how they are instrumental in saving and sustaining the lives of those with critical medical conditions. By lending our building space for blood donation drives, we provide an avenue for the public and staff to donate their blood to ensure sufficient blood supply in the medical sector. This year, two of our office buildings, Sunway Geo and Wisma Sunway did just that, consequently enabling successful blood donation drives in their respective locations.</p>
<b>6</b>	<b>Sunway The Good Run</b>	<p>Sunway The Good Run was held to raise awareness on the importance of doing good for the community and the world. Held in conjunction with the 20th anniversary of Sunway Medical Centre in 2019, all collections from the run were channeled to a cancer-focused organisation.</p>

# #SUNWAYFORGOOD (CONT'D)

NO.	EVENTS	DESCRIPTION
<b>OTHERS (EDUCATION, HEALTH, AND SOCIAL INCLUSION)</b>		
<b>7</b>	<b>Free Health Screening</b>	
		A collaboration with the National Kidney Foundation of Malaysia to provide free health screening for individuals from the B40 communities in the Klang Valley.
<b>8</b>	<b>Back To School – Ipoh, Johor &amp; SMK Yaacob Latiff</b>	
		The Back to School programme is part of the #SunwayforGood pledge to continue to do good and stand alongside Malaysians for good by empowering and inspiring students to learn. Each package consists of a schoolbag, a water bottle, a food container and a stationery set to start them off on the right track for the new school year.
<b>9</b>	<b>Sunway SILK Program</b>	
		Sunway SILK (Seeding Inspiration and Leadership via Knowledge) is a corporate initiative of Sunway Group to empower local communities by encouraging corporate volunteerism among employees.
<b>10</b>	<b>Run for Rare</b>	
		The main objective of the event is to raise awareness about rare diseases among Malaysians. Being the co-organiser/sponsor, this event strengthens and solidifies Sunway's reputation as a conglomerate that contributes to society.
<b>11</b>	<b>GOLD Job Training</b>	
		The Sunway Job Training Programme offers special needs students on-the-job real world training. It was established at Sunway Lagoon, Sunway Medical Centre, Sunway Pyramid Mall, Sunway University and Sunway Resort Hotel & Spa. The programme provides the students with job training and exposure, to develop and equip them with practical and social skills for future employment. Under the supervision of experienced and dedicated personnel, the students build confidence and learn independence.
<b>12</b>	<b>No Smoking Refresher Course</b>	
		Sunway aims to protect members of the public from exposure to second-hand smoke to create a healthier, cleaner and safer environment for everyone. The Ministry of Health appointed a team of auxiliary police to educate and enforce a zoned smoking policy in the 800-acre township of Sunway City. Polis DiRaja Malaysia (PDRM) supports this initiative. A refresher course/ seminar for our Auxiliary Police personnel was organised by Sunway Group Branding and Marketing & Communications. We invited Officers from Ministry of Health Malaysia and Royal Malaysian Police (PDRM) to facilitate these sessions which were conducted over two days.
<b>13</b>	<b>Sunway-Oxbridge Essay Competition</b>	
		Sunway Oxbridge Essay Competition is in its fifth year and is part of Sunway Group's CSR effort to improve English proficiency among Malaysian students. It is jointly organised by Sunway Group, The Oxford & Cambridge Society Malaysia, Jeffrey Cheah Foundation, Sunway University and Monash University Malaysia. Sunway Group had received over 16,472 entries from all over Malaysia for the past five years.

## GOALS &amp; TARGETS

[GRI 306-4]

<b>LEGEND</b>	●○○ Targets are set; Data compilation in progress
<b>PROGRESS</b>	○○○ Targets are set; Baseline yet to be set
<b>TRACKING</b>	○○● Targets are set; Baseline is set

FUTURE VALUE GOALS	TARGETS (EFFECTIVE FROM 2019)	FY 2019 PERFORMANCE
<b>PILLAR 2: PEOPLE</b>		
<b>Goal 3: Progressive Sunway Employees</b>	Employee Engagement: To be the best employer by 2025 in Malaysia	○○● Work in progress to improve Employee Engagement Score (EES)
	Occupational Health and Safety: All business units (where relevant and applicable) to be ISO 45001 certified by 2025	●○○ Sunway Lagoon Theme Park has been certified ISO45001:2018
	Employee Training Hours: 40 hours of training per employee	○○● 30.7 hours per employee (Executive level and above)
<b>Goal 4: Progressive Communities</b>	Customer Health and Safety: All integrated townships, integrated developments and buildings to be designed in accordance with Crime Prevention Through Environmental Design (CPTED) by 2025	○○○ All property developments designed since 2014 strives to achieve disabled-friendly and child-friendly access in our projects with minimal or no step within the unit. The height to all light switches in Sunway properties were also reduced to enable reach by the elderly on wheelchair or children.
	CSR Activities: To impact 1,000,000 beneficiaries by 2030	○○● 404,901 beneficiaries (cumulative from 2015-2019)

# KEY PERFORMANCE INDEX

INDICATOR	UNIT OF MEASUREMENT	2017	2018	2019
<b>PEOPLE</b>				
Total number of employees	Number	10,350	11,191	11,430
Total number of new employees	Number	2,764	2,624	2,916
Turnover rate	%	17	17	18
<b>i. Board Diversity - Gender</b>				
Male directors	%	89	80	78
Female directors	%	11	20	22
<b>ii. Board Diversity - Age Grouping</b>				
Directors between 40 to 50 years old	%	11	10	11
Directors more than 50 years old	%	89	89	89
<b>iii. Board Diversity - Ethnicity</b>				
Malay directors	%	11	10	11
Chinese directors	%	67	60	56
Directors of other ethnicity	%	22	30	33
<b>iv. Employee Diversity - Gender</b>				
Male executives	%	47	44	42
Female executives	%	53	56	58
Male non executives	%	71	74	71
Female non executives	%	29	26	29
<b>v. Employee Diversity - Age Group</b>				
Executives less than 30 years old	%	37	37	37
Executives between 30 to 40 years old	%	34	34	33
Executives between 40 to 50 years old	%	18	18	19
Executives more than 50 years old	%	11	11	11
Non executives less than 30 years old	%	45	47	45
Non executives between 30 to 40 years old	%	28	28	30
Non executives between 40 to 50 years old	%	17	16	15
Non executives more than 50 years old	%	9	9	10
<b>vi. Employee Diversity - Ethnicity</b>				
Malay executives	%	28	31	32
Chinese executives	%	49	49	48
Indian executives	%	12	12	13
Other races executives	%	3	4	4
Foreigner executives	%	8	4	3
Malay non executives	%	50	47	50
Chinese non executives	%	6	5	6
Indian non executives	%	17	15	16
Other races non executives	%	8	7	7
Foreigner non executives	%	19	26	21

Note: Figures stated in charts may not add up due to rounding of decimals

INDICATOR	UNIT OF MEASUREMENT	2017	2018	2019
<b>PEOPLE</b>				
<b>vii. Employee Diversity - Years of Service</b>				
Executives worked less than 1 year	%	21	20	22
Executives worked between 1 to 5 years	%	36	37	37
Executives worked between 5 to 10 years	%	23	22	22
Executives worked between 10 to 15 years	%	9	10	9
Executives worked between 15 to 20 years	%	5	5	5
Executives worked more than 20 years	%	6	6	6
Non executives worked less than 1 year	%	22	27	21
Non executives worked between 1 to 5 years	%	39	36	41
Non executives worked between 5 to 10 years	%	20	19	20
Non executives worked between 10 to 15 years	%	10	9	9
Non executives worked between 15 to 20 years	%	5	5	5
Non executives worked more than 20 years	%	4	3	4
<b>viii. Employee Leaves</b>				
Number of parental/childcare leave applications	Number	551	733	867
Number of days applied for parental/childcare leave	Number	827	1,140	1,049
Number of maternity leave applications	Number	187	251	222
Number of days applied for maternity leave	Number	10,714	14,967	13,319
Number of paternity leave applications	Number	236	262	257
Number of days applied for paternity leave	Number	645	759	706
<b>ix. Others</b>				
Proportion of senior management hired from local community	%	97	97	94
Ratio of basic salary of women to men excluding foreign workers	Ratio	0.99:1	0.9:1	0.89:1
Ratio of basic salary of women to men including foreign workers	Ratio	1.07:1	1.0:1	0.95:1
<b>x. Longstanding Service Awards</b>				
10 years	Number	255	256	231
20 years	Number	105	38	67
30 years	Number	3	9	18
<b>xi. Health and Safety</b>				
Injury rate	Injuries per million man-hours worked	4.01	4.37	9.14
Occupational Disease Rate	Cases per million man-hours worked	0	0	0.56
Lost days rate	Lost days per million man-hours worked	213.75	184.56	257.04
Work-related fatalities	Number	7	1	7
Number of workers undergoing health surveillance	Number	84	103	104

Note: Figures stated in charts may not add up due to rounding of decimals



# ACHIEVEMENT AND AWARDS 2019

## PEOPLE

- **Sunway Lagoon Theme Park**  
- Best Employer Brand by Graduates Choice Award 2019
- **Sunway Malls**  
- Silver in HR Asia Recruitment Awards (Malaysia) 2019 for Best Onboarding Experience

## INCLUSIVITY AWARDS

- **Sunway Lagoon Theme Park**  
- Best Outdoor Edutainment and Best Family Friendly Destination by Baby Talk + MamaPapa Readers' Choice Awards 2019
- **Sunway Malls**  
- Motherhood Choice Award 2019 - Malaysia's Family Friendly Mall Operator organised by motherhood.com.my
- **Sunway Putra Mall**  
- Autism Star Certificate of Recognition for Autism Friendly Initiative by The National Autism Society of Malaysia  
- Bronze Marketing Excellence Awards 2019 for Corporate Social Responsibility Category  
- Community and Social Welfare category for the "Autosome is Awesome" initiative at the International Council of Shopping Centres (ICSC) Asia-Pacific Awards  
- Silver ICSC APAC Award 2019 for Cause-Related Marketing Category



Sunway Malls wins Silver in HR Asia Recruitment Awards (Malaysia) 2019 for Best Onboarding Experience



*Sunway Lagoon Theme Park wins Best Employer Brand by Graduates Choice Award 2019*



# ADDRESSING CLIMATE CHANGE



Our business, as well as the use of our products and services depends on and impacts the natural environment in a variety of ways of ways. We leverage on our Build, Own, Operate business model to create future-proof, climate-resilient communities through the entire value chain of our townships' and assets' lifecycle. For example, our construction division has built solar capacities. Our building materials division has created permeable pavers which prevent

floods while allowing rainwater to nourish the Earth. Our incubator and accelerator is working to guide young minds to produce new solutions such as urban farms which build robustness in our cities and extend our biodiversity focus as the first line of defense. Our strategy towards decarbonisation is to optimise efficiency across our value chain, decarbonise power and electrify fuel.



Low Carbon  
Cities

Green Value  
Chain



*Artist impression of Sunway City Iskandar*

# OUR STRATEGY TOWARDS DECARBONISATION

[GRI 203-1]

## SUNWAY'S APPROACH

### OPTIMISE EFFICIENCY

### DECARBONISE POWER

### ELECTRIFY FUELS

## RELATED POLICY

### ZERO PLASTIC USE POLICY

We have implemented a Zero Single Plastic Use Policy in our property division's assets, venues, and events.

## OPTIMISE OUR OPERATIONS

### CORPORATE DATA CENTRE

To further decrease our emissions, our corporate data centre ran a study that confirmed that running a business application in a private cloud is generally more energy and carbon-efficient than running it on a traditional 3-tier architecture. Cloud computing offers greater diversity and can serve more customers at the same time with fewer servers.

- The private cloud computing transition will be followed by the replacement of remaining older / obsolete servers/computers to lower our Greenhouse Gas (GHG) emissions.
- Replacements will take into consideration embodied emissions from physical hardware required to be estimated based on the weight and material composition of each component.
- Once completed, we estimate to save 4912.56 kwh / month which translates to saving 44.2 tonnes of CO<sub>2</sub> emission per year.

### E-INVOICING

- We have implemented an e-invoicing system and in 2019, 84% of our business units used this system.
- Studies show that carbon reductions ranged from 66% to 99% improvement.

### GPS TRACKING SYSTEM

- We implemented GPS tracking systems on all our vehicles within our trading and manufacturing divisions. This system decreases our emissions as we are able to conduct preventive maintenance services, shorter routes to job sites, right-sizing our fleet to eliminate underutilised vehicles and their environmental impact as well as empower drivers with data to reduce idling, speed and other behaviours that increase fuel consumption.

### TRANSITIONING TO NATURAL GAS

- In 2019, our quarry division replaced burning source of light fuel oil with natural gas for asphalt manufacturing plant in Kemaman, Terengganu translating to savings of RM1.50 / tonne on burning cost.
- This resulted in lowered plant maintenance cost, and savings of 452 tonnes of CO<sub>2</sub> emissions per year.

### EURO 5 VEHICLES

- For 2019, 186 company-owned machinery used Euro 5 diesel with lower carbon / CO<sub>2</sub> emissions.
- Euro 5 limits pollutants that are considered harmful to human health such as carbon monoxide (CO), hydrocarbons (HC), nitrogen oxides (NOx) and particulate matter (PM).

### GOALS AND TARGETS 2030

- We have set energy and waste goals for all our entire operations.



OPTIMISE OUR VALUE CHAIN	
<b>LANDBANK ACQUISITION</b>	<b>EFFICIENT BIODIVERSITY MANAGEMENT</b> <ul style="list-style-type: none"> <li>• Conservation and rehabilitation efforts in Sunway's cities as well as urban farms for climate resilience and efficient land use</li> </ul>
<b>DESIGN AND MASTERPLANNING</b>	<b>EFFICIENT LAND USE</b> <ul style="list-style-type: none"> <li>• We continue to acquire transit-linked land in populous areas for development</li> <li>• We continue to reinvest and grow in our integrated, compact townships minimising urban sprawl and the need for transportation</li> <li>• We continue to plan for mixed developments</li> <li>• We are setting in place new guidelines for our build to sell properties</li> </ul>
<b>CONSTRUCTION AND SUPPLY CHAIN MANAGEMENT</b>	<b>EFFICIENT MATERIALS MANAGEMENT</b> <ul style="list-style-type: none"> <li>• We continue to develop our virtual design construction capabilities to 7D</li> <li>• We continue to use green construction methods such as IBS and system formwork</li> <li>• We continue to source for green building materials such as ALC blocks, and eco pavements</li> <li>• We are setting in place new guidelines for our new buildings to be constructed green</li> <li>• Our construction division has the capacity to build solar photovoltaic farms</li> </ul>
<b>MARKETING &amp; SALES</b>	<b>EFFICIENT TECHNOLOGY FOR SERVICE DELIVERY</b> <ul style="list-style-type: none"> <li>• Continue to digitalise the consumer journey</li> <li>• Annual water, energy and waste audit and initiatives</li> <li>• Green buildings</li> <li>• Maintain urban forestry in our integrated cities of Sunway City Kuala Lumpur, Sunway City Ipoh and Sunway City Iskandar</li> <li>• Rapid adoption of innovative technologies</li> <li>• Turnover of outdated equipment</li> <li>• Retrofitting assets with efficient fixtures</li> <li>• Build urban farms as natural carbon sequestration sites</li> </ul>
<b>PROPERTY INVESTMENT AND BUSINESS OPERATORS</b>	
<b>REIT AND REIT MANAGEMENT</b>	

## DECARBONISE POWER

We have completed the installation of solar PV panels which produce 2,561,725 kWh of electricity in Monash University, Sunway University, our Eco-walk, assets owned by Sunway Paving Solutions, and Sunway Big Box Retail Park.

## ELECTRIFY FUELS

- We invested RM123 million in Malaysia's first BRT in a private-public partnership. The BRT buses are powered electrically and does not have any gas emission. The buses are expected to serve the highly-dense population of Sunway City Kuala Lumpur and its surrounding areas with about an estimated 500,000 people.
- We have installed about 20 electric charging bays around the highly dense Sunway City Kuala Lumpur.
- We partnered with Malaysia's first e-scooter startup to provide scooters in Sunway City Iskandar.

# OUR STRATEGY TOWARDS DECARBONISATION (CONT'D)

[GRI 305-1, 305-2, 305-3]

**TABLE 6: CO<sub>2</sub>e EMISSIONS AND CO<sub>2</sub> EMISSIONS AVOIDED**

YEAR	tonnes CO <sub>2</sub>								TREES EQUIVALENT TO CO <sub>2</sub> e AVOIDED
	SCOPE 1		SCOPE 2		SCOPE 3		TOTAL CO <sub>2</sub>		
	Emitted	Avoided	Emitted	Avoided	Emitted	Avoided	Emitted	Avoided	
2015	131	0	169,236	0	1,676	0	171,043	0	0
2016	82	0	190,020	7,505	1,600	0	191,702	7,505	112,575
2017	109	0	184,225	8,805	3,355	28	187,689	8,833	132,495
2018	104	0	195,940	9,489	2,865	28	198,909	9,517	142,755
2019	99	0	201,886	14,248	2,813	28	204,798	14,276	214,140
TOTAL							954,141	40,131	601,965

Data for emissions generated were obtained by using the relevant emission factors from The Department for Environment, Food & Rural Affairs (DEFRA), United Kingdom and Sustainable Energy Development Authority (SEDA) Malaysia. Our carbon footprint is calculated in accordance with the World Business Council for Sustainable Development and World Resources Institute's (WBCSD/WRI) GHG Protocol, a corporate accounting and reporting standard. This protocol is considered the current best practice for corporate or organisational emissions reporting, and we measure our emissions in three 'scopes':

**CO<sub>2</sub> emitted:**

- Scope 1: Direct GHG emissions from sources that are owned, such as company-owned vehicles
- Scope 2: Total CO<sub>2</sub> emitted refer to indirect emissions from purchased electricity using the location-based and market-based methods.
- Scope 3: Total CO<sub>2</sub> emitted refer to indirect emissions such as our business travel, waste generation and outsourced services.

**CO<sub>2</sub>e avoided:**

- Scope 1: None
- Scope 2: Total CO<sub>2</sub>e avoided figure is obtained from solar energy and energy savings.
- Scope 3: Total CO<sub>2</sub>e avoided figure is obtained from waste which is diverted from the landfill.

15 tree seedlings grown for 10 years will offset 1 tonne of CO<sub>2</sub>e

**Percentage of CO<sub>2</sub> Emission by Sector in 2019**


# EFFICIENT LAND AND MATERIALS MANAGEMENT

[GRI 304-1, 304-3]

## SUNWAY'S APPROACH

### OPTIMISE EFFICIENCY

### VALUE CHAIN AREAS: BUILD

### LANDBANK ACQUISITION

### DESIGN & MASTER PLANNING

### CONSTRUCTION & SUPPLY CHAIN

## EFFICIENT BIODIVERSITY MANAGEMENT

Besides maintaining urban forestry in our townships, we are propagating urban farms within our integrated township. Urban farms create green spaces, recycle waste, cut traffic, provide employment, prevent erosion and act as a natural carbon sequestration system, building resilience. We do not build on critical sites.

#### • Sunway City Kuala Lumpur (40% open space, 800 acres)

We run biodiversity awareness programmes in Sunway Lagoon Theme Park's petting zoo. We were rated "Excellent" by the Department of Wildlife and National Parks for our practices. In 2019, we have started the Sunway Seeding Inspiration and Leadership via Knowledge (SILK) corporate initiative. The aim is to teach the students of SMK Bandar Sunway to create their own urban farms, and transform it into a social enterprise by 2021. We will also be partnering with the organisation, ThoughtForFood to create new urban farmers amongst youth in 2020.

#### • Sunway City Ipoh (55% open space, 1,350 acres)

We run biodiversity programmes in Lost World of Tambun where we have a petting zoo which is annually audited by the Department of Wildlife and National Parks. We were rated "good" in 2019 for our practices. Lost World of Tambun has also signed a memorandum of understanding with the Malacca Zoo for carrying out wildlife conservation programmes. We have recently built an organic farm which is approximately 20 acres in size within the township. Different types of fruits and vegetables are grown in the farm including *durian, dokong, rambutan, lady's fingers, kangkong, corn, choy sum*, cucumber, carrot and purple spinach. The produce are harvested for the farm-to-fork menu at The Banjaran Hotsprings Retreat as well as being used as feed in our deer farm.

#### • Sunway City Iskandar (40% open space, 1,800 acres)

We have set up an eco-club in Sunway International School to teach young students about nature and environmental awareness. Students also learn how to plant and take care of trees within the club.

## EFFICIENT LAND ACQUISITION

We focus our new land bank acquisition on lands that are suitable for compact and mixed-development in high-density urban areas to mitigate urban sprawl. Transit-oriented walkable developments promote car-lite urban mobility and encourage the use of public transportation. We plan for mixed developments

which reduces distances between places where people live, learn, work and play to mitigate GHG emissions. Six of our largest mixed developments are on brownfield sites. Brownfield site redevelopment may lead to a net GHG reduction of 51.9 Mt CO<sub>2</sub> eq. over a 70-year period, or 0.74 Mt CO<sub>2</sub> yr<sup>-1</sup>.

# EFFICIENT LAND AND MATERIALS MANAGEMENT (CONT'D)

[GRI 102-9, 417-1]

## EFFICIENT COMMUNITIES

### • New Communities

Continuing our commitment to efficient urban land use, we handed over properties with an estimated gross development value (GDV) of RM2.243 billion. 97% of our total GDV were within mixed-use and transit-oriented development.

### • Future Communities

We launched RM1.2 billion worth of properties and 90% of these were within mixed-use or transit-oriented development. Our property launches were Sunway Velocity TWO Block B Service Apartments, Sunway Onsen Suites, Sunway Avila Phase 1 Service Apartments, Sunway GeoLake Townhouse, Sunway Citrine Lakehomes, Sunway Avila Phase 2 Service Apartments and Sunway Lenang Phase 1b semi-detached homes.

As a result strategic landbank acquisitions that considers urban spatial planning, we achieved RM1.55 billion in sales, exceeding our sales target of RM1.3 billion.

## EFFICIENT CONSTRUCTION

### • 7D Virtual Design Construction (VDC)

Our construction division is further developing 7D models that are capable of performing efficient energy, heat emission, light and sun path analysis on buildings. We utilise VDC in all our Build, Own, Operate projects to minimise construction wastage, speed up work, as well as deliver safer worksites.

### • System Formwork

Formwork is the term used for the process of creating a temporary mould where concrete is poured and formed. Traditional formwork is fabricated using timber but it can also be constructed from, among others, steel and glass fibre reinforced plastics. We use system formwork with standard prefabricated modular components and a large casting panel. After the modular components are put together, the system formwork will suit the required shape of concrete structures. Benefits accrued from use of system formwork include a reduction in use of materials, wastage, manpower, time and safety issues.

### • Industrialised Building System

To reach a wide-range of economic, environmental and social benefits and boost productivity, we utilise the IBS or prefabrication which involves components that are manufactured offsite. The components are then installed on site with minimal effort. IBS is term to describe the use of automation, mechanisation and prefabrication of components for the building industry. We currently use the IBS method for interior walls (non-load bearing walls) in Sunway Serene, Sunway GEOlake Residences and Sunway Velocity TWO.

## SUSTAINABLE CONSTRUCTION MATERIALS

Sustainable construction material in buildings require less use of natural resources and greater reusability of such materials and products for the similar purpose. This also increases industry efficiency as such materials are readily available

in the world market. In our Build, Own, Operate projects, we manage materials by adopting a structured management strategy as a guide to ensure sustainable consumption of materials.



In our journey towards greener construction, we endeavour to make use of environmentally-friendly materials, which reduces energy consumption at construction sites, promote conservation of non-renewable resources and reduce our environmental impacts. We also monitor the amount of building materials used in every project to ensure creation and maintenance of sustainable sourcing and building costs. With each project, we ensure a balance of innovative construction practices and usage without affecting the quality and durability of building materials.

## ENVIRONMENTALLY FRIENDLY BUILDING MATERIALS

- **Autoclaved Aerated Concrete (ACC)**

We use AAC blocks, a lightweight, precast, foam concrete building material. AAC blocks are eco-friendly as they are easy to shape, lightweight, reducing emissions from solid waste and associated carbon emissions. They withstand high temperature, are fire and sound resistant as well as provide maximum workability, versatility and longevity resulting in quality durable properties. They help reduce at least 30% in industrial wastes, 50% in greenhouse radiation and over 60% of integrated energy on the surface of bricks.

- **Pavement with Environmental Perks**

Our pavement products are listed under Malaysia's MyHIJAU green certified products list and are sourced from a company which has Singapore's Green Label certification that endorses industrial and consumer products with lesser undesirable effects on the environment. Sunway City Kuala Lumpur has been repaved with environmental pavers.

- **Low Volatile Organic Compounds Paint as Eco Option**

We offer environment-friendly goods by using low Volatile Organic Compounds (VOC) paint for building materials. This is to avert release of dangerous gases and solids from paints and lacquers, paint strippers, cleaning supplies, pesticides, building materials and furnishing, and craft materials including adhesives and permanent markers that emit VOC, which are considered one of the top five risks to human health.

## EFFICIENT SUPPLY CHAIN

- **Quarry**

Our quarry division has eight quarries and 14 asphalt plants located strategically across the nation in main urban areas for efficient distribution of construction materials.

- **Building Materials**

Our building materials division has created its own range of eco-label products which are supplied to our own projects and others. We innovate and manufacture products which are in compliance with Eco-Label and Green Label requirements. All our manufacturing facilities are ISO accredited in Quality Management System and Environment Management System, and our products fully comply to MS1314.

- **External suppliers**

Our suppliers are expected to comply to rules and regulations as well as a code of conduct that meets our standards for environmental conservation and protection. Our Supplier Code of Conduct is set out on page 66.

## NEW BUILDS 2020

- Greenery provision
- Green transport and connectivity
- Stormwater management
- Sustainable construction methods
- Sustainable products



# EFFICIENT CITIES AND BUILDINGS

[GRI 302-4, 303-1, 303-3, 305-5]

## SUNWAY'S APPROACH

OPTIMISE EFFICIENCY

DECARBONISE POWER

ELECTRIFY FUELS

VALUE CHAIN AREAS: BUILD

LANDBANK ACQUISITION

DESIGN &amp; MASTER PLANNING

CONSTRUCTION &amp; SUPPLY CHAIN

GREEN CITIES AND BUILDINGS

## GREEN CITIES AND BUILDINGS

We see green masterplanned communities and buildings as some of the most effective ways to reach a range of global goals, create sustainable communities, drive economic growth and address climate change. As a result of our lifecycle approach, two of our masterplanned communities and at least 13 of our buildings have been certified green. From

2020 onwards, we aim to have all our buildings certified at vacant possession. Currently at least seven assets under our management are certified green and we aim to have all our new assets within our portfolio to be certified green from 2025 onwards.



*Sunway Senai's Precast Plants*

TYPE OF PROPERTIES	CERTIFICATIONS	NAME OF PROPERTIES
BUILD-OWNED-OPERATED CITIES	Green Building Index (GBI)	Sunway City KL (Silver)
		Sunway Iskandar (Silver)
OWNED-AND-OPERATED COMMERCIAL BUILDINGS	Green Building Index (GBI)	Sunway Penang @ Anson (Gold)
		The Pinnacle (Gold)
		Sunway Southern Region Office (Certified)
		Sunway Pyramid West (Certified)
		Sunway Clio Hotel (Certified)
	GreenRE	Sunway Putra Mall (Bronze)
		Sunway Big Box Retail Park (Bronze)
		Sunway Geo Tower (Bronze)
		Sunway Citrine Hub (Bronze)
	Green Mark	The Pinnacle (Gold)
EXISTING RESIDENTIAL	Green Building Index (GBI)	Sunway Mont Bleu (Gold)
		Sunway SPK 3 Harmoni (Gold)
	GreenRE	Sunway GEOSense (Bronze)
UPCOMING RESIDENTIAL (TARGET RATINGS)	Green Building Index (GBI) & GreenRE	Sunway Serene (Gold)
		Sunway GEOLake (Gold)
		Sunway Velocity TWO Tower A & B (Gold)
		Sunway Velocity TWO Tower C & D (Gold)
		Sunway Belfield (Gold)
		Sunway Kota Damansara Section 10 (Gold)
		Sunway Avila (Gold)
		Sunway Valley City Phase 2 - Serviced Apartment (Gold)
		Sunway GRID (Silver)
UPCOMING COMMERCIAL (TARGET RATINGS)	Green Building Index (GBI) & GreenRE	Sunway Velocity TWO Corporate Office (Platinum)
		Sunway International School USJ1 (Platinum)
		Sunway South Quay CP2 Office (Gold)
		Sunway Big Box Office (Gold)
		Sunway Carnival Mall Expansion (Gold)
		Sunway Valley City Phase 3 – Mall (Gold)
		Sunway South Quay CP2 – Retail Mall (Gold)
		Sunway South Quay CP2 University (Gold)
		Sunway Valley City Phase 1 - Office and Retail (Silver)
		Sekolah Jenis Kebangsaan Cina Cheah Fah (Bronze)
		Sunway Big Box Hotel (Bronze)
		Sunway Medical Centre - Tower D, E (Bronze)
		Sunway Medical Centre Seberang Jaya (Certified)
	Green Mark	Sunway Carnival Mall Expansion (Gold Plus)

# EFFICIENT CITIES AND BUILDINGS (CONT'D)

[GRI 302-4, 303-1, 303-3, 305-5]



## GREEN STANDARDS FOR NEW BUILDS 2020

### ALL RESIDENTIAL AND NON-RESIDENTIAL BUILDINGS IN 2020

FOCUS AREAS	FEATURES
Energy Efficiency <b>Decarbonise</b>	<ul style="list-style-type: none"> <li>• Enhance overall thermal performance of building envelope</li> <li>• Natural ventilated design or energy efficient mechanical ventilation system</li> <li>• Energy efficient lighting in common areas</li> <li>• Energy efficient lifts with AC variable voltage and frequency drives, regenerative drives and sleep mode features</li> <li>• Energy efficient features such as motion and daylight sensors, lifts with regenerative drives, Energy Efficiency Index (EEI) for buildings</li> <li>• Renewable energy – Solar PV</li> </ul>
Indoor Environmental Quality	<ul style="list-style-type: none"> <li>• Computation of building energy efficiency index to determine the energy savings for building energy consumption</li> <li>• Air-conditioning system is designed with indoor temperature between 23°C to 26°C and relative humidity between 50% to 70%</li> <li>• Good ambient internal noise level</li> <li>• Use of low VOC paints certified under local / international certification body</li> </ul>
Water Efficiency <b>Optimise</b>	<ul style="list-style-type: none"> <li>• Water efficient fittings which are certified under water efficiency products labelling scheme</li> <li>• Water sub-meters to monitor water usage</li> <li>• Non-potable water including rainwater harvesting for landscape irrigation</li> <li>• Drought tolerant plants that require minimal irrigation</li> <li>• Non-chemical water treatment to building cooling towers</li> <li>• Using recycled water for fire test</li> <li>• Herb garden as landscape</li> </ul>
Green Construction <b>Optimise</b> <b>Electrify</b>	<ul style="list-style-type: none"> <li>• Efficient concrete usage for building components</li> <li>• Products that are environmentally-friendly and sustainable</li> <li>• Planting of greenery and restoration of existing trees to reduce heat island effect</li> <li>• Adoption of environmental friendly practices during construction and building operations</li> <li>• Good access to public transport network with covered walkway</li> <li>• Provision of electric car charging stations</li> <li>• Treatment of stormwater runoff through provision of infiltration before discharge to public drainage</li> <li>• Air-conditioning refrigerant gas with Ozone Depleting Potential (ODP) of zero or with global warming potential (GWP) of less than 100</li> <li>• Non-chemical (salt-chlorinator) swimming pool</li> </ul>

# EFFICIENT ENERGY MANAGEMENT

[GRI 302-1, 302-2, 302-3, 302-4, 302-5]

## SUNWAY'S APPROACH

### OPTIMISE EFFICIENCY

#### VALUE CHAIN AREAS : OWN AND OPERATE

#### PROPERTY INVESTMENT AND BUSINESS OPERATORS

#### REIT AND REIT MANAGEMENT

### LIFECYCLE THINKING : NEW BUILDS

LIFECYCLE	STAGES	FOCUS EXAMPLE INITIATIVES
<b>Planning (Potential Energy)</b>	<ul style="list-style-type: none"> <li>Target energy efficiency during the design stage using Building Information Modeling (BIM)</li> </ul>	<ul style="list-style-type: none"> <li>Target energy efficiency during the design stage using BIM</li> </ul>
<b>Design (Embedded Energy)</b>	<ul style="list-style-type: none"> <li>Utilising energy savings design to achieve energy optimisation</li> <li>All our non-residential buildings are built adhering to MS1525 standards which is Malaysia's code of Practice for Energy Efficiency in non-residential buildings.</li> <li>Our residential buildings are built adhering to MS2680 standards which is the code for Energy Efficiency and User of Renewable Energy for Residential Buildings Code of Practice. Both are voluntary building codes.</li> </ul>	<ul style="list-style-type: none"> <li>Building orientation</li> <li>Building envelope</li> <li>Heating and cooling</li> <li>Insulation</li> <li>Natural ventilation in common areas</li> <li>Motion sensors</li> <li>Green roofs</li> <li>Vertical gardens</li> </ul>
<b>Build (Operational Energy)</b>	<ul style="list-style-type: none"> <li>Achieve energy savings during building operations</li> </ul>	<ul style="list-style-type: none"> <li>Energy efficient lighting, fixtures, lifts and escalators</li> </ul>
<b>Operate (Sustainable Energy)</b>	<ul style="list-style-type: none"> <li>Energy savings through optimising operational building performance</li> </ul>	<ul style="list-style-type: none"> <li>Annual energy audit and review</li> <li>Preventive maintenance</li> <li>Retrofits including LED light replacement, chiller plant optimisation and Building Energy Management Systems (BEMS)</li> </ul>

# EFFICIENT ENERGY MANAGEMENT (CONT'D)

[GRI 302-1, 302-2, 302-3, 302-4, 302-5]

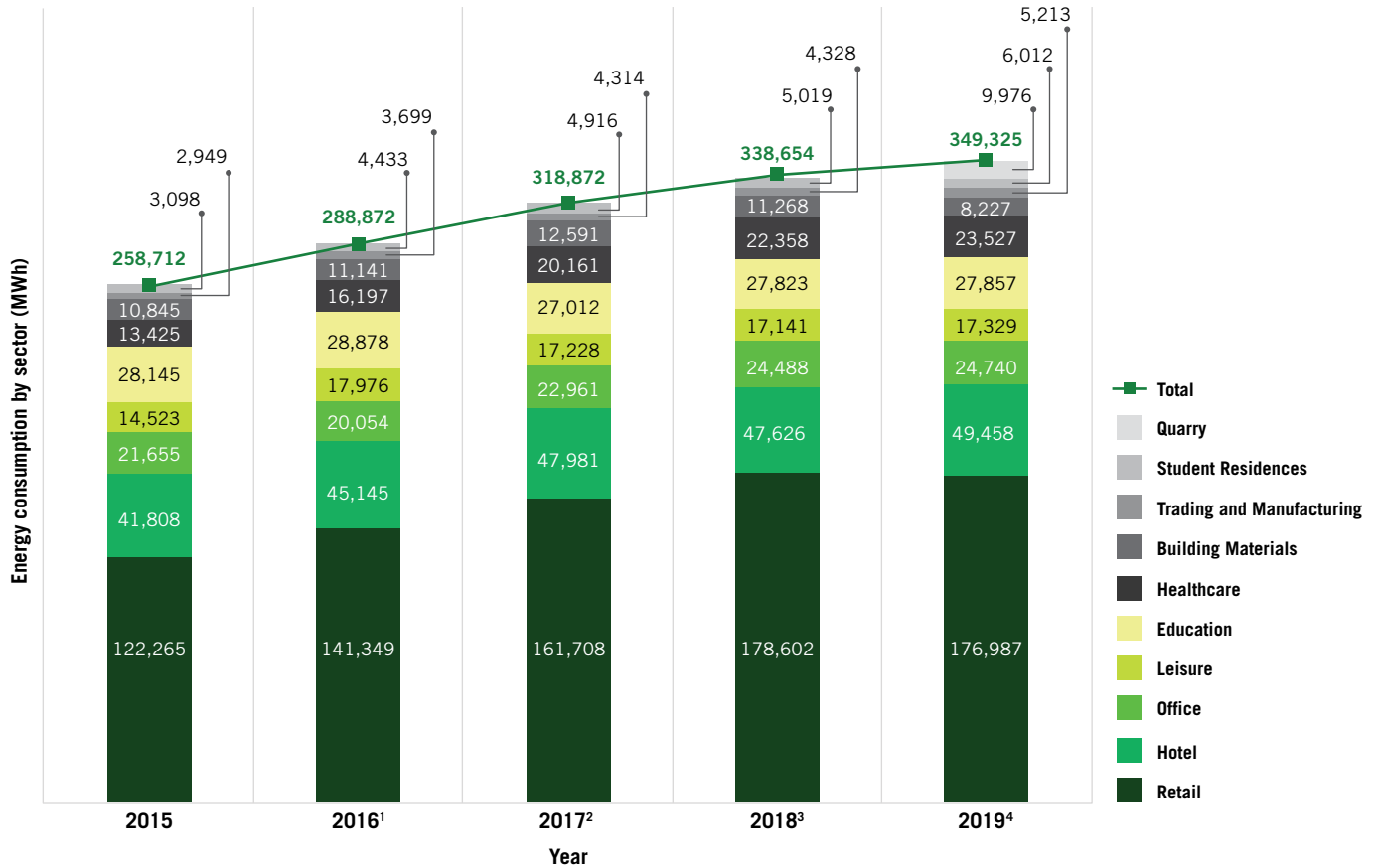
## ANNUAL ENERGY EFFICIENCY AUDITS

Every year we conduct energy audits across our operations and assets to identify areas for energy efficiency optimisation. We track performance by sectors according to performance standards for each industry. In 2019, we carried out retrofit projects in five of our malls, seven of our hotels, five of our office towers and both theme parks to progressively decrease our Building Energy Intensity.

ENERGY EFFICIENCY RETROFITS 2019			
SECTOR	ENERGY INITIATIVES	BUILDINGS	ENERGY SAVINGS (MWh)
Retail	LED Light Replacement	<ul style="list-style-type: none"> <li>Sunway Pyramid</li> <li>Sunway Giza Mall</li> <li>Sunway Carnival Mall</li> </ul>	62,262
	Chiller Plant Optimisation	<ul style="list-style-type: none"> <li>Sunway Pyramid</li> <li>Sunway Carnival Mall</li> </ul>	
	Building Energy Management System (BEMS)	<ul style="list-style-type: none"> <li>Sunway Pyramid</li> </ul>	
	Solar PV	<ul style="list-style-type: none"> <li>Sunway Big Box Retail Park</li> </ul>	
Hotel	LED Light Replacement	<ul style="list-style-type: none"> <li>Sunway Resort Hotel &amp; Spa</li> </ul>	460
Office	LED Light Replacement	<ul style="list-style-type: none"> <li>Menara Sunway</li> <li>Sunway Tower</li> <li>The Pinnacle</li> <li>Sunway Putra Tower</li> </ul>	2,467
	Chiller Plant Optimisation	<ul style="list-style-type: none"> <li>Menara Sunway</li> <li>Wisma Sunway</li> </ul>	
Leisure	LED Light Replacement	<ul style="list-style-type: none"> <li>Sunway Lagoon Club</li> </ul>	344
Education	LED Light Replacement	<ul style="list-style-type: none"> <li>Sunway University &amp; College</li> </ul>	3,712
	Solar PV	<ul style="list-style-type: none"> <li>Sunway University &amp; College</li> <li>Monash University</li> </ul>	
	Chiller Plant Optimisation	<ul style="list-style-type: none"> <li>Sunway University &amp; College</li> </ul>	
Healthcare	LED Light Replacement	<ul style="list-style-type: none"> <li>Sunway Medical Center</li> </ul>	177
	Solar PV	<ul style="list-style-type: none"> <li>Eco-walk</li> </ul>	307
Building Materials	Solar PV	<ul style="list-style-type: none"> <li>Sunway VCP</li> </ul>	1,307
Total			71,036



CHART 4: TOTAL ENERGY CONSUMPTION (IN MWH) BY SECTOR



<sup>1</sup> New properties added: Sunway Clio Property (Hotel), Sunway Pyramid West, Sunway Giza Mall, Sunway Velocity Mall, Sunway Medical Centre 3

<sup>2</sup> New properties added: Sunway Citrine Retail, Sunway Geo Avenue, Sunway Iskandar International School, Sunway Velocity Hotel

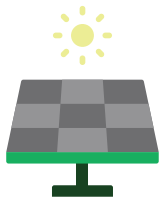
<sup>3</sup> New properties added: Sunway Medical Residence

<sup>4</sup> New properties added: Sunway University Apartment, Sunway Quarry

## TOTAL ENERGY CONSUMPTION GENERATED FROM SOLAR ENERGY

2019	2020 (Target)
1%	3%

## TARGETS FOR SOLAR PANEL INSTALLATION IN 2020

Sunway Pyramid Mall – Phase 1	Tambun Agro Solar	
Sunway Medical Centre	Spun Pile and Paving Solutions	
Sunway Monash Residence	Sunway Velocity Mall	
Sunway International School Iskandar	Sunway Big Box Retail Park	

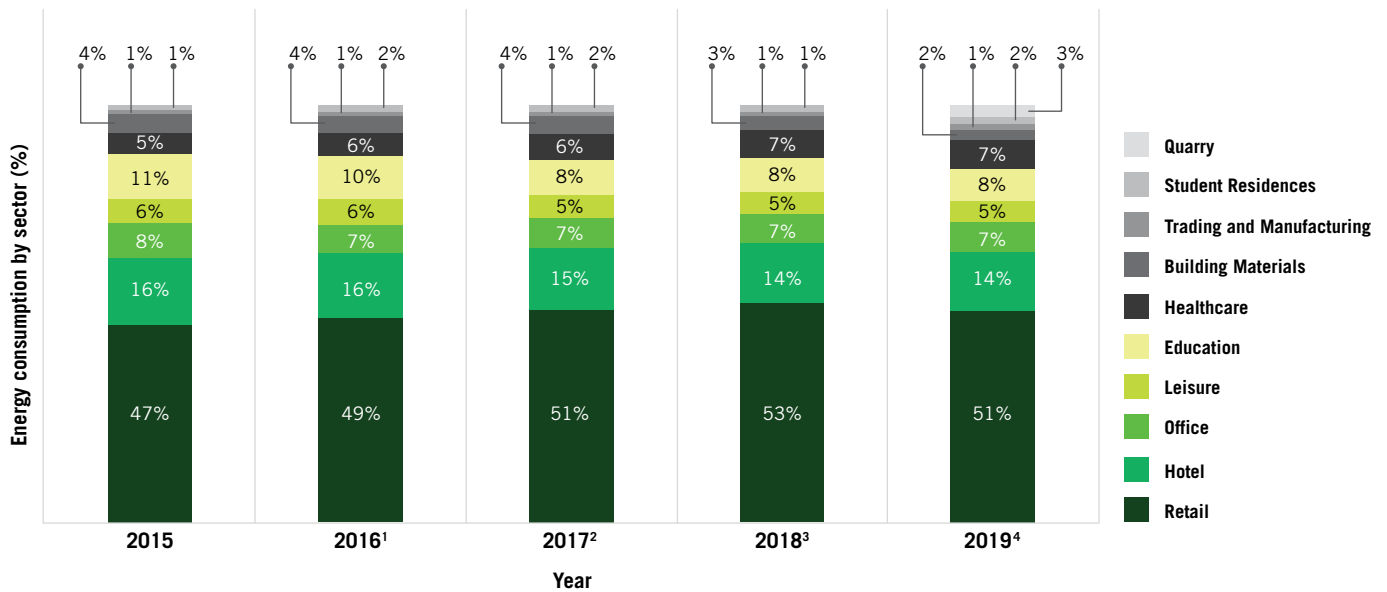
## POTENTIAL SAVING OF ELECTRICITY CONSUMPTION PER YEAR

11,234 MWh  
(equivalent to avoiding 6,572 TONNES CO<sub>2</sub>e)

# EFFICIENT ENERGY MANAGEMENT (CONT'D)

[GRI 302-1, 302-2, 302-3, 302-4, 302-5]

## CHART 5: TOTAL ENERGY CONSUMPTION (%) BY SECTOR



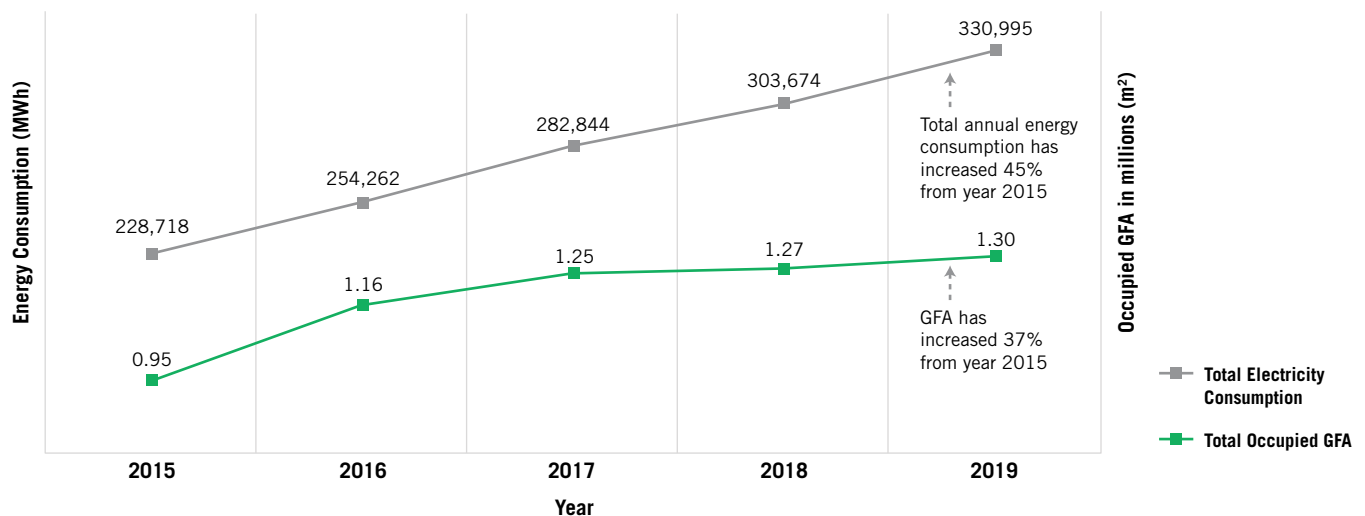
<sup>1</sup> New properties added: Sunway Clio Property (Hotel), Sunway Pyramid West, Sunway Giza Mall, Sunway Velocity Mall, Sunway Medical Centre 3

<sup>2</sup> New properties added: Sunway Citrine Retail, Sunway Geo Avenue, Sunway Iskandar International School, Sunway Velocity Hotel

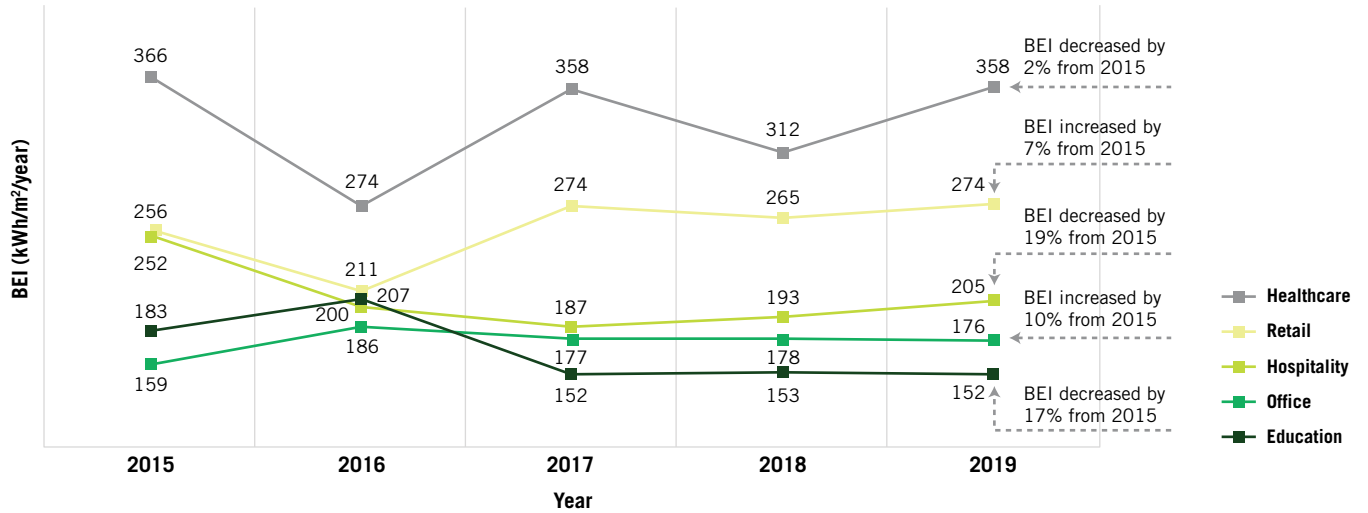
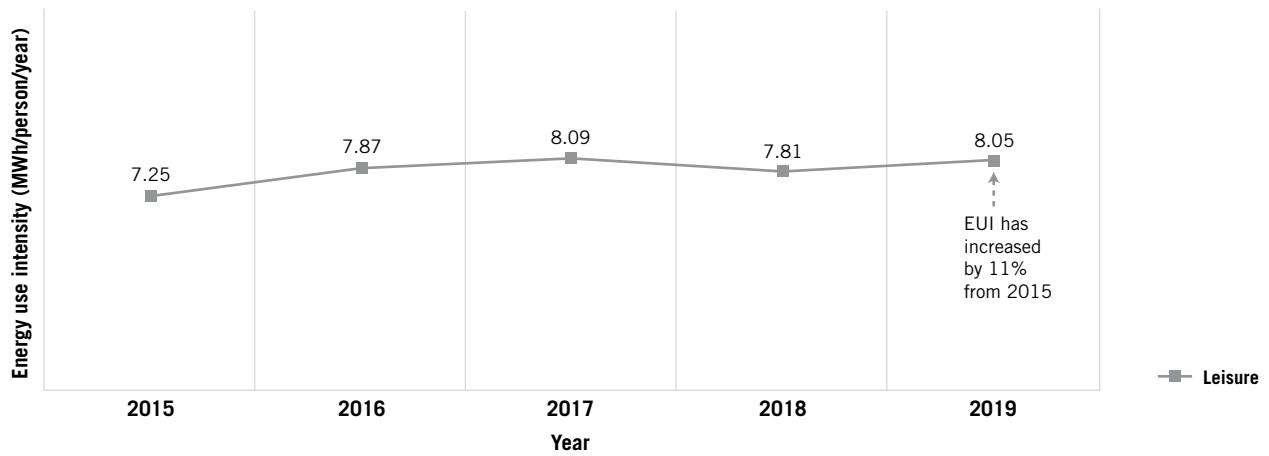
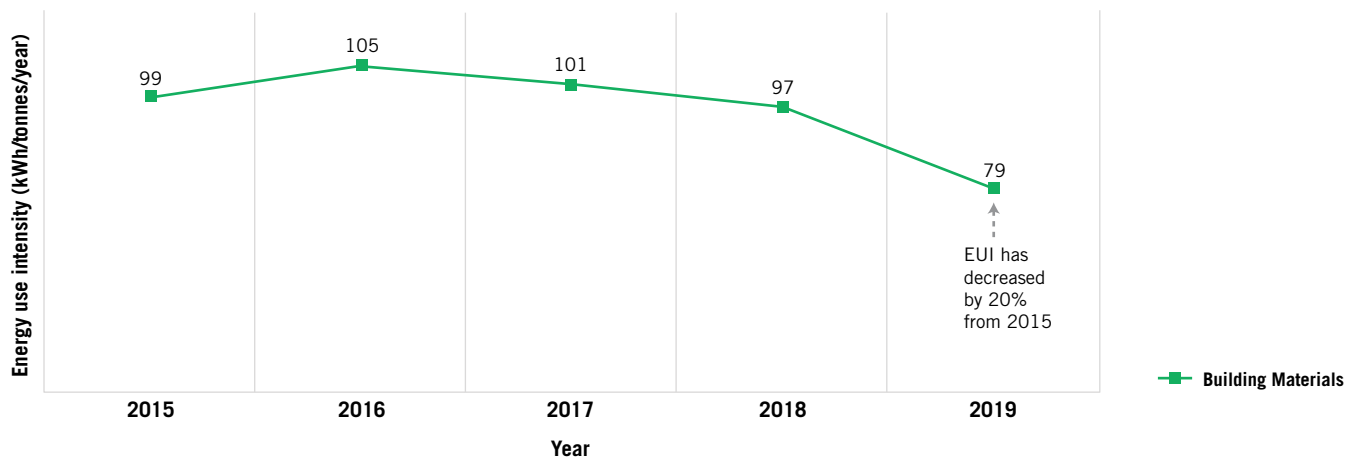
<sup>3</sup> New properties added: Sunway Medical Residence

<sup>4</sup> New properties added: Sunway University Apartment, Sunway Quarry

## CHART 6: TOTAL ENERGY CONSUMPTION (MWH) AND TOTAL GFA (M<sup>2</sup>)



Note: Includes buildings from the retail, hotel, office, education, healthcare and student residences sectors

**CHART 7: BUILDING ENERGY INTENSITY (KWH/M<sup>2</sup>/YEAR)****CHART 8: ENERGY USE INTENSITY (MWH/PERSON/YEAR)****CHART 9: ENERGY USE INTENSITY (KWH/TONNE/YEAR)**

# EFFICIENT WATER MANAGEMENT

[GRI 303-1, 303-2, 303-3]

## SUNWAY'S APPROACH

### OPTIMISE EFFICIENCY

### VALUE CHAIN AREAS

#### PROPERTY INVESTMENT AND BUSINESS OPERATORS

#### REIT AND REIT MANAGEMENT

### LIFECYCLE THINKING: NEW BUILDS

LIFECYCLE	FOCUS	FOCUS EXAMPLE INITIATIVES
<b>Planning</b>	Target water efficiency during the design stage	<ul style="list-style-type: none"> <li>• Adoption of green building codes to conserve water</li> <li>• Water distribution modeling for the most efficient design</li> </ul>
<b>Design</b>	Utilising water efficient fittings during design	<ul style="list-style-type: none"> <li>• Implement water efficient fittings</li> </ul>
<b>Build</b>	Achieve water savings during building operations	<ul style="list-style-type: none"> <li>• Worksite water management TSS levels to remain within the 50-150 mg/L threshold</li> <li>• Silt traps to control erosion particulates from entering waterways</li> </ul>
<b>Operate</b>	Water savings through optimising operational building performance	<ul style="list-style-type: none"> <li>• Focused management in high priority areas</li> <li>• Annual water audit</li> <li>• Retrofits including rainwater harvesting and water-efficient fittings</li> <li>• Water usage monitoring</li> <li>• Irrigation and landscaping</li> </ul>

## HIGH PRIORITY AREA MANAGEMENT

In Malaysia where we predominantly operate, according to the latest available figures by the Ministry of Water, Land and Natural Resources' (KATS) latest available figures, Selangor is consistently the state that suffered the most number of unscheduled water supply interruptions for the years 2014 to 2017. KATS's figures show Selangor topping the list for unscheduled water cuts by accounting for 84,796 of 174,997 nationwide incidents in 2014, 81,969 of 167,055 nationwide incidents in 2015, although this has fallen considerably to 19,061 out of 61,517 nationwide incidents in 2017.

Our total water withdrawal in Selangor is at RM629,000 per month ( $276,000 \text{ m}^3 \times \text{RM}2.28 \text{ per m}^3$ ). In our highest-density and largest developments

in the state, we have invested mitigation measures for water-related risks. In Sunway City Kuala Lumpur and Sunway South Quay, we invested RM18 million in research and installation of a water treatment plant which can supply up to 8,400  $\text{m}^3$  water daily. This amounts to 50% of water consumption by the community in the area. We have installed rainwater harvesting tanks in several of our properties, as a water recycling strategy. The collected rainwater is used for watering landscape and for cleaning purposes. In the year 2019, the total rainwater collected was 16,718,000 litres. Additionally, Sunway Lagoon Theme Park recycled 48,000 litres of their lakewater for irrigation and general cleaning purposes.



*Water Treatment Plant at Sunway City Kuala Lumpur*



# EFFICIENT WATER MANAGEMENT (CONT'D)

[GRI 303-1, 303-2, 303-3, 306-1, 306-5]

## EFFICIENT STORMWATER MANAGEMENT

To manage urban stormwater, we use a combination of structural and non-structural measures:

Retain and restore degraded valuable features of the stormwater system

Manage the quantity and quality of stormwater at / or near its source

Install facilities for runoff quantity and quality control

## EFFICIENT WORKSITE WATER MANAGEMENT

Our worksites generate surface water run-off which will eventually be discharged into water bodies nearby. We conduct periodic monitoring of total suspended solid (TSS) at final discharge point to ensure our water discharges' parameters are within

DOE's permissible limit. The silt trap is a temporary ponding area built to collect and store sediment from water runoff, and helps separate silt and other particles, improving the quality of water before it is reintroduced back into the drainage system.

TABLE 7: TOTAL SUSPENDED SOLIDS 2019

PROJECT	COMPLIANCE LIMIT	AVERAGE BASELINE	MINIMUM	MAXIMUM
SUNWAY MEDICAL CENTRE 4	100 mg/L	100.0	3.0	90.0
SUNWAY GEOLAKE RESIDENCE RC1	100 mg/L	5.0	2.0	14.0
VELOCITY TWO	150 mg/L	21.0	6.0	19.0

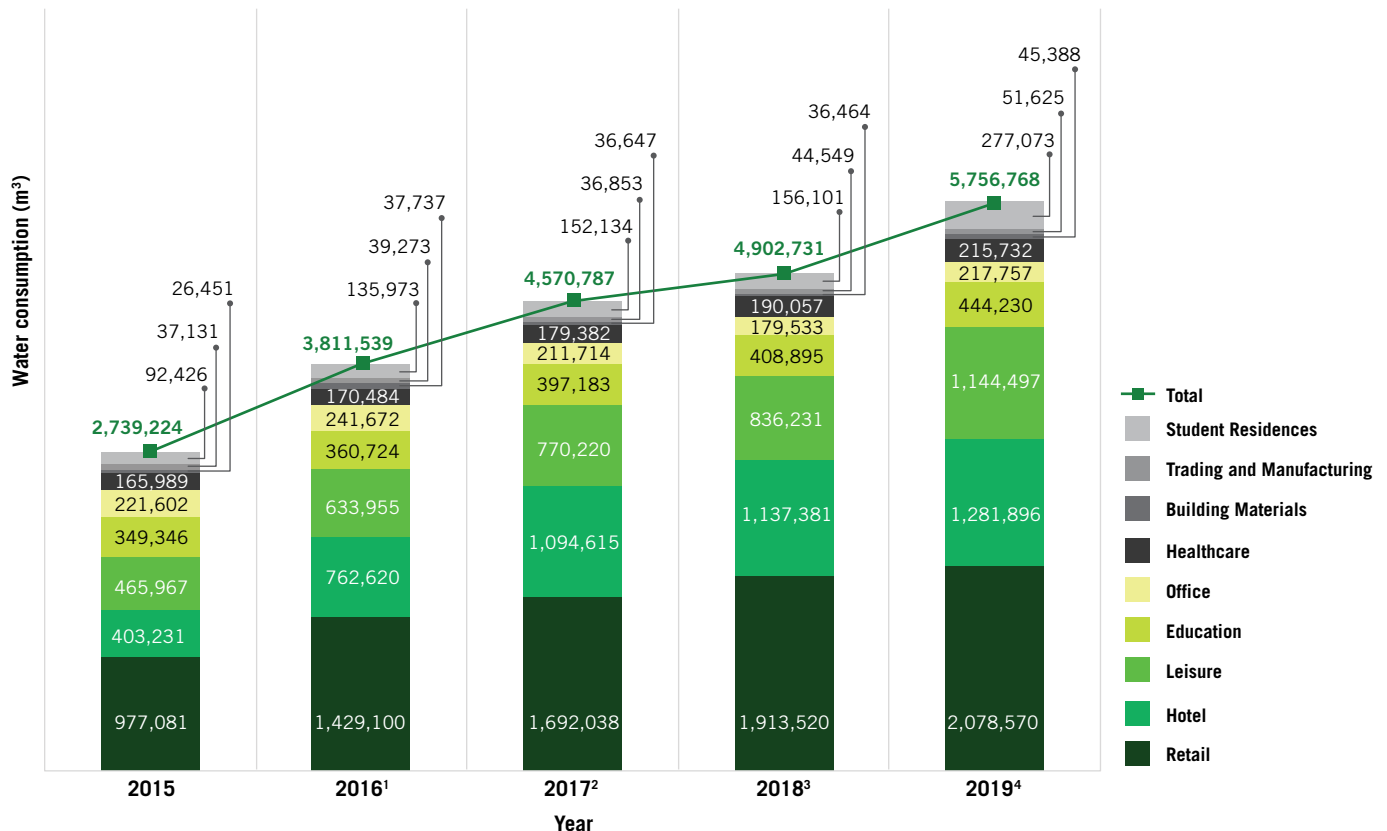
TABLE 8: SILT TRAPS 2019

PROJECT	COMPLIANCE LIMIT*	AVERAGE BASELINE	MINIMUM	MAXIMUM
SUNWAY MEDICAL CENTRE SEBERANG JAYA	100 mg/L	290	No discharge	480
SUNWAY CARNIVAL MALL EXTENTION	100 mg/L	75	No discharge	136
SUNWAY GEOLAKE RESIDENCE RC1	100 mg/L	71	5	36
SUNWAY BIG BOX HOTEL	50 mg/L	16	No discharge	No discharge
SUNWAY SERENE PLOT 1	100 mg/L	125	No discharge	146
SUNWAY VELOCITY TWO	100 mg/L	109	No discharge	74
SUNWAY MEDICAL CENTRE 4 ANNEX	100 mg/L	No discharge	No discharge	59

\*Reading exceeded the compliance limit due to heavy rainfall and ineffective silt trap design. As a corrective measure, we have improved on our silt trap design and maintenance

## WATER EFFICIENCY RETROFITS 2019

SECTOR	WATER INITIATIVE	BUILDINGS
Retail	Rainwater harvesting for non-potable use	• Sunway Velocity Mall
Hotel	Water-efficient fittings, fixtures and systems	• Sunway Putra Hotel
	Rainwater harvesting for non-potable use	• Sunway Clio Hotel
	Water-saving fittings, fixtures and systems	• Sunway Pyramid Hotel • Sunway Clio Hotel
Office	Rainwater harvesting for non-potable use	• Menara Sunway
	Using water-efficient fittings, fixtures and systems	• Menara Sunway • The Pinnacle • Sunway Geo • Wisma Sunway • Sunway Tower
	Using recycled water and drought-resistant plants	• Menara Sunway • The Pinnacle
Leisure	Rainwater harvesting for non-potable use	• Lost World of Tambun • Sunway Lagoon Theme Park
	Utilisation of lake water and ground water	• Sunway Lagoon Theme Park
Education	Rainwater harvesting for non-potable use	• Sunway University

CHART 10: TOTAL WATER CONSUMPTION BY SECTOR (M<sup>3</sup>)

<sup>1</sup> New properties added: Sunway Giza Mall, Sunway Pyramid West Mall, Sunway Resort Hotel & Spa, Sunway Pyramid Hotel, Sunway Clio Property (Hotel), The Banjaran Hotspring Retreat, Sunway Medical Centre 3, Sunway Spun Pile, Sunway University Residence

<sup>2</sup> New properties added: Sunway Velocity Mall, Sunway Citrine Retail

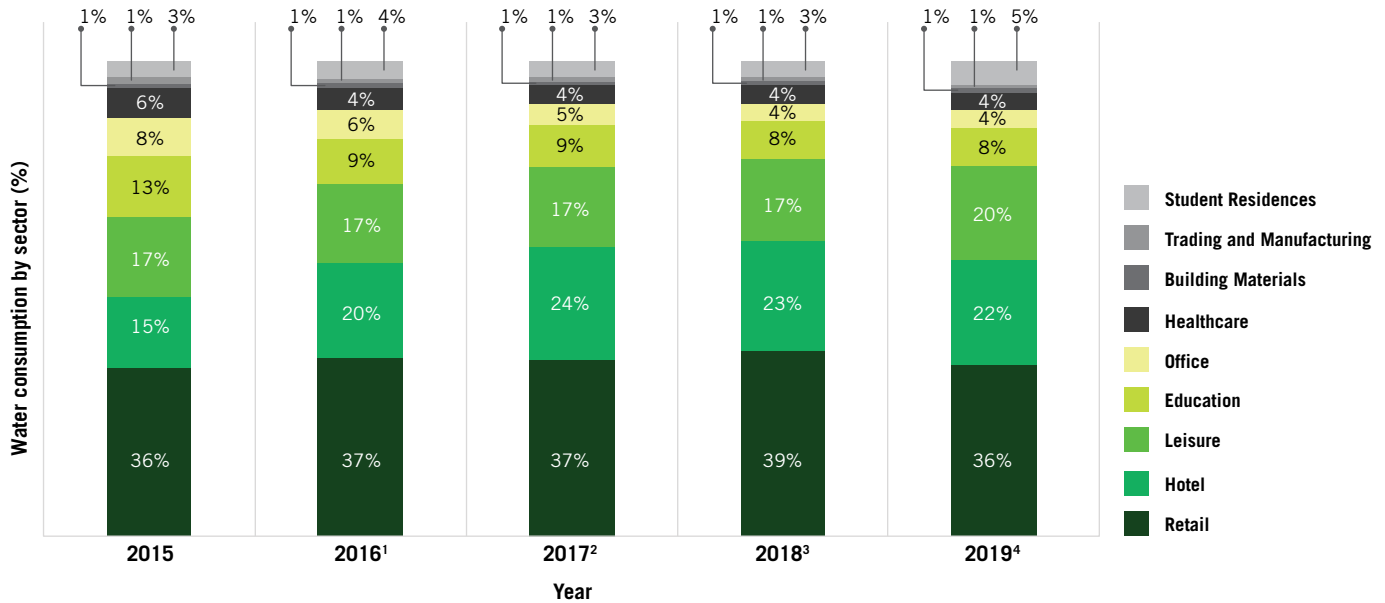
<sup>3</sup> New properties added: Sunway Velocity Hotel, Sunway Geo, Sunway Medical Residence, Sunway Iskandar International School

<sup>4</sup> New properties added: Sunway University Apartment

# EFFICIENT WATER MANAGEMENT (CONT'D)

[GRI 303-1, 303-2, 303-3]

**CHART 11: TOTAL WATER CONSUMPTION BY SECTOR (%)**



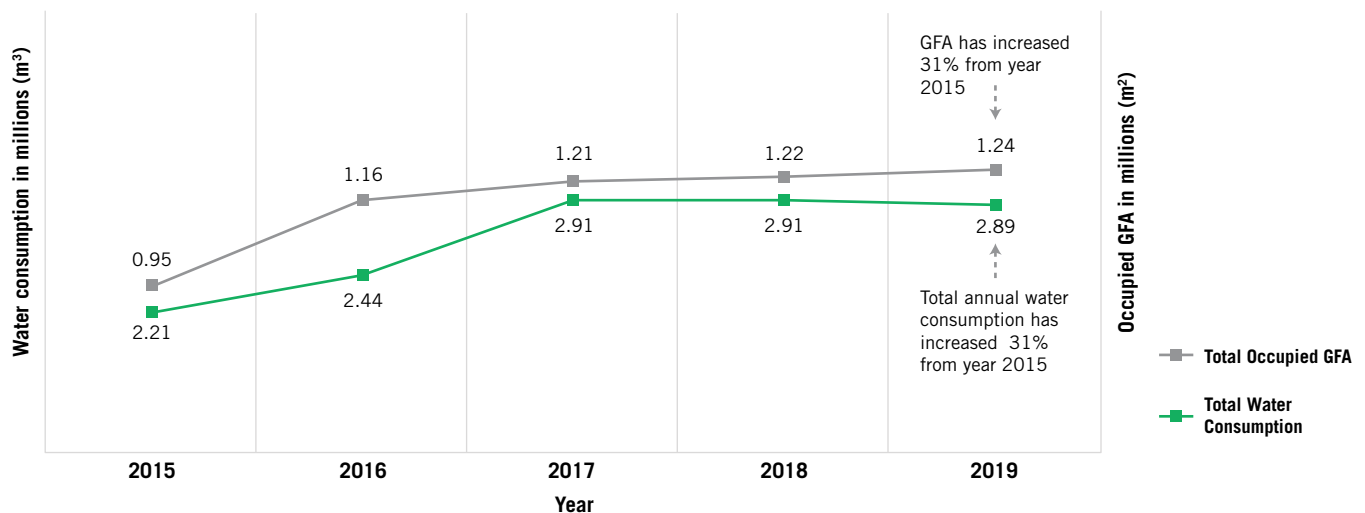
<sup>1</sup> New properties added: Sunway Giza Mall, Sunway Pyramid West Mall, Sunway Resort Hotel & Spa, Sunway Pyramid Hotel, Sunway Clio Property (Hotel), The Banjaran Hotspring Retreat, Sunway Medical Centre 3, Sunway Spun Pile, Sunway University Residence

<sup>2</sup> New properties added: Sunway Velocity Mall, Sunway Citrine Retail

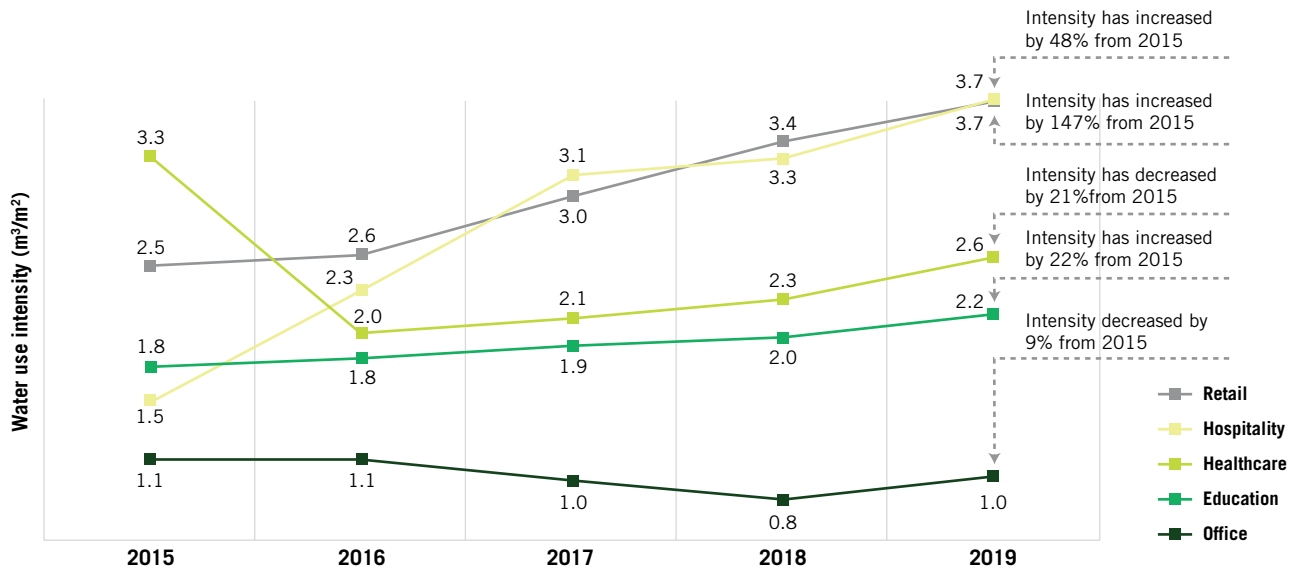
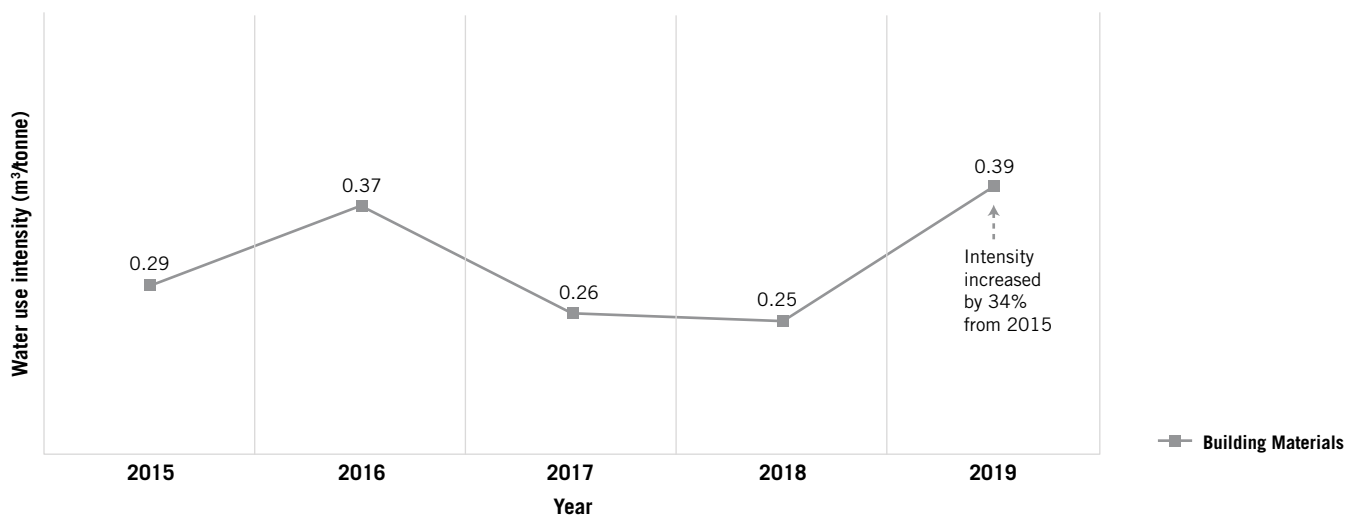
<sup>3</sup> New properties added: Sunway Velocity Hotel, Sunway Geo, Sunway Medical Residence, Sunway Iskandar International School

<sup>4</sup> New properties added: Sunway University Apartment

**CHART 12: TOTAL WATER CONSUMPTION (M<sup>3</sup>) AND TOTAL GFA (M<sup>2</sup>)**



Note: Includes buildings from the retail, hotel, office, education, healthcare and student residences sectors

CHART 13: WATER USE INTENSITY (M<sup>3</sup>/M<sup>2</sup>)CHART 14: WATER USE INTENSITY (M<sup>3</sup>/TONNE)

# EFFICIENT WASTE MANAGEMENT

[GRI 301-2, 304-2, 306-2, 306-3]

## SUNWAY'S APPROACH

### REDUCE WASTE TO LANDFILL

#### VALUE CHAIN AREAS

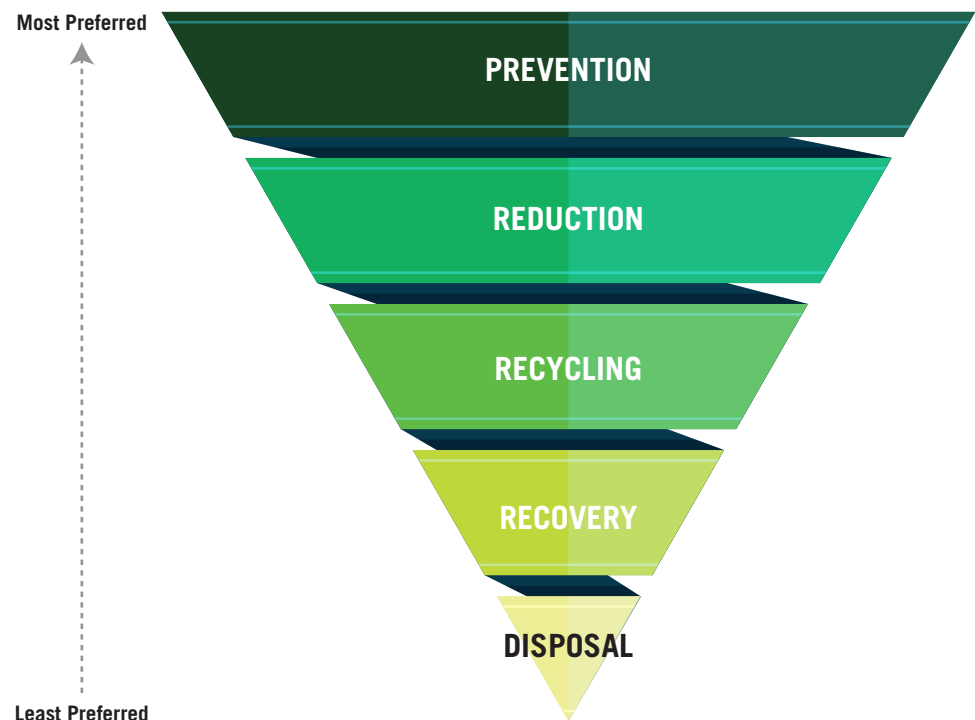
PROPERTY INVESTMENT  
AND BUSINESS OPERATORS

REIT AND  
REIT MANAGEMENT

## EFFICIENT WASTE MANAGEMENT HIERARCHY OF MANAGED BUILDINGS

The waste management hierarchy provides various strategies in tackling waste in a sustainable manner. The implementation of these strategies help to generate the maximum amount of beneficial products from the available wastes. The most preferred options of waste management, which represent options that

have the best effects on the environment lie at the top of the upside down pyramid, and moves down towards the least preferred options. We make sure to align our waste management strategies to the hierarchy below, across our properties.





## LIFECYCLE THINKING

According to Solid Waste Management and Public Cleansing Corporation (SW Corp), Malaysia generated 38,142 tonnes of waste per day, an increase from 19,000 tonnes of waste a day in 2005 in 2018. Of this, 44.5% of the waste collected was food waste, followed by plastic waste (13.2%). The amount of fabric waste entering landfills had doubled since 2012 to 6.3% from 2.8% in 2012. It is estimated that 60% of fabric waste are made of synthetic fibres which are hard to degrade, while 75% of fabric waste can be recycled into fuel. SW Corp intends to increase the recycling rate to 30%.

According to the Global E-Waste Monitor 2017 Report by the United Nations University, Malaysia generated 8.8kg of e-waste per person in 2016, totalling 280 kilotonnes. Most e-waste contains precious metals (such as gold, silver, platinum and palladium), iron, copper, aluminium and plastics that can be extracted and sold. But much e-waste also contains rare earth, hazardous metals (such as mercury, lead and cadmium) and chemicals like

chlorofluorocarbon and flame retardants. Dumping or illegal recycling of e-waste can cause these materials to leak into the environment.

Sunway adheres to the Solid Waste and Public Cleansing Management Act 2007. We practice a hierarchical waste management strategy to effectively manage waste that lands in landfills. We focus particularly on managing waste categories such as food waste for its potential methane emissions and plastic waste for its potential to cause land, air and water pollution and harm to wildlife. These two categories are also the highest volumes of waste collected. At present, the management and control of e-waste is regulated under the Environmental Quality (Scheduled Wastes) Regulations 2005, enforced since 15 August 2005. Under this regulation, e-waste is categorised as a scheduled waste. Any importation or exportation of it is regulated under Section 34B of the Environmental Quality Act 1974 and the Basel Convention on the Transboundary Movements of Hazardous Waste and Disposal 1989.

## EFFICIENT WASTE MANAGEMENT ON WORKSITES

### • Scheduled Waste

Scheduled waste requires cautious handling due to its hazardous constituents which may lead to adverse impact on the environment and public health. We ensure scheduled waste generated at our project sites are stored, transported and treated according

to local laws and regulations. We closely monitor the management of scheduled waste at our project sites and ensure the waste is transported by a licenced contractor to approved recycling facilities prior to disposal.

### • Chemical Management

We ensure that occurrences such as chemical spills and leakages are minimised as much as possible to prevent water contamination. At Sunway Construction and Sunway Integrated Properties, we acknowledge the importance of managing chemicals

and strive to maintain best chemical management via labelling practices, appropriate handling and storage on site. In 2019, we recorded zero chemical spillage at Sunway Construction project sites.

### • Recycle and Reuse of Hydraulic Oil

In 2019, we continued to reuse and recycle hydraulic oil from machinery at our construction sites. We believe that this has led to minimal soil and water pollution and conservation of natural resources. Our idea of recycling hydraulic oil is to change the hydraulic oil based on the interval set by the manufacturer. By adhering to the schedule, we are

able to prevent the deterioration in the quality of the oil. Through this approach, we recycled the hydraulic oil for topping up purpose. Since this recycling process undergoes thorough filtering processes, we can only use it for topping up since no additives found in the recycled oil.

# EFFICIENT WASTE MANAGEMENT (CONT'D)

[GRI 301-2, 306-2]

HIERARCHY	INITIATIVES IN 2019
<b>GROUPWIDE</b>	
<b>Reduce</b>	<p>All of Sunway's owned and managed properties collect recyclable items including papers, plastic, bottles, cans and more as well as run awareness campaigns for tenants and shoppers.</p> <p>Bring Your Own Bottle (BYOB) concept is encouraged at all Sunway's internal events. Participants are encouraged to bring their own water bottles, containers and cutlery. A total of 19,800 plastic bottles waste were avoided (1,800 kg from the Northern region and 18,000 from the Central region).</p>
<b>Recycle</b>	<p>In 2018, Malaysians threw away 63,000 tonnes of fabric waste into landfills. Textile dyeing is the second largest polluter of clean water globally while microplastics from synthetic clothing pollute the water, endangering aquatic life. Toxic chemicals in fertilisers also disrupt the natural ecosystem and are health hazards to humans and livestock. Kloth Care bins are installed in 11 of Sunway's properties for donations to charitable organisations, exported to developing countries, reused as industrial wiping cloth or undergo fuel to energy conversion. Textile recycling bins are placed in Sunway's properties.</p> <p>Establishments:</p> <ul style="list-style-type: none"> <li>• Menara Sunway</li> <li>• The Pinnacle Sunway</li> <li>• Sunway University</li> <li>• Sunway College</li> <li>• Sunway International School</li> <li>• Sunway Resort Hotel &amp; Spa</li> <li>• Sunway Putra Hotel</li> <li>• Sunway Putra Mall</li> <li>• Sunway Velocity Hotel</li> <li>• Sunway Lagoon Theme Park</li> <li>• Sunway Geo Tower</li> </ul>
<b>RETAIL</b>	
<b>Reduce</b>	<p>In an effort to reduce single-use plastic straws, Sunway Pyramid Mall, Sunway Putra Mall, Sunway Carnival Mall and Sunway Velocity Mall conducted the Metal Straw Campaign by offering shoppers a set of metal straw when they spend a min of RM100 in two receipts mallwide, excluding selected outlets. With a similar goal of introducing metal straws in their mall, Sunway Citrine Hub celebrated World Environment Day with the Bring Your Own Straw (BYOS) campaign. This initiative is aimed at encouraging visitors to bring their own metal straws or any other environment-friendly straws. It is also a call for the restaurants and cafés in the malls to stop providing plastic straw to their visitors. The decision to 'break up' with plastic straws is in line with the UNSDG and the banning of plastic straws in all Federal Territories of Kuala Lumpur, Labuan and Putrajaya by 2020.</p>
<b>Recycle</b>	<p>Sunway Pyramid's food and beverage tenants generate a total of 2.4 tonnes of food waste every day. Sunway invested in a compost machine which can process up to 500 litres of food waste everyday, saving 180,000 litres of food waste from landfills every year. Shoppers participated in pot decorating and seed planting workshops, as well as redeemed free seeds and compost during the launch of the programme. Free compost is available for the public at the mall's compost collection spot, located at B1 Blue Zone.</p>
<b>LEISURE</b>	
<b>Reduce</b>	<p>Sunway Lagoon Theme Park's 'Reach-Out Programme' was organised to educate pre-schoolers on the '3R' (Reduce, Reuse &amp; Recycle) around the Klang Valley and managed to reach 4,689 pre-schoolers in 2019. The theme park had 12,916 pre-schoolers and primary school students who visited the Wildlife Park on an educational tour which incorporated education on 3R and sustainability.</p> <p>Introduced the no single-use plastic policy. The purpose of this policy was to set out the commitment to eliminate single-use plastic in Sunway Lagoon Theme Park.</p> <p>Lost World of Tambun has also implemented a ban on the use of plastic straws in their theme park.</p>

HIERARCHY	INITIATIVES IN 2019
<b>HOTEL</b>	
<b>Recycle</b>	In conjunction with World Earth Day, a recycling competition was organised by Sunway Lagoon Theme Park to create awareness amongst staff on sustainable development. The theme park managed to surpass the goal of collecting 1,000kg of recyclable materials by managing to collect 1,600kg of recyclable materials.
	On World Animal Day, Sunway Lagoon Theme Park pledged to collect 1,000 eco-bricks (plastic bottles packed with non-biodegradable, non-recyclable, single-use plastic trash from the park) to build an enclosure for their pygmy goats. An eco-brick contains up to 160g of plastic trash, this project saved approximately 150kg of non-recyclable plastic trash from ending up in the landfills.
<b>Recycle</b>	<p>The Soapful initiative by Sunway Hotels &amp; Resorts in collaboration with Ecolab Sdn Bhd, Kinder Soaps Sdn Bhd and Selangor Youth Community (SAY) aimed at repurposing used soap bars to help communities in need. Ecolab collected used soap bars from the hotels, which were then delivered to Kinder Soaps' to be repurposed into new bars of soap, following stringent standard operating procedures that adheres to safety and environment standards. SAY identified beneficiaries' children's homes for the project while Kinder Soaps taught children from selected orphanage homes on the processes of repurposing used soaps.</p> <p>The repurposed soaps were for personal use and sold as part of a social enterprise initiative, delivering benefits to people and the planet. In Sunway Hotel Hanoi, used soaps were distributed to Quynh Hoa, a charity centre, in collaboration with Diversy Company. Used soaps from Sunway Hotel Phnom Penh were donated to charity homes after being repurposed into new soap bars. Sunway Hotel Georgetown and Sunway Hotel Seberang Jaya donated their surplus bath gel and shampoo to Kechara Penang and Penang Cheshire Home to help raise awareness on self-hygiene among the underserved community in Penang.</p>
	<p>For the Ethical Waste Management Practice Programme, Sunway Resort Hotel &amp; Spa, Sunway Hotel Georgetown, Sunway Hotel Seberang Jaya, Sunway Lagoon Theme Park and Sunway Putra Hotel repurpose used cooking oil for biodiesel, minimising cooking oil waste to landfill as well as reduce pollution to the environment.</p>
	<p>In November, Sunway Hotels &amp; Resorts signed a partnership with FatHopes Energy to recycle its used cooking oil into biodiesel. Under the initiative, more than 50% of the used cooking oil generated by the Group's six participating hotels will be collected by FatHopes Energy each week for conversion into biodiesel. This both prevents drains from getting clogged and reduces reliance on fossil fuels, eliminating GHG emissions.</p>
	<p>Sunway Putra Hotel sold their used lightbulbs to Tex Cycle, a licensed recycle company that specialises in collecting contaminated waste for disposal at sites permitted by the Department of Environment Malaysia and handled by licensed contractors.</p>
	<p>Sunway Putra Hotel collected of metal scrap from used appliances such as toasters, trolleys, bins, televisions and weighing scales to be recycled into new products such as building materials and home furnishings.</p>
	<p>Food composting machines were installed in Sunway Resort Hotel &amp; Spa. The composters decompose all types of food waste in an aerobic environment using controlled parameters such as temperatures, agitation and airflow. This technology enables the reduction of up to 80% of food waste within 24 hours and transforms into bio-organic compost.</p>
	<p>The "Bin it to Win It Campaign" was held on November 2019, an initiative in which all Sunway Hotels &amp; Resorts participated. A total of 2,417kg were collected. The collections were donated to Kloth Care Malaysia, identified orphanage homes, old folks homes and NGO charity houses.</p>
	<p>Sunway Hotel Hanoi organised the "Trash for Tree" project by collecting 300kg papers and 200 units of used batteries in exchange for 6 potted plants with Green Life Project.</p> <p>Sunway Hotel Seberang Jaya donated 281kg of towel and bath mat to Penang Cheshire Home to be repurposed into handmade souvenirs.</p>

# EFFICIENT WASTE MANAGEMENT (CONT'D)

[GRI 301-2, 306-2]

HIERARCHY	INITIATIVES IN 2019
<b>OFFICE</b>	
<b>Recycle</b>	In Menara Sunway, the food waste was stored in a refuse chamber, yielding an average of 15 drums of food waste per week, which are then collected by a vendor to be sent to their site. At the site, the food waste is ingested by Black Soldier Fly (BSF) larvae and earthworms, which break down the organic matter to form fertilizer. The BSF larvae and earthworms are fed to poultry farm and fisheries, while the organic fertilizer is used to nourish vegetable crops.
<b>Reduce</b>	Food and beverage tenants in Sunway Lagoon Theme Park and Kelab Sosial Sunway in Menara Sunway implemented the no single-use plastic policy.
<b>Reuse</b>	Food composting machines were installed in The Pinnacle. The composters decompose all types of food waste in an aerobic environment using controlled parameters such as temperatures, agitation and airflow. This technology enables the reduction of up to 80% of food waste within 24 hours and transforms into bio-organic compost.

CHART 15: GENERAL WASTE VS DIVERTED WASTE (TONNES)

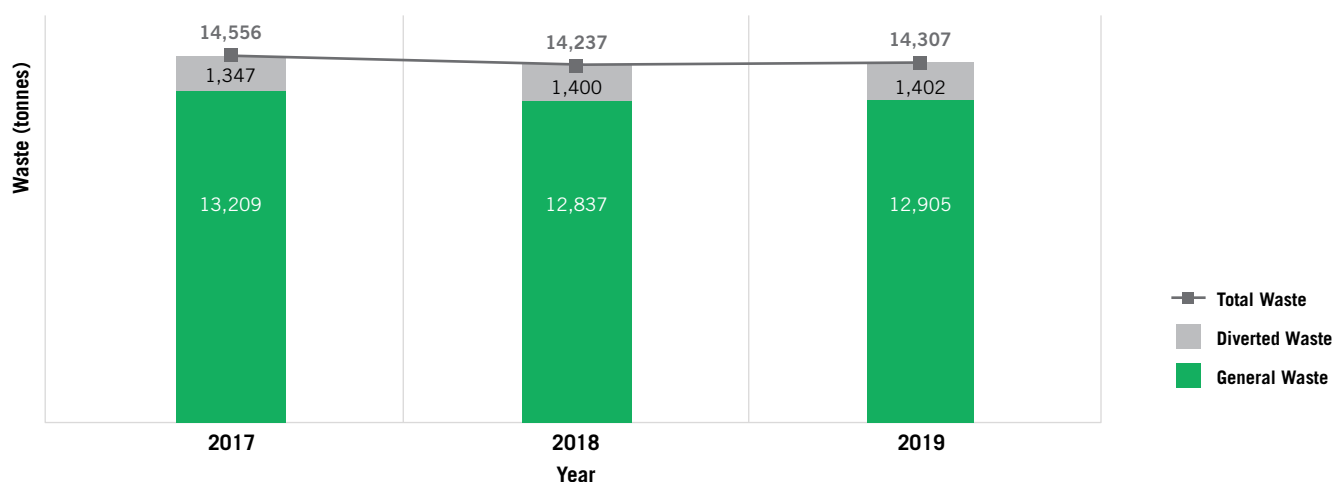
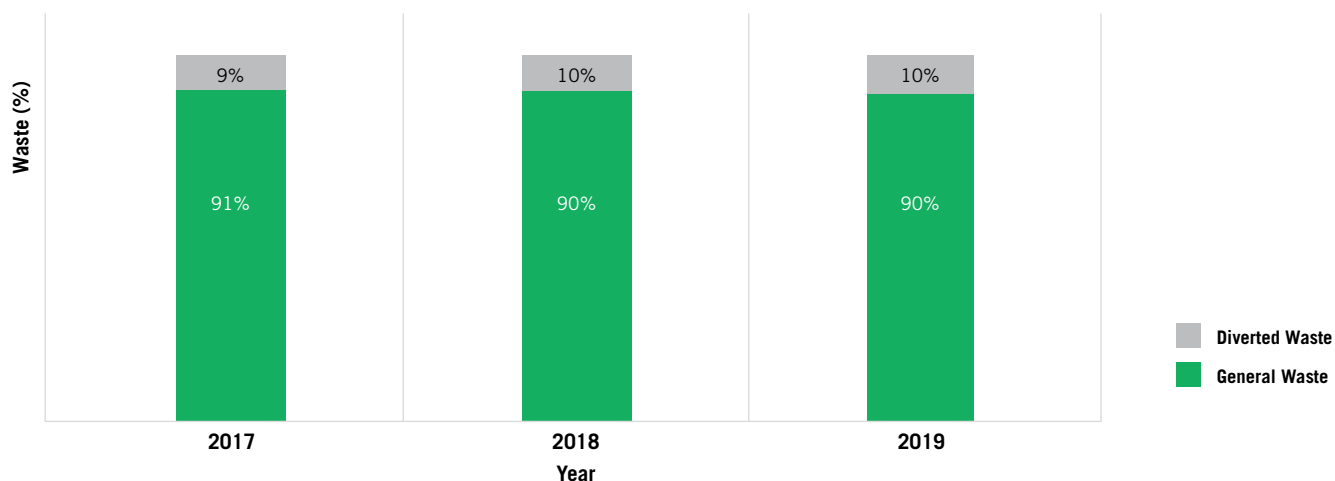
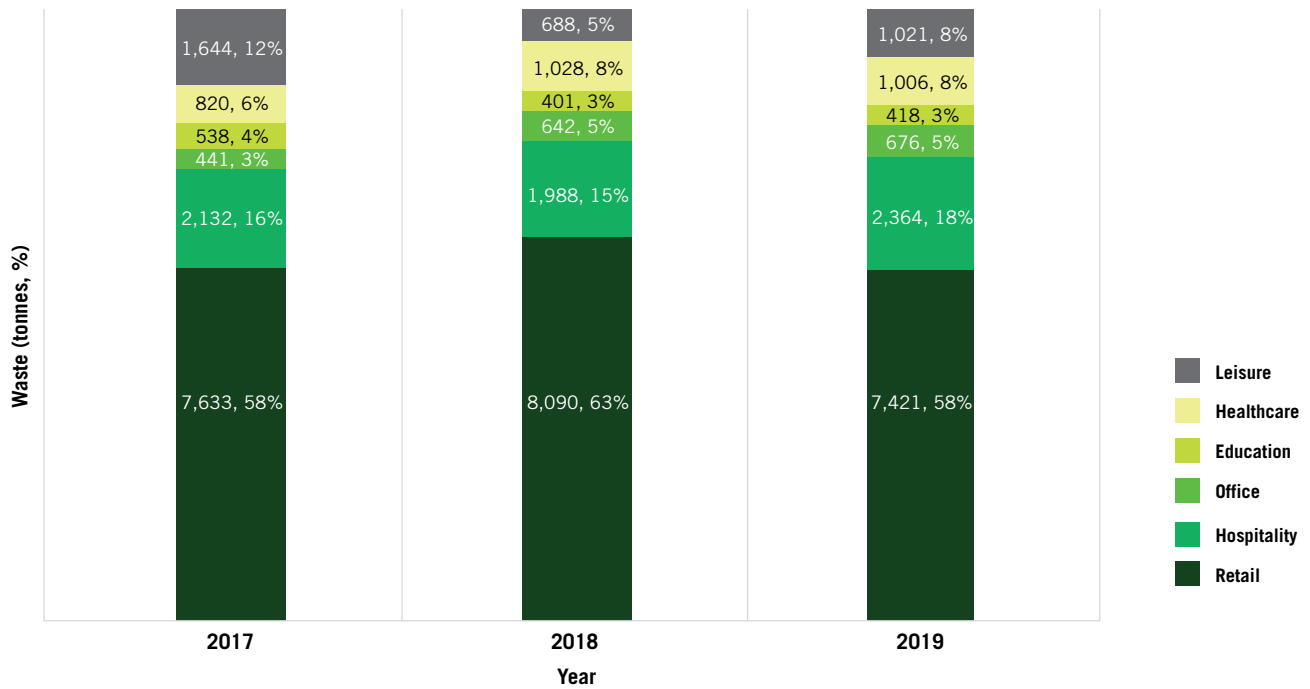
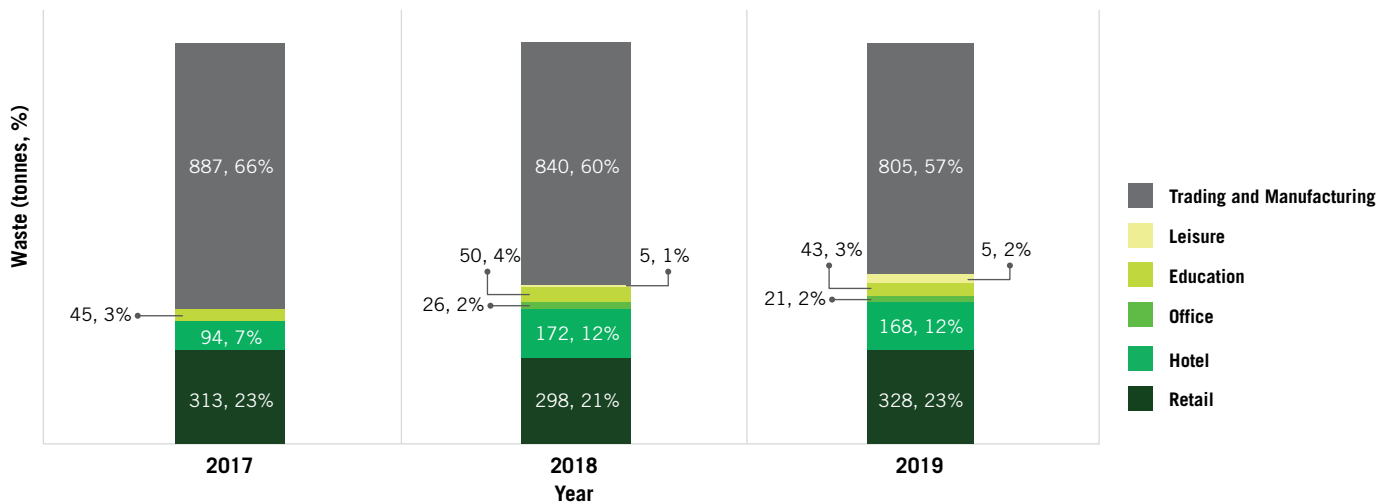


CHART 16: GENERAL WASTE VS DIVERTED WASTE (%)



**CHART 17: GENERAL WASTE BY SECTOR (TONNES, %)****CHART 18: DIVERTED WASTE BY SECTOR (TONNES, %)**

Note: Diverted waste includes recyclable waste, composted food waste, and e-waste

**Food Waste Composted**

**32 tonnes**  
2017

**91 tonnes**  
2018

**119 tonnes**  
2019

**Scheduled & Clinical Waste**

**394 tonnes**  
2017

**313 tonnes**  
2018

**362 tonnes**  
2019



# SUNWAY CITY KUALA LUMPUR

Inception date

**1974**

Size

**800  
acres**

(high-density urban form)

GDV to date

Estimated  
**RM10  
billion**

Classification

**Brownfield**





## ECONOMIC DIMENSION

### Perpetual Growth/ Capital Recycling

Launched for Sale (2019):

- Sunway GEOlake

### Internet Access

- Free Wi-Fi on SunwayNet
- MSC Status
- Digital Hub

### Public Transport Network

- Sunway invested RM123 million in a PPP initiative for Malaysia's first Bus Rapid Transit (BRT) system
- Transit-linked development with convenient access within (0.5 km to public transport – TOD)

### Low Carbon Emission Vehicle Support

Electric vehicles parking bays are provided at Sunway Pyramid Mall, The Pinnacle and Sunway Medical Centre

### Sustainable buildings

#### 2 Green Certified Buildings:

- Sunway Geo Tower
- The Pinnacle

### Pedestrian Infrastructure

100% walkable with elevated walkway and underground connectivity

## URBAN DEVELOPMENT AND SPATIAL PLANNING

<b>Compact development</b>	<ul style="list-style-type: none"> <li>• Residential, commercial, retail, healthcare, education, hospitality, leisure and entertainment</li> <li>• 40% of assets owned and operated by Sunway</li> </ul>
<b>Integration and mixed land use</b>	
<b>Social inclusion</b>	<ul style="list-style-type: none"> <li>• Inclusive Development recognition by the Selangor Town and Country Planning Development</li> </ul>
<b>Resilience to climate change</b>	<ul style="list-style-type: none"> <li>• Building redundancy through water treatment plants</li> </ul>

### Youth Support / SME Support

Sunway Innovation Labs and Makerspace aims to foster entrepreneurship and stimulate market-driven innovations, to help entrepreneurs become more competitive in this rapidly changing environment. Their partnership with Sunway University helped create a start-up ecosystem for young aspiring entrepreneurs.

### Tourism Sector Support

- Tourism Malaysia Collaboration
- Publicity via Airline Companies
- Sunway Lagoon Sharknado
- Website and internet booking
- 42 million visitations yearly
- Malaysia Tourism Award for Most Outstanding Contribution to Tourism Private Sector

## ENVIRONMENT DIMENSION

### Greenscapes and bluescapes

40%

### Biodiversity

#### Flora

- 150 species, 31,179 native plants and 142,291 adaptive plants

#### Fauna

- 22 bird species

- "Excellent" Score on Annual Audit Report by Department of Wildlife and National Parks for Sunway Lagoon Theme Park
- Malaysia Institute of Planners Low Carbon City Award
- World Class FIABCI International Prix d'Excellence Award
- Malaysia's first green township and awarded with the Green Building Index (GBI) Silver certification in 2012

## SOCIETY AND CULTURE DIMENSION

### Cultural Infrastructure

Performing Arts Centre (Under Construction)

### Security Services

- 9,258 CCTVs
- 381 auxiliary police
- 14 patrol cars
- 4 tourist police

### Childcare

- Sunway partially subsidises the tuition fees for R.E.A.L Kids Sunway and The Parenthood if parents are employees
- This subsidy is available for up to two children per family for a maximum of RM200 per month per child
- Child care subsidies of up to RM2,400 are tax exempt



# SUNWAY CITY IPOH

Inception date

**1995**

Size

**1,346  
acres**

GDV to date

**Estimated**

**RM1.2  
billion**

Classification

**Greenfield**



## ECONOMIC DIMENSION

### Perpetual Growth/ Capital Recycling

#### Launched for Sale (2019)

- Sunway Onsen Suites

#### Planned for 2020

- Medical Centre & 2nd block of Service Apartments with natural hot springs facilities

### Sustainable Buildings

Montbleu Residences (220 units of townhouses) was awarded BCA Greenmark Gold (Provisional)

### Pedestrian Infrastructure

100% walkable

## URBAN DEVELOPMENT AND SPATIAL PLANNING

<b>Compact development</b>	<ul style="list-style-type: none"> <li>• More than 1700 units of residential, commercial and industrial properties completed to date</li> <li>• 40% of assets owned and operated by Sunway</li> <li>• Lost World of Tambun</li> <li>• The Banjaran Hotsprings Retreat</li> <li>• Hypermarket</li> <li>• Extreme Park</li> </ul>
<b>Integration and mixed land use</b>	<ul style="list-style-type: none"> <li>• Sunway Lost World Hotel</li> <li>• Proposed Medical Centre Ipoh, Perak</li> <li>• Proposed Education Campus</li> <li>• Proposed Lost World Mall</li> <li>• Proposed Assisted Living</li> <li>• Proposed Hilltop Development (over 300 acres)</li> </ul>

### Tourism Sector Support

- Lost World of Tambun – Theme Park, Hotsprings & Hotel
- The Banjaran Hotsprings Retreat
- Collaboration with Tourism Malaysia
- 1.5 million visitations yearly

## ENVIRONMENT DIMENSION

### Greenscapes and bluescapes

55% preserved in the form of natural mountains & lakes. 2 lakes of a total of 18 acres were maintained for the purpose of recreation and retention to avoid flooding

### Biodiversity

#### • Flora

Diversity of fruit crops including predominantly durian (*Durio Zibethinus*), nangka (*Atrocarpus heterophyllis*), cempedak (*Atrocarpus indica*), mango (*Mangifera indica*), cernai (*Phyllanthus acida*), buah Melaka (*Phyllanthus emblica*), several species of citrus plants and miscellaneous fruit crops. These were planted primarily around the once occupied farm houses within the western part of the project site.

#### • Fauna

The common mammals observed in the project site are monkeys and squirrels. There are also a number of small reptiles and amphibians found in the area. The common birds observed at the edge of the hilly area and limestone hills in the project site are the common and Jungle Myna, Kingfishers, Bulbuls and Magpie Robin. Other forest species often seen include Malkolas, Babbler, Drongos and Woodpeckers.

## SOCIETY AND CULTURE DIMENSION

### Security Services

- 15 CCTVs
- auxiliary police
- patrol cars

### Local Food Production

- 20 acres Sunway Organic Farm
- Types of fruits & vegetables: Durian, Dokong, Rambutan, Lady's Fingers, Kangkong, Corn, Choy Sum, Cucumber, Carrot, Purple Spinach
- Deer Farm & Rabbit Farm: Fed with organic vegetables
- Harvested for consumption of our guests in Banjaran and Lost World of Tambun



# SUNWAY CITY ISKANDAR

Inception date

**2012**  
till present

Size

**1,800**  
acres

GDV to date

**Estimated**  
**RM1.7**  
**billion**

Classification

**Greenfield**



## ECONOMIC DIMENSION

### Perpetual Growth/ Capital Recycling

Launched for Sale (2019)

- SISB L1/PH3
- Lenang BL/PH1B1A

Investment Properties (2019)

- Sunway Big Box Retail Park

Planned for 2020

- SISB L4/PH1
- Lenang BL/PH6

### Public Transport Network

Sunway Iskandar has collaborated with Scootbee, the world's first self-distributing electric scooter, to increase modes of transportation within the city.

### Sustainable Township

Green Building Index (GBI) Silver certification awarded to Sunway Iskandar township in 2019

### Pedestrian Infrastructure

100% walkable with elevated walkway, underground connectivity

## URBAN DEVELOPMENT AND SPATIAL PLANNING

### Compact development

- 897 units of residential and commercial properties completed to date
- Sunway Citrine Hub (operated by Sunway Mall)
- Sunway Big Box Retail (operated by Sunway Big Box)
- Sunway Xpark golf driving range & Xpark Sunway Iskandar
- Sunway Grid (Office & Residence – construction in progress)
- Sunway Lakehomes (Landed – construction in progress)

### Integration and mixed land use

- Proposed FARMDO
- Proposed Sunway Medical Center
- Proposed Assisted Living
- Proposed Digital Free Commercial Zone

### Tourism Sector Support

- 758,675 visitations in 2019

## ENVIRONMENT DIMENSION

### Greenscapes and bluescapes

40%

### Biodiversity

#### Flora

- 12,000 trees from 75 various species across the township
- 43 mangrove plant species from 32 families with five predominant species

#### Fauna

- 30 species of birds, 4 species of amphibians, 3 species of reptiles and 13 species of fish

- “Good” Score on Annual Audit Report by Department of Wildlife and National Parks for Lost World of Tambora

- Sunway International School in Sunway Iskandar has set-up an eco-club where students can learn more about nature and the environment. Students also learn how to plant and take care of trees within the club.

## SOCIETY AND CULTURE DIMENSION

### Innovation support

Partnership with NEC to install 11 ANPR cameras:

- License plate recognition capabilities
- Vehicle counting capabilities
- Database size of 1,000 vehicles for all cameras
- Central monitoring system
- Professional services: testing and commissioning of platform and project management
- Support and annual maintenance: warranty for the first year and maintenance for the second year
- 24/7 remote support based on 101-200 tickets per year

### Security Services

- 58 CCTVs
- 40 auxiliary police
- 3 patrol cars, 2 motorbikes, 4 bicycles

## GOALS &amp; TARGETS

**LEGEND** ●○○ Targets are set; Data compilation in progress  
**PROGRESS** ○●○ Targets are set; Baseline yet to be set  
**TRACKING** ○○● Targets are set; Baseline is set

FUTURE VALUE GOALS	TARGETS (EFFECTIVE FROM 2019)	FY 2019 PERFORMANCE
<b>PILLAR 3: PLANET</b>		
<b>Goal 5: Green Value Chain</b>	Carbon emission: To avoid at least a total of 250,000 tonnes of CO <sub>2</sub> e by 2030 (equivalent to 3.75 million tree seedlings grown for 10 years)	○○● 40,131 tonnes of CO <sub>2</sub> e avoided (cumulative from 2015 – 2019)
	Energy: Consume at least 3% of electricity from renewable source by 2030	○○● 1% of electricity from renewable source (2019)
	Water: All landscape to be irrigated by recycled supplies by 2030	●○○ Data compilation in progress
	Water: 50% of water supply in commercial buildings located in Sunway City Kuala Lumpur to be sourced from recycled supply by 2030	●○○ Data compilation in progress
	Waste: 40% waste diverted from landfill by 2030	○○● 10% of waste diverted from landfill
	Effluent: All industrial and construction sites to be ISO 14001 certified by 2030	●○○ Data compilation in progress
	Biodiversity: All new townships to be developed must have EIA studies and 40% green open space	○○● Sunway City Kuala Lumpur, Sunway City Ipoh, Sunway Iskandar townships have more than 40% open space (greenscapes and bluescapes)
<b>Goal 6: Low-Carbon Cities</b>	All new townships and buildings completed from 2025 onwards to have green certifications	○○● 23 buildings targeted to be green certified

# KEY PERFORMANCE INDEX

INDICATOR	UNIT OF MEASUREMENT	2015	2016	2017	2018	2019
PLANET						
i. Energy Usage						
Retail	MWh	122,265	141,349	161,708	178,602	176,987
Hotel		41,808	45,145	47,981	47,626	49,458
Office		21,655	20,054	22,961	24,488	24,740
Leisure		14,523	17,976	17,228	17,141	17,329
Education		28,145	28,878	27,012	27,823	27,857
Healthcare		13,425	16,197	20,161	22,358	23,527
Building Materials		10,845	11,141	12,591	11,268	8,227
Trading and Manufacturing		2,949	3,699	4,314	4,328	5,213
Student Residences		3,098	4,433	4,916	5,019	6,012
Quarry <sup>1</sup>		-	-	-	-	9,976
ii. Energy Savings						
Retail	MWh	-	12,669	14,856	16,024	18,713
Hotel		-	-	-	-	460
Office		-	73	110	110	2,174
Education		-	-	-	-	1,131
Healthcare		-	-	-	-	177
Building Materials		-	-	-	-	1,307
Others		-	86	86	86	393
Retail	kWh/m <sup>2</sup> /year	256	211	274	265	274
Hotel		252	200	187	193	205
Office		159	186	177	178	176
Education		183	207	152	153	152
Healthcare		366	274	358	312	358
Leisure	MWh/person/year	7.25	7.87	8.09	7.81	8.05
Building Materials	kWh/tonne/year	99	105	101	97	79
iv. Water Usage						
Retail	m <sup>3</sup>	977,081	1,429,100	1,692,038	1,913,520	2,078,570
Hotel		403,231	762,620	1,094,615	1,137,381	1,281,896
Office		221,602	241,672	211,714	179,533	217,757
Leisure		465,967	633,955	770,220	836,231	1,144,497
Education		349,346	360,724	397,183	408,895	444,230
Healthcare		165,989	170,484	179,382	190,057	215,732
Building Materials		26,451	37,737	36,647	36,464	45,388
Trading and Manufacturing		37,131	39,273	36,853	44,549	51,625
Student Residences		92,426	135,973	152,134	156,101	277,073

<sup>1</sup> Data collection for Quarry division started in 2019

**Notes:**

- Figures stated in charts may not add up due to rounding of decimals.
- Improvement of data completeness is under progress.
- '-' refers to data unavailability.

# KEY PERFORMANCE INDEX (CONT'D)

INDICATOR	UNIT OF MEASUREMENT	2015	2016	2017	2018	2019
PLANET						
v. Water Use Intensity						
Retail	m³/m²	2.5	2.6	3.0	3.4	3.7
Hotel		1.5	2.3	3.1	3.3	3.7
Office		1.1	1.1	1.0	0.8	1.0
Education		1.8	1.8	1.9	2.0	2.2
Healthcare		3.3	2.0	2.1	2.3	2.6
Building Materials	m³/tonne	0.3	0.4	0.3	0.3	0.4
vi. General Waste						
Retail	tonnes	-	-	7,633	8,090	7,421
Hotel		-	-	2,132	1,988	2,364
Office		-	-	441	642	676
Leisure		-	-	1,644	688	1,021
Education		-	-	538	401	418
Healthcare		-	-	820	1,028	1,006
vii. Diverted Waste						
Retail	tonnes	-	-	313	298	328
Hotel		-	-	94	172	168
Office		-	-	4	26	21
Leisure		-	-	2	9	30
Education		-	-	45	50	43
Healthcare		-	-	3	5	5
Trading and Manufacturing		-	-	887	840	805
viii. GHG Emissions						
Scope 1	tonnes CO <sub>2</sub> e	131	82	109	104	99
Scope 2		169,236	190,020	184,225	195,940	201,886
Scope 3		1,676	1,600	3,355	2,865	2,813
ix. GHG Avoidance						
Scope 1	tonnes CO <sub>2</sub> e	0	0	0	0	0
Scope 2		0	7,505	8,805	9,489	14,248
Scope 3		0	0	28	28	28

## Notes:

1. Baseline year for energy and water data is 2015 while the baseline year for waste data is 2017.
2. Figures stated in charts may not add up due to rounding of decimals.
3. Improvement of data completeness is in progress.
4. The term 'Energy' in this report refers to purchased electricity from Tenaga Nasional Berhad, unless stated otherwise.
5. '-' refers to data unavailability.

# ACHIEVEMENTS AND AWARDS

## ENVIRONMENTAL LEADERSHIP

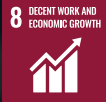
- **Sunway Berhad**
  - Rated “Excellent” by the Department of Wildlife and National Parks
- **Sunway City Kuala Lumpur**
  - Only township to win Malaysia Green Building Council’s (MGBC) “Top 10 Green Buildings of the Decade Awards” at MGBC’s 10<sup>th</sup> Anniversary Gala Dinner
- **Sunway Iskandar**
  - Five Elements Award at The Star Property Awards
- **Sunway Malls**
  - FSC Leadership Award 2019, in recognition for efforts in promoting responsible forest management and sustainability
- **Sunway Property**
  - All-Star Awards – Top Ranked Developers of the Year at The Star Property Awards
  - Heritage and Residential (Mid-Rise) Category at the FIABCI Singapore Property Awards 2019 for Sophia Hills project
  - Landscape Development Award at the Malaysia Landscape Architecture Awards (MLAA) Gala Night 2019 for Sunway Montana Project
  - Malaysia’s Responsible Developer: Building Sustainable Development Award at the EdgeProp Malaysia’s Best Managed Property Awards 2019
  - Silver in Property Development Category (People’s Choice Award) at Putra Brand Awards 2019
  - The Edge Top 10 Property Developers Award at The Edge Malaysia Property Excellence Awards 2019
  - Top 10 Property Developer at the BCI Asia Award 2019
- **Sunway Medical Centre**
  - Purpose-built Category 2019 at the FIABCI- Malaysia International Real Estate Federation



Sunway Malls is the first in Malaysia to receive Leadership Award from the Forest Stewardship Council (FSC) Asia Pacific Region



# PROSPERITY AND PROGRESS FOR ALL



Property Development



Property Investment



Leisure



Hospitality



Construction

Besides wealth creation for our shareholders, we believe that we can create sustainable economic growth by creating environments that are conducive for investments, enable people to become job creators and have rewarding jobs

while creating benefits for the environment and the society at large. By spurring innovation with focus on the youth, we are able to support a pathway for sustained economic progress as outlined in the Shared Prosperity Vision 2030.



Returns to  
Stakeholders

Perpetual  
Growth



Healthcare



Trading and Manufacturing



Quarry



Building Materials

# BUILDING BRAND TRUST

[GRI 102-21, 417-1]

## QUALITY PRODUCTS AND SERVICES

We build the trust of consumers and other stakeholders by continuously delivering good quality products and playing an active role in the community. We continue to build trust by creating tremendous value, and we protect this trust by committing to manage the issues that matter to our stakeholders.

The product workmanship performance of our projects under construction are monitored through Sunway Quality Merit System (SQMS) Assessment where we target to achieve 80%. The SQMS is an internal assessment established based on the QLASSIC standard. The assessment is conducted based on sampling of active trades throughout the construction of main building works of a project. In order to achieve a rating of 80% and above, the quality of works for structure, architecture (wall, floor, ceiling, window, door, fitting, etc.) and M&E installation shall be monitored and controlled throughout the project.

Our quarry division has digital Quality Assurance and Quality Control (QA / QC) report which is a web application for laboratory users to enter and prepare test reports. Reports are accessible online by all relevant parties. Data captured are used for plant quality and operator performance analysis.

As part of our customer experience digitalisation strategy for our property purchasers, Sunway has created a MySunwayProperty web-based portal, chatbot and a Sunway Property Facebook page. With MySunwayProperty portal, property buyers can view construction progress photos of their purchased properties, track construction stages and progress billings (including payment details),

submit defects and check progress online, register for complimentary tickets to events organised by Sunway, view Sunway's latest property offerings as well as community news. The chatbot live chat system uses both the website and the Facebook Messenger platform to deliver greater experience and to assist enquiries from interested customers or buyers on Facebook and on the website. With the chatbot, we are able to respond immediately to customer queries and attend to their questions and complaints based on keyword search. A total of 12,833 property buyers from year 2011 has logged into the system, representing a 61% login rate.

In 2019, we have improved the tracking of our property buyers using the Net Promoter Score (NPS) Survey via a new IT system. As a result, we have recorded an increase in response rates and engagement with customers, as the system allows sales staff to conduct surveys immediately upon visiting the Sales Gallery. The result is higher NPS Score. Customers can also conduct surveys at their own pace via MySunwayProperty portal upon Vacant Possession and nine months after Vacant Possession. The system enables staff to provide immediate follow-up recovery actions on customer feedback / comments if any - to ensure consistent and excellent Sales Services.

In 2019, Sunway Malls embarked on measuring customer satisfaction through the Customer Satisfaction Index and Net Promoter Score starting with its flagship Mall, Sunway Pyramid. Both measurements will be conducted yearly, according to a set standard for our evaluation and study to be rolled out to all malls in the future.

TABLE 9: CUSTOMER SATISFACTION

DIVISION	OVERALL CUSTOMER SATISFACTION	KEY PERFORMANCE INDICATOR TRACKING				
		2015	2016	2017	2018	2019
PROPERTY DEVELOPMENT	Customer Satisfaction Sales Gallery Visit Upon Vacant Possession	Measured Results : Net Promoter Score				
		43.4	43.6	48.6	48.8	86.2
OFFICE	Tenant Satisfaction	-	-	-	77%	88%
HOSPITALITY	Guest Satisfaction	-	-	87%	88%	89%
HEALTHCARE	Healthcare Customer Satisfaction Index: [(Excellent Rating + Good Rating) ÷ Total Response] × 100	92%	95%	95%	95%	96%
QUARRY	Enhanced collaboration and better network infrastructure for real time applications and integrated customer PO and daily order taking system					

Note: '-' refers to unavailable information

# INVESTING LONG-TERM IN OUR COMMUNITIES

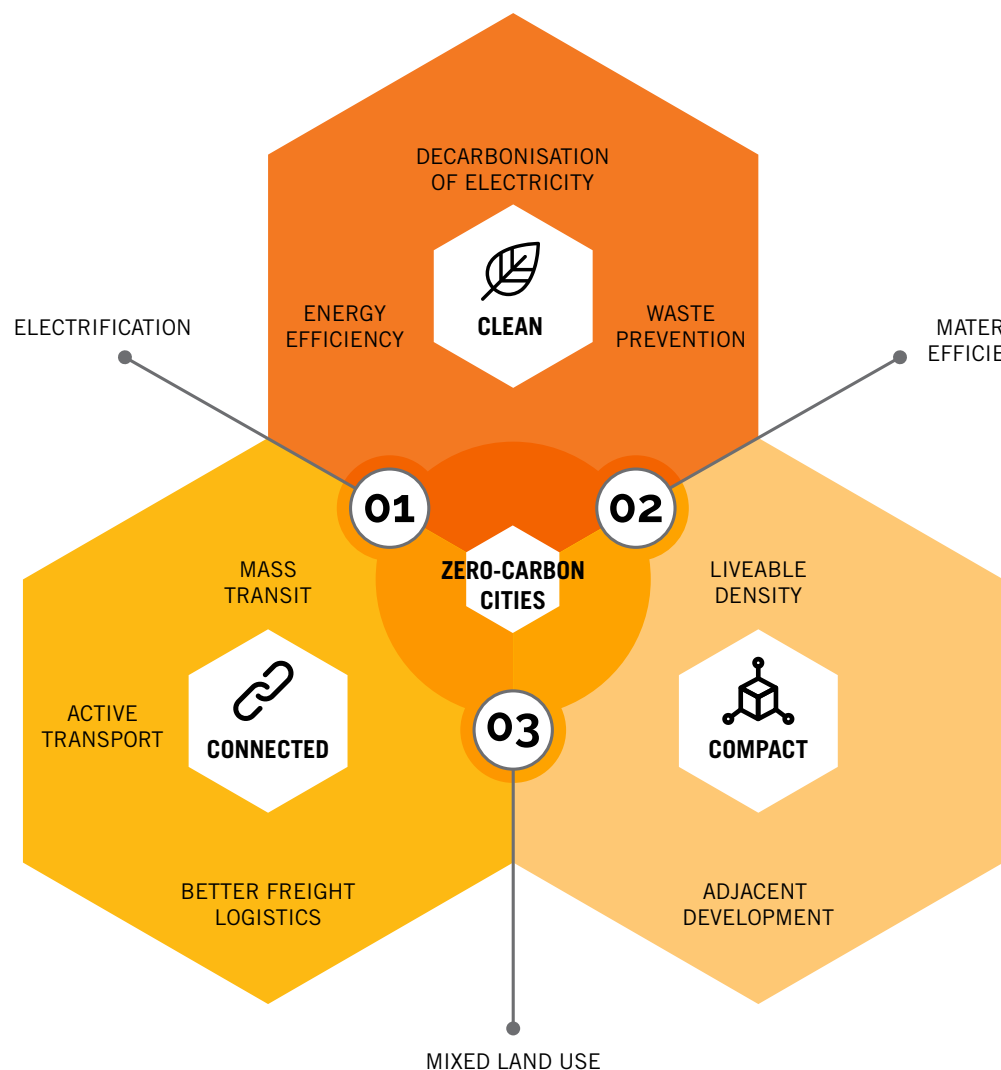
[GRI 203-1]

## CO-INVESTOR PROPOSITION IN LOW CARBON CITIES

We continue to be the largest stakeholder in all our masterplanned communities and developments – Sunway City Kuala Lumpur, Sunway City Ipoh, Sunway City Iskandar, Sunway South Quay, Sunway Damansara, Sunway Putra Place, Sunway Seberang Jaya, Sunway Velocity and Sunway Paya Terubong. These communities currently span about 4,500 acres. We own up to 40% of total assets in each of the integrated developments, and recycle capital back into the communities through the creation of new assets, security enhancements and other

services and amenities, promising lifelong growth for all within our community. By doing so, we ensure constant job creation for the communities around us, increase of value in surrounding properties, income from tourism (in communities with tourism support components).

Expanding our Build, Own, Operate model, we will continue to build socio-economically progressive cities by recycling capital into our masterplanned communities.





# INVESTING LONG-TERM IN OUR COMMUNITIES (CONT'D)

[GRI 203-1]

## ECONOMIC BENEFITS OF LOW-CARBON CITIES

- Cheaper to provide infrastructure and services in more compact, connected and clean cities. Less land, materials and energy are required to physically connect households and firms when they are closer together, and higher densities make infrastructure investments more economically feasible, from metro systems to district heating and cooling. Moreover, many low-carbon measures are now more economically attractive than their high-carbon counterparts. The bundle of low-carbon measures identified in this report represents a US\$23.9 trillion opportunity; adopting all these low-carbon measures would also support the equivalent of 87 million jobs in 2030 (mostly from deep building efficiency improvements) and 45 million jobs in 2050 (mostly in the transport sector).
- The productivity of workers and businesses is higher in larger, more densely populated cities, particularly those with good public transport networks. A recent review of over 300 studies on compactness finds that a 10% difference in the number of people living and working in an area is worth about US\$182 per person a year from higher productivity and better access to jobs and services.
- The transition to compact, connected and clean cities can build national capacity to both create and absorb innovations that will be critical for economic competitiveness in the future. This report finds that a 10% higher population density (measured by number of inhabitants per square kilometre) is associated with an additional 1.1% patents per 1,000 people in Europe and an additional 1.9% in the US. Innovation in all its forms can have huge real-world impact. China, for instance, has supported its city governments to experiment with electric vehicles and charging infrastructure with impressive results: as of 2017, China was home to 40% of the world's electric passenger cars and over 99% of the world's electric buses.
- When these benefits are taken together, compact, connected and clean cities would offer countries a distinct competitive advantage as they seek to secure global talent and investment. Most countries seek to attract firms that produce tradeable goods and services. Because these firms can sell their products to a global market, they are not constrained by the size of local or regional markets. Firms and workers in these sectors are highly mobile, and are likely to be attracted to the direct cost savings, higher productivity and better quality of life associated with zero-carbon cities.

## SUSTAINABLE INFRASTRUCTURE

Sustainable infrastructure is essential to meet the SDGs by enhancing access to basic services, promoting environmental sustainability and supporting inclusive growth.

In 2019, we continue to build access in Sunway Velocity where we are targeting to complete infrastructure investments of RM31 million. We have already completed two link bridges connecting from Sunway Velocity to the Maluri and Cochrane station and one link bridge connecting from Sunway Velocity to Chan Sow Lin MRT station. We are currently building three link bridges from Sunway Velocity TWO to Sunway Velocity. Besides investing in infrastructure in each of our cities, we are investing in infrastructure for our pocket developments which are not transit-linked developments.

In Sunway Serene, we invested approximately RM10 million to beautify the adjacent Tasik PJ Kita @

Kelana Jaya (12 acres) which comes complete with a jogging track. We invest about RM100,000 a year to maintain the lake which has been gazetted as a public lake belonging to the Petaling Jaya City Council (MBPJ). We have also installed Bandalong Litter Traps at the outlets.

Currently, we have Bandalong Litter Traps installed at the outlets to contain the rubbish from flowing all over the lake. The Traps are designed to float in waterways in order to capture litter before it flows farther downstream by using the flow of the current to guide debris into the trap. The performance floatable control technology operates 365 days a year without mechanical assistance to capture floating litter, making it a proven, cost-effective solution for floatables control and is the answer to the growing problem of litter in our waterways. They are ideal in-stream solution for floatables where combined sewer overflows are concerned.



## UNIVERSAL DESIGN

All our developments designed since 2014 strives to achieve disabled-friendly and child-friendly access with minimal or no steps within the unit. We have

also reduced the height of all our light switches across our properties to enable easy reach for the elderly who are wheelchair-bound as well as children.

## PROPERTY PORTFOLIO MANAGEMENT

Sunway Berhad owns and manages a portfolio of investment properties for recurring income stream. As a sponsor of Sunway REIT, some of these asset may eventually be pipeline assets to Sunway REIT. Sunway REIT also offers specific ESG funds, and

considers ESG investment decision making across over 50% of funds. In our Build, Own, Operate assets, climate change matters are considered at both the sponsor and REIT levels.

## TOURISM

Our integrated townships are tourism hubs which lead to job creation and revenues for our local communities. Sunway City Kuala Lumpur currently

brings in 42 million footfalls yearly, Sunway City Ipoh brings in 1 million footfalls, and Sunway City Iskandar brings in 687,556 footfalls in 2019.

## DEMOCRATISING ACCESS TO THE BASICS

### • Property

One of the main challenges for homeownership in Malaysia is loan rejection and the inability for potential buyers to come up with upfront payments for property purchases and obtain the loan margin that they need. Our property division launched the Super 5 easy home ownership scheme last year to ease home ownership for Malaysians. The scheme offers 95% guaranteed financing for eligible buyers. Purchasers need only to pledge RM5,000

to own a unit, with stamp duties waived and an interest-free flexi-installment plan for 24 months with the differential sum. To add value to the purchaser, the loan comes with a financial health check by an independent firm who also works to advise them on how to plan their financing. In 2019, our property division saw a year-on-year increase of 30% in sales. This initiative is undertaken by our property division.

### • Affordable Financial Services

One of the frequent challenges that our suppliers, employees and customers have shared with us is the difficulty in sending money abroad. Remittance fees in Malaysia could cost between 6% and 9%. It is also a time-consuming and highly inconvenient process. Marking our first fintech venture, we have invested in setting up Sunway Money as an electronic remittance services, which is fully-

licensed by Bank Negara Malaysia with the mission to provide one of the lowest fees for remittance services leveraging our own economies of scale. Our customers include businesses transferring money overseas to their suppliers and vendors, parents paying for their children's studies abroad, expatriates sending money back home to their families. The initiative is invested by Sunway Ventures.

### • Free Consultations And Affordable Healthcare Products

Sunway Pharmacy is a pharmacy chain which makes healthcare products available and affordable for everyone. Access and availability of affordable healthcare products. Sunway Pharmacy provides

consultation at no cost and money-back guarantees for low pricing. This initiative is invested by Sunway Ventures.

### • Low Carbon Last-Mile Delivery

Sunway Pop Box is a last-mile delivery solution in the form of an automated smart parcel locker. Lessen carbon footprint and productivity decreases

from missed deliveries. This initiative is invested by Sunway Ventures.

# BUILDING THE URBAN FUTURE

## SUNWAY iLABS

We continue to bring young minds together to develop solutions for the urban future. In 2019, we brought together more than 1,000 students, innovators and entrepreneurs from around the world to develop solutions for the urban future.

We have provided testbeds in our Sunway City

living lab to various startups. This includes a student startup from Sunway University which we are incubating, to provide technology solutions to help with the health and wellbeing of the animals in Sunway Lagoon through an automated zoo management system. Other innovations test-bedded in 2019 are highlighted in the table below.

INNOVATIONS BEING TEST-BEDDED (2019)	DETAILS	OUTCOMES	NUMBER OF PARTICIPANTS
<b>ALIBABA GLOBAL ECOMMERCE TALENT (GET): DIGITAL ENTREPRENEURSHIP AND INNOVATION CHALLENGE</b>	The Global eCommerce Talent Program, or GET, is an intensive learning session for trainers and professors who are looking to develop an ecommerce course in their home country. GET aims to create teachers who are able to enable their students to start their own businesses By training professors in universities and other educational outposts.	Snuffles, a student run data analytics start-up that aims to empower aspiring drop shippers with easily digestible data to select winning products for their e-commerce shops won 2 <sup>nd</sup> place in the competition that was held in Guiyang, China. Snuffles intends to get more unemployed youths to participate in the e-commerce industry by helping them gain a competitive edge through data analytics. The team consists of three Sunway University students the from School of Science & Technology, and one student from San Francisco State University. In 2019, the team went through iLabs' Jumpstart Mentorship Programme for several months. They were then selected by Alibaba GET to take part in the GET Digital Entrepreneurship and Innovation Challenge that took place in Guizhou, Guiyang, China. A total of 10 teams participated in the challenge from different countries. They competed among teams from Harbin University, Northwestern Polytechnical University China, APU, Utar, Inti, Universidad Iberoamericana University Mexico and UiTM.	N/A

INNOVATIONS BEING TEST-BEDDED (2019)	DETAILS	OUTCOMES	NUMBER OF PARTICIPANTS
<b>BERKELEY METHOD OF ENTREPRENEURSHIP BOOTCAMP</b>	Sunway iLabs invited two prominent facilitators from University of California, Berkeley to mentor the 80 Sunway University students, and grouped them up, made them come up with ideas, pitch it, and win. This was done within a 3-day bootcamp.	The winners' ideas are now being mentored under Sunway iLabs Startup Foundry. All 80 students gained friendship, skills and knowledge from this 3-day bootcamp.	81 participants
<b>DIGITAL TRANSFORMATION WORKSHOP ON BIG DATA</b>	We hosted a workshop on big data, where there were talks on cyber security, big data, and IoT.	Many Sunway students and staff close to 80 attended it and gained from it.	50 participants
<b>ECOBRIKKS – NOVEMBER 2019</b>	We hosted a workshop on ways to reduce plastic wastage, create accessibility, and save the world.	We had students, working adults and even kids coming up with new products at Makerspace out of plastic waste.	30 participants
<b>JETRO IMMERSION PROGRAMME</b>	We collaborated with Japan External Trade Organisation on a 6-month immersion program. For the first month, five startups came over to iLabs, and we mentored their ideas and organised business meetings for them with local businesses that shared the same nature with theirs. We facilitated the business meetings, and invited special speakers to enlighten the entrepreneurs during this 5-day programme.	There were many potential partnerships between these Japanese and Malaysian companies. The Japanese startups and those who attended the talks gained a lot from the programme. There are many more exciting talks, business meetings, and mentor sessions planned for the upcoming five months with them.	15 participants
<b>KOREAN SOCIAL ROCKET STARTUP PROGRAMME</b>	This programme was to match Korean startups with Malaysian businesses, and also for the Korean startups to test out the Malaysian market with their products.	We got an MoU signed with Social Rocket, to collaborate with them and develop startup education and mentorship programmes and many other matters.	10 participants

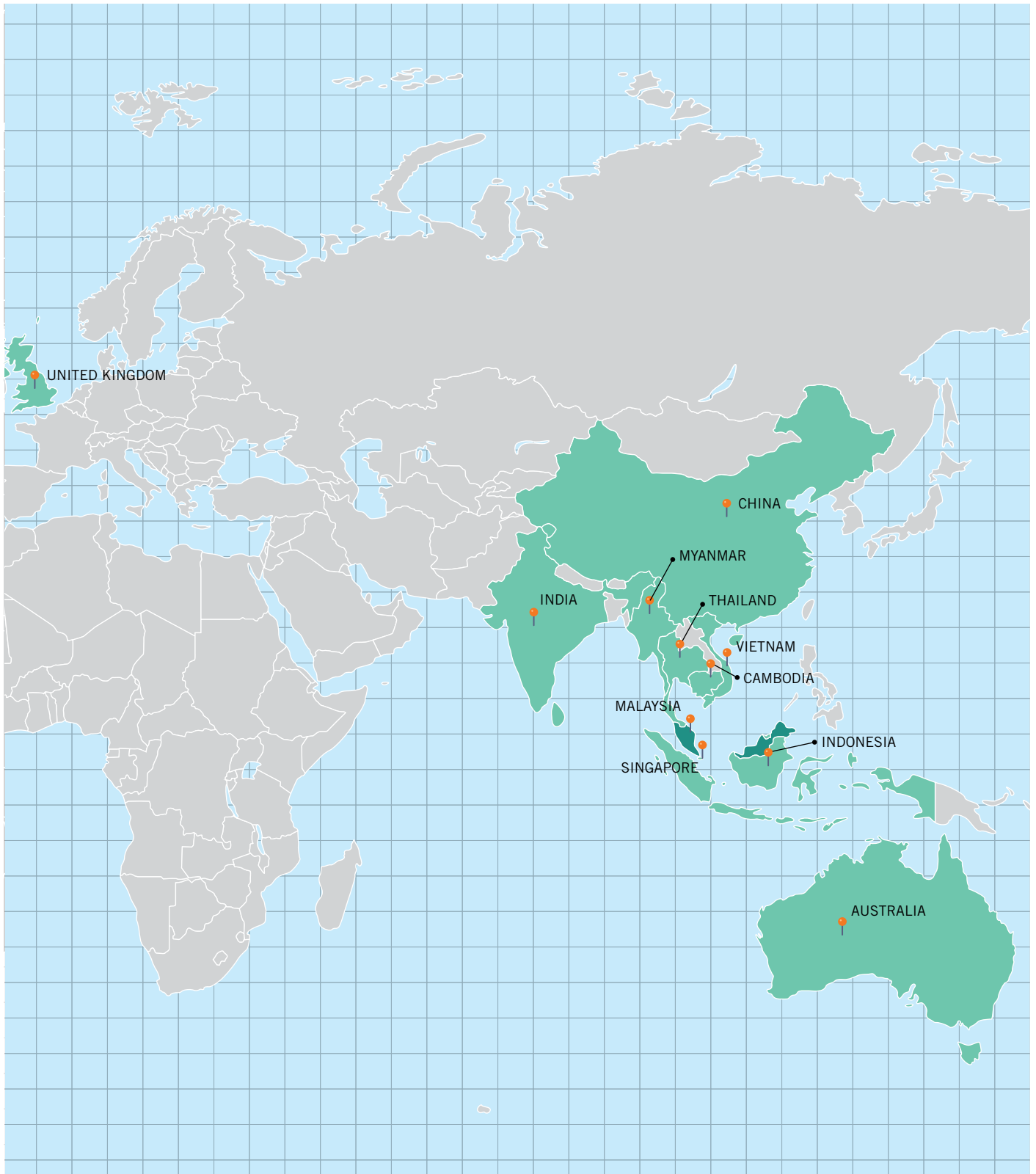
# BUILDING THE URBAN FUTURE (CONT'D)

INNOVATIONS BEING TEST-BEDDED (2019)	DETAILS	OUTCOMES	NUMBER OF PARTICIPANTS
<b>MAKE IT CHALLENGE 2019</b>	<p>The Make It Challenge was a collaborative challenge for students to build solutions to tackle responsible consumption and production focused on re-imagining how food can be produced and consumed in a sustainable manner. Make It Challenge was organised by Sunway University in collaboration with Lancaster University and a partnership with United Nations Technology Innovation Labs, UNTIL. Students from the participating universities will be able to continue working on the proposed solution / minimum viable product after the programme.</p>	<p>Five teams have produced five different solutions and each solution has a potential to be incubated at iLabs. The following are the ideas that came from the programme:</p> <ul style="list-style-type: none"> <li>• Urban Seeds: To provide service to produce organic green vegetables in the university compound to be used for School of Hospitality by also converting food waste in the campus as compost for the farm.</li> <li>• Pretty Produce: To add value to ugly fruits and vegetables that are discarded by farms, retailers and restaurants and resell them to businesses that could benefit from them instead of throwing them away.</li> <li>• Baggo: To provide and incentivise the use of reusable food grade bags at supermarkets to reduce plastic used to purchase fresh fruits and vegetables.</li> <li>• Meal In A Box: To provide a systematic food meal service where data is used to create meal options for families to optimise meal packages and ensure less food is discarded by families.</li> <li>• Optimeal: To provide a platform that connects hotels, restaurants and bakeries with potential customers to sell excess food (that are normally discarded) at a cheaper rate. This idea is currently being pushed for implementation at Sunway University.</li> </ul>	30 participants

INNOVATIONS BEING TEST-BEDDED (2019)	DETAILS	OUTCOMES	NUMBER OF PARTICIPANTS
<b>SOLUTIONS LAB</b>	This is an initiative set up to empower students to apply their skills and knowledge to solve real world problems faced by the industry and provide students with an opportunity to work with real start-ups & entrepreneurs.	One such project from 2019 was carried by our Diploma student, Markous who helped a local social enterprise, Life Origins (producers of high quality insect protein from black soldier fly larvae) to build an IoT system solution for their larvae farm. The system is able to collect temperature, moisture and humidity data of the farm to provide adequate information for decision making in optimising farm operations.	N/A
<b>STARTUP SPEAKER SERIES AND BUSINESS IDEA CHALLENGE 2019</b>	We invited entrepreneurs to give talks to students, and later on by the end of the 8-week series, we conducted a business idea challenge for the students to come up with a business idea and pitch it.	The top three teams / individuals selected from the final pitch, gained an express pass into iLabs Startup Foundry that is a mentorship program recently initiated by iLabs.	40 submissions, 23 shortlisted
<b>SUNWAY CAMBRIDGE PARTNERSHIP WORKSHOP</b>	This workshop was designed to foster first steps in developing long term strategic research partnerships between Sunway University and the University of Cambridge. Sunway University's ambitions for transforming into one of the top education and research institutions is an inspiration and we believe these early seeds of collaboration will evolve cutting edge intellectual and scientific development towards these goals.	At the end of the workshop the researchers from both universities were committed to nurturing the seeds sown at this initial meeting.	40 participants
<b>UNITED NATIONS TECHNOLOGY AND INNOVATIONS LAB REBOOT THE EARTH HACKATHON 2019</b>	A social coding event that brought young computer programmers, scientists and others to improve on or build a new software program that addresses the current climate crisis by using open data and technological concepts to solve a local climate crisis that may be unique to each location and its community needs.	The winner won a ticket to the United Nations Climate Action Summit 2019 that was held in New York, to present his idea.	120 participants



# GROWING OUR GLOBAL FOOTPRINT



# GOALS & TARGETS

<b>LEGEND</b>	●○○ Targets are set; Data compilation in progress
<b>PROGRESS</b>	○○○ Targets are set; Baseline yet to be set
<b>TRACKING</b>	○○● Targets are set; Baseline is set

FUTURE VALUE GOALS	FY 2019 PERFORMANCE
<b>PILLAR 4: PROSPERITY</b>	
<b>Goal 7: Perpetual Growth</b>	○○● PATMI RM767.3 million increase by 18.9% from FY 2018
<b>Goal 8: Returns to Stakeholders</b>	○○● Earnings per share 14.62 sen Dividend payout 9.07 sen



Workshop held at Sunway Innovation Labs.

# KEY PERFORMANCE INDEX

INDICATOR	UNIT OF MEASUREMENT	2017	2018	2019
<b>PEOPLE</b>				
<b>i. New employees by gender</b>				
New domestic male employees	Number	1,469	1,560	1,328
New overseas male employees	Number	107	37	98
New domestic female employees	Number	1,158	1,016	1,421
New overseas female employees	Number	30	11	69
<b>ii. New employees by age</b>				
New domestic employees less than 30 years old	Number	1,930	1,834	1,893
New domestic employees between 30 to 40 years old	Number	457	579	577
New domestic employees between 40 to 50 years old	Number	174	126	182
New domestic employees more than 50 years old	Number	66	37	97
New overseas employees less than 30 years old	Number	67	22	97
New overseas employees between 30 to 40 years old	Number	45	19	41
New overseas employees between 40 to 50 years old	Number	22	6	23
New overseas employees more than 50 years old	Number	3	1	6



Sunway staff from various business divisions

# ACHIEVEMENTS AND AWARDS

## BRAND AND TOURISM EXCELLENCE

### • Sunway Berhad

- Sunway Berhad was ranked 1st for Industry Excellence Award for the Industrial Products and Services category at MSWG-ASEAN Corporate Governance Award 2018.
- Sunway Group won the Company of the Year in the Conglomerate category at the CSR Malaysia Awards 2019.
- Sunway Group bagged the “Platinum” award in the Best Environmental Excellence Award category and the Best Country Award for Overall CSR Excellence for Malaysia at the 11th Annual Global CSR Summit and Awards 2019.
- Sunway Group won Malaysia's Responsible Developer: Building Sustainable Development Award at the EdgeProp Malaysia's Best Managed Property awards 2019.
- Sunway Group took home the 3G Sustainability of Performance Award 2019 by Cambridge IFA at the 4<sup>th</sup> Good Global Governance Awards 2019.
- Sunway Berhad bagged two awards at The Star Property Awards, clinching the All-Star Awards – Top Ranked Developers of the Year, and the Five Elements Award for Sunway Iskandar.
- Sunway Group bagged the “Platinum” award in the Best Environmental Excellence Award category and the Best Country Award for Overall CSR Excellence for Malaysia at the 11th Annual Global CSR Summit and Awards 2019
- Sunway Berhad was named the top 20 finalists at the PwC Malaysia Building Trust Awards 2019
- Sunway Berhad won The Edge Top 10 Property Developers Award at The Edge Malaysia Property Excellence Awards 2019
- Putra Malaysian Marketer of the Year (People's Choice Award) at Putra Awards 2019.

### • Sunway Clio Hotel

- TripAdvisor 2019 Certificate of Excellence
- CTrip Top Production Hotel - Bronze Award 2019 (4-star)
- CTrip Hotel Guide's Most Recommended Award 2019
- TripAdvisor 2019 Certificate of Excellence
- Penang Green Office Certification 2019 - 2021 by Penang Green Council

### • Sunway Hotel Seberang Jaya

- Penang Green Office Certification 2019 - 2021 by Penang Green Council
- Best Employer 2019 award by KWSP

### • Sunway Hotel Hanoi

- Booking.com Review Award in 2019
- Loved By Guest Award by Expedia in 2019

### • Sunway Lagoon Theme Park

- 4<sup>th</sup> in Top 10 Water Park in Asia Pacific by Themed Entertainment Association (TEA)
- 7<sup>th</sup> in Top 10 Water Park in Asia by TripAdvisor Travellers' Choice Award 2018
- 13<sup>th</sup> in Top 20 Asia Pacific Waterparks 2017 by Themed Entertainment Association (TEA)
- Best Outdoor Theme Park Concert Venue by Malaysia Tourism Gold Council Awards 2019
- Best Theme Attraction (Malaysia) by Tripzilla Excellence Awards 2019
- Best Theme Park by Going Places Readers' Choice Awards 2018 awarded in February 2019
- Certificate of Excellence Hall of Fame by Tripadvisor 2019
- Gold for Most Effective Use in Events, Silver for Most Effective Use in Media / Public Relations, and Bronze in Most Creative Consumer Event by the Advertising + Marketing Agency of the Year Awards
- Silver Award under the Entertainment category by Putra Brand Awards 2019

### • Lost World of Tambun

- Most Expansive Ice Sculpture by Asia Book of Records
- Top 10 Water Park in Asia Pacific by Themed Entertainment Association (TEA)
- Top 25 Amusement Park in Asia by TripAdvisor

# ACHIEVEMENTS AND AWARDS (CONT'D)

## BRAND AND TOURISM EXCELLENCE (CONT'D)

### • Sunway Malls

- InfluentialBrands® Top Brand Award 2019

### • Sunway Medical Centre

- Best Fertility Centre Award at the Parent's Choice Awards 2019
- Best Oncology Service Provider, Best Neurology Service Provider, and Best Urology Service Provider at Asia Pacific Healthcare & Medical Tourism Award 2019
- CHT Pursuit of Excellence Healthcare Award 2019 at the CHT Awards 2020
- UK-Malaysia Partnership Award 2019 at the 2<sup>nd</sup> British Malaysian Chamber of Commerce Business Excellence Awards 2019
- Won the Purpose-built Category 2019 at the FIABCI-Malaysia International Real Estate Federation.

### • Sunway Putra Hotel

- CTrip Award for Chinese Preferred Hotel 2019

### • Sunway Putra Mall

- Best Experiential Marketing Gold Award for the "In the Woods for Wonder" Campaign (Category B: 500,001-999,999 square feet) 2019 by PPK Malaysia & CASC Asia
- Bronze Marketing Excellence Awards 2019 for Corporate Social Responsibility Category
- Silver ICSC APAC Award 2019 for Cause-Related Marketing Category
- Social Media Excellence Award under Community & Social Welfare category at Malaysia Social Media Week 2019

### • Sunway Pyramid Hotel

- TripAdvisor 2019 Certificate of Excellence

### • Sunway Pyramid Mall

- Bronze for Best Venue: Conventions / Exhibition / Festivals - Sunway Pyramid Artbox at the Marketing Events Award 2019
- Bronze for Best Shopper/Retail Event - Sunway Pyramid Hakka Celebration at the Marketing Events Award 2019 (Star Agency)
- Bronze for Best Event Ambience - Sunway Pyramid Hakka Celebration at the Marketing Events Award 2019 (Star Agency)
- Gold for Best Brand Experience at the CX Asia Award 2019
- Gold for Emerging/Digital Technology category at the ICSC APAC Awards 2019
- Silver for Best Shopper/Retail Event - Playstation Play Everything Lounge at the Marketing Events Award 2019
- Silver for Best Venue: Conventions/Exhibition/Festivals - Sunway Pyramid Hakka Celebration at the Marketing Events Award 2019

### • Sunway Resort Hotel & Spa

- Best Premier Holiday Destination in Malaysia by International Excellence Awards 2019

### • Sunway Velocity Hotel

- Top Rising Star Award 2019 by CTrip Malaysia

### • Sunway Velocity Mall

- Popular Shopping Mall at the Malaysia Social Media Week
- Social Media Excellence Award under Popular Shopping Mall category by Malaysia Social Media Week 2019

### • The Banjaran Hotsprings Retreat

- Best Luxury Nature Resort by Asia Pacific Tourism & Travel Federation Malaysia
- Tatler's Best 20 Restaurants 2020 - Jeff's Cellar
- Traveller's Choice Award Winner (Top 25 Hotels Malaysia, Top 25 Hotels for Romance Malaysia, Top 25 Luxury Hotels Malaysia and Top 25 Hotels for Service Malaysia by TripAdvisor 2019)



## INNOVATION ENABLER AWARDS

- **Sunway Berhad**  
- Winner for Outstanding Property Development for Startups at the Malaysian Venture Capital and Private Equity Association (MVCA) award 2019.
- **Sunway Medical Centre**  
- 2019 DX Talent Accelerator by IDC Malaysia



Sunway Property wins The Edge Top 10 Property Developers Award



Sunway wins big at the BMCC Business Excellence Awards 2019

# ABOUT THE REPORT

[GRI 102-46, 102-48, 102-49, 102-50, 102-51, 102-52, 102-53, 102-54, 102-56]

Sunway reiterates our commitment to sustainability with the publication of our sixth sustainability report. Our report outlines Sunway's approach in integrating sustainability into our structure, policies, management and operations. We provide insights into our sustainability journey within our report as well as insights into our journey. We hope to share our sustainability commitment with our various stakeholders including our teams, investors, customers, business partners, suppliers and contractors, the community at large as well as government and national agencies.

## Report Scope and Period

This is our fifth sustainability report and unless otherwise indicated, the information in this Report reflects data and activities of the Group for the financial year ended 31 December 2019 (1 January to 31 December 2019). We last reported our sustainability commitments and initiatives in December 2018. Our integrated property services and construction divisions contribute to 55% of our revenues and 81% of our profit before tax (PBT). Our operations in Malaysia contribute to 90% of our revenue.

Sunway's Board of Directors and sustainability committee reviews the content of the report to determine relevance to our business annually. This is so that we can ensure that current and material issues are addressed.

## Report Content, Boundaries and Standards

The top 10 material items for Sunway's stakeholders are taken into account. Current and emerging material issues pertaining to sustainability and the interests of our stakeholders are addressed. Other operational committees oversee existing management systems and certifications such as the ISO 9001 Quality Management Systems, ISO 45001 Occupational Health and Safety Management System, ISO 14001 Environmental Management System, ISO 50001 Energy Management System, OHSAS 18001 Occupational and Health and Safety Assessment System and ISO 26000:2010 Guidance on Social Responsibility.

Relevant targets and key performance indicators are established, tracked, and disclosed within this Sustainability Report.

We have prepared this report in accordance with the GRI Standards: Core Option. We define our reporting content based on the following:

### A) Stakeholder Inclusiveness:

We identify our stakeholders and respond to their expectations and interests.

### B) Sustainability Context:

We present performance in the wider context of sustainability.

### C) Materiality:

We are focused on issues that impact business growth and are most important to our stakeholders.

### D) Completeness:

We include full coverage of material topics and boundaries that are of significant economic, environmental, and social impact for our stakeholders.

### Aligned to Global Standards and Goals



### Independent Assurance

Our sustainability agenda reflects our decisions and our business activities on the society and our multiple stakeholders. We continuously seek to improve the quality of our reporting and hence, we welcome all feedback, ideas, and questions on Sunway Sustainability Report 2019. We are targeting to undertake independent assurance for our Sustainability Report in 2020.

### Feedback

Feedback from our stakeholders is vital for us to continually improve our reporting and sustainability practices. We welcome your views, comments or feedback, which may be directed to:

Jacqueline Wong Yin Teng  
 Group Sustainability  
 Sunway Group  
 Level 4.5, East Lobby,  
 Menara Sunway Annexe,  
 Jalan Lagoon Timur, Bandar Sunway,  
 47500 Selangor Darul Ehsan, Malaysia  
 Tel: +03- 5639 8234  
 Fax: +03- 5639 8934  
[sustainability@sunway.com.my](mailto:sustainability@sunway.com.my)

### Accessibility

This report can be downloaded from our corporate website: [www.sunway.com.my](http://www.sunway.com.my)

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## GRI CONTENT INDEX

[GRI 102-55]

GRI Standard	Disclosure Number	Disclosure Title	Mapped to SDGs	Page reference and reasons for omissions, if applicable
<b>GRI 101: FOUNDATION 2016</b>				
<b>GENERAL DISCLOSURES</b>				
<b>Organisational Profile</b>				
GRI 102: General Disclosures 2016	102-1	Organisation's name	-	Pages 4-8
	102-2	Activities, brands, products and services	-	Pages 4-8
	102-3	Location of the organisation's headquarters	-	Pages 4-8
	102-4	Location of operations	-	Page 9
	102-5	Nature of ownership and legal form	-	Pages 4-8
	102-6	Market served	-	Pages 4-9
	102-7	Scale of the organisation	-	Pages 4-8
	102-8	Information on employees and other workers	-	Pages 50-56
	102-9	Organisation's supply chain	-	Pages 86-87
	102-10	Significant changes during the reporting period	-	Refer to Sunway Berhad Annual Report 2019
	102-11	Precautionary Principle or approach	16	Pages 34-37
	102-12	External Initiatives	17	Pages 48-49
	102-13	Membership in national/international associations	17	Pages 41-42
<b>Strategy</b>				
	102-14	Statement from senior decision-maker	16	Pages 10-13
	102-15	Key impacts, risks, and opportunities	16	Pages 20-21
<b>Ethics and Integrity</b>				
	102-16	Values, principles, standards, and norms of behavior	16	Pages 34-37
	102-17	Mechanisms for advice and concerns about ethics	16	Pages 34-37
<b>Governance</b>				
	102-18	Governance structure	16	Pages 32-33
	102-19	Delegating authority	16	Pages 14-15
	102-20	Executive-level responsibility for economic, environmental, and social topics	16	Pages 14-15
	102-21	Consulting stakeholders on economic, environmental, and social topics	16	Pages 16-19, 120
	102-22	Composition of the highest governance body and its committees	5, 16	Pages 32-33
	102-23	Chair of the highest governance body	16	Pages 32-33
	102-24	Nominating and selecting the highest governance body	5, 16	Pages 32-33
	102-25	Conflicts of interest	16	Pages 32-33
	102-26	Role of highest governance body in setting purpose, values, and strategy	16	Pages 32-33
	102-27	Collective knowledge of highest governance body	4	Refer to Sunway Berhad Annual Report 2019
	102-28	Evaluating the highest governance body's performance	16	Pages 34-37
	102-29	Identifying and managing economic, environmental, and social impacts	16	Pages 20-21
	102-30	Effectiveness of risk management processes	16	Page 38
	102-31	Review of economic, environmental, and social topics	16	Pages 18-19
	102-32	Highest governance body's role in sustainability reporting	16	Pages 18-19
	102-33	Communicating critical concerns	16	Pages 34-37
	102-34	Nature and total number of critical concerns	16	Pages 34-37
	102-35	Remuneration policies	16	Pages 32-33



# GRI CONTENT INDEX (CONT'D)

GRI Standard	Disclosure Number	Disclosure Title	Mapped to SDGs	Page reference and reasons for omissions, if applicable
	102-36	Process for determining remuneration	16	Refer to Sunway Berhad Annual Report 2019
	102-37	Stakeholders' involvement in remuneration	16	Refer to Sunway Berhad Annual Report 2019
	102-38	Annual total compensation ratio	16	Page 51
	102-39	Percentage increase in annual total compensation ratio	16	Not disclosed due to the commercial sensitivity given the highly competitive human resource environment
<b>Stakeholder Engagement</b>				
	102-40	List of stakeholder groups	-	Pages 18-19
	102-41	Collective bargaining agreements	8	Pages 48-49
	102-42	Identifying and selecting stakeholders	16	Pages 18-19
	102-43	Approach to stakeholder engagement	16	Pages 18-19
	102-44	Key topics and concerns raised	16	Pages 18-19
<b>Reporting Practice</b>				
	102-45	Entities included in the consolidated financial statements	-	Refer to Sunway Berhad Annual Report 2019
	102-46	Defining report content and topic Boundaries	-	Pages 134-135
	102-47	List of material topics	-	Pages 18-19
	102-48	Restatements of information	-	Pages 134-135
	102-49	Changes in reporting	-	Pages 134-135
	102-50	Reporting period	-	Pages 134-135
	102-51	Date of most recent report	-	Pages 134-135
	102-52	Reporting cycle	-	Pages 134-135
	102-53	Contact point for questions regarding the report	-	Pages 134-135
	102-54	Claims of reporting in accordance with the GRI Standards	-	Pages 134-135
	102-55	GRI content index	-	Page 137
	102-56	External assurance	-	Pages 134-135
<b>TOPIC-SPECIFIC STANDARDS</b>				
<b>Economic Contribution to Society</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	Refer to Sunway Berhad Annual Report 2019
	103-2	The management approach and its components	-	Refer to Sunway Berhad Annual Report 2019
	103-3	Evaluation of the management approach	-	Refer to Sunway Berhad Annual Report 2019
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	8, 9	Refer to Sunway Berhad Annual Report 2019
	201-2	Financial implications and other risks and opportunities due	13	Refer to Sunway Berhad Annual Report 2019
	201-3	Defined benefit plan obligations and other retirement plans	8	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
	201-4	Financial assistance received from government	8	Refer to Sunway Berhad Annual Report 2019

GRI Standard	Disclosure Number	Disclosure Title	Mapped to SDGs	Page reference and reasons for omissions, if applicable
GRI 202: Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	1,5	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
	202-2	Proportion of senior management hired from the local community	8	Pages 48-49
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	7, 9, 11	Pages 23-25, 82-83, 122-123
	203-2	Significant indirect economic impacts	1, 3, 8, 10, 17	Pages 22-25
<b>Anti-Corruption</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	Pages 34-37
	103-2	The management approach and its components	-	Pages 34-37
	103-3	Evaluation of the management approach	-	Pages 34-37
GRI 205: Anti-Corruption 2016	205-1	Operations assessed for risks related to corruption	16	Pages 34-37
	205-2	Communication and training about anti-corruption policies and procedures	16	Pages 34-37
	205-3	Confirmed incidents of corruption and actions taken	16	Pages 34-37
<b>Business Ethics and Compliance</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	Pages 34-37
	103-2	The management approach and its components	-	Pages 34-37
	103-3	Evaluation of the management approach	-	Pages 34-37
GRI 102: General Disclosures 2016	102-17	Mechanisms for advice and concerns about ethics	16	Pages 34-37
GRI 206: Anti-competitive Behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	16	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
GRI 307: Environmental Compliance 2016	307-1	Non-compliance with environmental laws and regulations	16	Pages 65-66
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	3, 16	Pages 63-64
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	3, 17	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
GRI 417: Marketing and Labeling 2016	417-1	Requirements for product and service information and labeling	12, 16	Page 120
	417-2	Incidents of non-compliance concerning product and service information and labeling	16	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
	417-3	Incidents of non-compliance concerning marketing communications	16	Information unavailable. Steps are being taken to obtain the information to be included in the next report.

# GRI CONTENT INDEX (CONT'D)

GRI Standard	Disclosure Number	Disclosure Title	Mapped to SDGs	Page reference and reasons for omissions, if applicable
GRI 419: Socioeconomic Compliance 2016	419-1	Non-compliance with laws and regulations in the social and economic area	16	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
<b>Responsible Supply Chain and Sourcing</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	Pages 65-66
	103-2	The management approach and its components	-	Pages 65-66
	103-3	Evaluation of the management approach	-	Pages 65-66
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	8, 11	Pages 65-66
GRI 301: Materials 2016	301-1	Materials used by weight or volume	8, 12	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
	301-2	Recycled input materials used	8, 12	Pages 102-107
	301-3	Reclaimed products and their packaging materials	8, 16	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	8, 16	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
	308-2	Negative environmental impacts in the supply chain and actions taken	8, 16	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	8, 16	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
	414-2	Negative social impacts in the supply chain and actions taken	8, 16	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
<b>Energy Efficiency and Renewable Energy</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	Pages 19, 88-90, 96-101
	103-2	The management approach and its components	-	Pages 20-21, 88-90, 96-101
	103-3	Evaluation of the management approach	-	Pages 88-90, 96-101
GRI 302: Energy 2016	302-1	Energy consumption within the organization	7, 12, 13	Pages 88-90, 96-101
	302-2	Energy consumption outside of the organization	7, 12, 13	Pages 96-101
	302-3	Energy intensity	7, 12, 13	Pages 88-90, 96-101
	302-4	Reduction of energy consumption	7, 12, 13	Pages 88-90, 91-95
	302-5	Reductions in energy requirements of products and services	7, 12, 13	Pages 91-95
<b>Water Management and Efficiency</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	Pages 19, 88-90, 96-101
	103-2	The management approach and its components	-	Pages 20-21, 88-90, 96-101
	103-3	Evaluation of the management approach	-	Pages 88-90, 96-101

GRI Standard	Disclosure Number	Disclosure Title	Mapped to SDGs	Page reference and reasons for omissions, if applicable
GRI 303: Water and Effluents 2016	303-1	Water withdrawal by source	6	Pages 88-90, 96-101
	303-2	Water sources significantly affected by withdrawal of water	6	Pages 96-101
	303-3	Water recycled and reused	6	Pages 88-90, 96-101
<b>Biodiversity</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	Pages 19, 85, 102-103
	103-2	The management approach and its components	-	Pages 20-21, 85, 102-103
	103-3	Evaluation of the management approach	-	Pages 85, 102-103
GRI 304: Biodiversity 2016	304-1	Operational sites owned, leased, managed in, or adjacent to protected areas and areas of high biodiversity value outside	13, 14, 15	Page 85
	304-2	Significant impacts of activities, products, and services	13, 14, 16	Pages 85, 102-103
	304-3	Habitats protected or restored	13, 14, 17	Page 85
	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	13, 14, 18	Disclosure is not applicable as Sunway does not operate in these areas
<b>Emissions</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	Pages 19, 84
	103-2	The management approach and its components	-	Pages 20-21, 84
	103-3	Evaluation of the management approach	-	Page 84
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions 7	3, 12, 13	Page 84
	305-2	Energy indirect (Scope 2) GHG emissions	3, 12, 13	Page 84
	305-3	Other indirect (Scope 3) GHG emissions	3, 12, 13	Page 84
	305-4	GHG emissions intensity	13, 14	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
	305-5	Reduction of GHG emission	13, 14	Pages 88-90
	305-6	Emissions of ozone-depleting substances (ODS)	3, 12, 13	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
	305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	3, 12, 13	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
<b>Effluents and Waste</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	Pages 19, 102-107
	103-2	The management approach and its components	-	Pages 20-21, 102-107
	103-3	Evaluation of the management approach	-	Pages 102-107

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GRI 306: Effluents and Waste 2016	306-1	Water discharge by quality and destination	6	Pages 98-99
	306-2	Waste by type and disposal method	12	Pages 102-107
	306-3	Significant spills	12	Pages 102-107
	306-4	Transport of hazardous waste	12	Page 75
	306-5	Water bodies affected by water discharges and/or runoff	12	Pages 98-99
<b>Talent Attraction, Retention and Development</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	Pages 50-56
	103-2	The management approach and its components	-	Pages 50-56
	103-3	Evaluation of the management approach	-	Pages 50-56
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	5, 8	Pages 50-56
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employee	8	Pages 57-59
	401-3	Parental leave	5, 8	Pages 57-59
GRI 402: Labor/ Management Relations 2016	402-1	Minimum notice periods regarding operational changes	8	Pages 48-49
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	4, 5, 8	Pages 60-62
	404-2	Programs for upgrading employee skills and transition assistance programs	8	Pages 60-62
	404-3	Percentage of employees receiving regular performance and career development reviews	8	Pages 60-62
<b>Occupational Safety, Health and Well-being</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	Pages 19, 63-64
	103-2	The management approach and its components	-	Pages 20-21, 63-64
	103-3	Evaluation of the management approach	-	Pages 19, 63-64
GRI 403: Occupational Health and Safety 2016	403-1	Workers representation in formal joint management-worker health and safety committees	8	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
	403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	3, 8	Pages 63-64
	403-3	Workers with high incidence or high risk of diseases related to their occupation	3, 8	Pages 63-64
	403-4	Health and safety topics covered in formal agreements with trade unions	3, 8	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
<b>Inclusivity and Supporting Local Communities</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	Pages 50-56
	103-2	The management approach and its components	-	Pages 50-56
	103-3	Evaluation of the management approach	-	Pages 50-56



GRI Standard	Disclosure Number	Disclosure Title	Mapped to SDGs	Page reference and reasons for omissions, if applicable
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	405-2	Ratio of basic salary and remuneration of women to men	10	Pages 50-56
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	11	Pages 54-56, 67-68
	413-2	Operations with significant actual and potential negative impacts on local communities	11	Pages 67-68
<b>Human Rights</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	Pages 50-56
	103-2	The management approach and its components	-	Pages 50-56
	103-3	Evaluation of the management approach	-	Pages 50-56
GRI 405: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	10	Pages 50-56
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	10	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
GRI 408: Child Labour 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	10	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
GRI 409: Forced or Compulsory Labour 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	10	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
GRI 410: Security Practices 2016	410-1	Security personnel trained in human rights policies or procedures	10	Pages 67-68
GRI 411: Rights of indigenous people 2016	411-1	Incidents of violations involving rights of indigenous peoples	10	Disclosure is not applicable as Sunway does not operate in these areas
GRI 412: Human Rights Violation 2016	412-1	Operations that have been subject to human rights reviews or impact assessments	10	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
	412-2	Employee training on human rights policies or procedures	10	Pages 60-62
	412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	10	Information unavailable. Steps are being taken to obtain the information to be included in the next report.

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GRI Standard	Disclosure Number	Disclosure Title	Mapped to SDGs	Page reference and reasons for omissions, if applicable
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	103-2	The management approach and its components	-	Pages 20-21, 63-64, 67-68
	103-3	Evaluation of the management approach	-	Pages 63-64, 67-68
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	3	Pages 63-64, 67-68
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	3	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
<b>Product Quality and Responsibility</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	Pages 86-87
	103-2	The management approach and its components	-	Pages 86-87
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GRI 417: Marketing and Labelling 2016	417-1	Requirements for product and service information and labeling	12, 16	Pages 86-87
	417-2	Incidents of non-compliance concerning product and service information and labeling	16	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
	417-3	Incidents of non-compliance concerning marketing communications	16	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
<b>Cyber Security and Data Governance</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	Pages 19, 38
	103-2	The management approach and its components	-	Pages 20-21, 38
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GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	16	Page 38

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