

Corporate Responsibility

INTRODUCTION

At Sunway, corporate responsibility is a commitment that is entrenched in its culture, and fully aligned with its business strategy. It drives Sunway to create solutions that matter to the people, inspires innovations and leads its actions. Sunway, being a people centric organisation, live with values of being a Community Builder, Innovator and Enriching Lives that it hopes will create a better future for the communities.

It is Sunway Group's vision to be the leading regional property-construction group. The group has earned recognition locally and internationally for its expertise in a multitude of industries. In its operations and in the marketplace, the organisation seek to continually engage with its stakeholders. Sunway's corporate responsibility practices have clearly defined goals, strategies and metrics. Sunway Berhad's first Sustainability Report 2011, which reiterates the company's responsibilities to all its stakeholders and unflinching commitment to transparency and accountability, received Global Reporting Initiative (GRI) A+ rating, the highest standard application level for its full compliance towards the stringent indicators. The official recognition also exemplifies Sunway's commitment to placing sustainability as the foundation of our corporate strategy. Sunway has also won two highly coveted awards at the National Annual Corporate Report Awards (NACRA) including the "Industry Excellence Award" in the Properties & Hotels Category and the "Silver Award" in the Corporate Social Responsibility Category in 2012.

To achieve its vision, Sunway had developed a clear strategic plan focusing on its missions to be innovative in delivering value, to build synergistic and sustainable relations, and to achieve the highest standards of quality and excellence for all its stakeholders. As a responsible corporate citizen, the organisation continues to strive and remains steadfast in achieving excellence in the pillars of Sunway's Corporate Responsibility programme namely Community, Marketplace, Workplace and Environment.

COMMUNITY

Sunway Group believes it has an integral role to play in building and supporting the communities for a better tomorrow. Through Jeffrey Cheah Foundation ("JCF") as well as other causes, Sunway has conducted substantial community works by adopting a proactive role in promoting and developing sustainability, and driving the development and growth of our communities.

Flipped Programme students at Sunway Pyramid



The Group's contribution to the Community is focused on the three pillars of healthcare, education and the community.

Through education, Sunway provides quality education to deserving Malaysians, whilst efforts in healthcare aim to provide quality healthcare solutions and facilities, allowing our communities to pursue a healthy lifestyle. The Group also believes in elevating the socioeconomic well-being of the communities. Communities should be built in a sustainable manner, allowing the people living within them to enjoy a safe and comfortable environment.

From the JCF to "Safe City Initiative" and "Let's Take 5!" campaigns, Sunway continues to lead with passion and gives to communities in ways the Group knows best. It is with immense pride and joy we share our initiatives and achievements in the last reporting period with our stakeholders.

Education

Teach For Malaysia

Sunway Group organised a familiarisation tour for 80 students from SMK Puchong and SMK Sungai Manggis around Sunway Resort City (SRC) encompassing Sunway Pyramid, Sunway Medical Centre, Sunway Lagoon, Sunway Resort Hotel & Spa and Sunway University. The familiarisation tour, aptly themed "Teach For Malaysia Flipped Programme", was organised following Tan Sri Dr. Jeffrey Cheah and also Tan Sri Ramon Navaratnam's participation in the Teach For Malaysia (TFM) Week first held in April 2012.

During the Flipped Programme, the students, all of whom were previously taught by Tan Sri Dr. Jeffrey Cheah and Tan Sri Ramon Navaratnam, were provided with unique insights into the inner workings of Sunway Group with management teams from Sunway Medical Centre, Sunway University, Sunway Lagoon and Sunway Resort Hotel & Spa personally guiding the students around their work place and briefing them about their respective careers, providing a boost of motivation through real-life work experience.

Sunway Group's participation in Teach For Malaysia is in line with the aim of providing deserving Malaysians an opportunity to receive quality education. Earlier in 2012, Sunway Group, through JCF signed a corporate partnership agreement and donated RM150,000 to advance TFM's mission to address education inequality in Malaysia.

Donation of RM150,000 for Teach For Malaysia



In March 2010, the JCF was launched with the transfer of equity from the Sunway Education Trust Fund to the eponymous foundation, where they are held in perpetuity and operating surpluses will be reinvested into the Sunway Education Group of Institutions or disbursed as scholarships to deserving students. More than 11,000 bright and deserving Malaysian students have thus far pursued their tertiary education through the Foundation's scholarships amounting to more than RM80 million. The JCF is the first-of-its-kind in Malaysia within the field of private higher education, modeled along the lines of one of the oldest and most eminent universities in the world, Harvard University. The ownership and equity rights of the Sunway Education Group, to which Sunway University and Sunway College are a part of, have officially and legally been transferred to the Foundation.

With RM100,000 seed money from Sunway Group, JCF pledged the contribution to fund Project Visioneer, a social enterprise set-up. On 7 December, JCF announced a collaboration with the Hearts of Gold Foundation to develop a social enterprise business model for the learning disabled towards the cause of transforming education for children of special needs in Malaysia. Under the collaboration, Sunway University's newly established Sunway Institute for Social Entrepreneurship (SISE), on behalf of JCF, will assist the Hearts of Gold Foundation to develop programmes and business plans that will equip children with learning disabilities with skills that will sustain them through life.

Sunway's relations with the Hearts of Gold Foundation started with the special needs school in SMK Bandar Sunway. To date, Hearts of Gold Foundation has 85 children with various learning disabilities starting from 17 years of age and above, under its wings. Currently, the children create and design crafts, and produce baked goods, which will then be sold to corporations and individuals.

Sunway Medical Centre had also chipped in by providing attachment programmes on an annual basis for the SMK Bandar Sunway special children where they are placed in selected departments (e.g. Housekeeping, F&B, Corporate Communications, etc.) to work three times a week on an hourly rate. In 2012, two students were placed at the F&B department and one student at the Corporate Communications department. This programme allows students to develop their skills to be "marketable" and build their self-confidence through the exposure of interacting with staff and also the public.

Collaboration with the Hearts of Gold Foundation



Other initiatives by the Sunway Group include the introduction of the Tan Sri Jeffrey Cheah Distinguished Speakers Series which brings prominent and established speakers and communication experts from around the world to share their insights into their fields with the public and students alike. The Distinguished Speaker Series has brought over 50 speakers from around the world since 2005, attracting, on average, an audience of 200 per session. Meanwhile, the Business Startup Showcase was a collaboration with Mad Incubator that attracted more than 3,000 participants. Based on the belief that entrepreneurship can be taught, the Business Startup Showcase provided a series of talks, workshops and coaching programmes to aspiring entrepreneurs to help them take the first step towards starting a sustainable business.

Healthcare

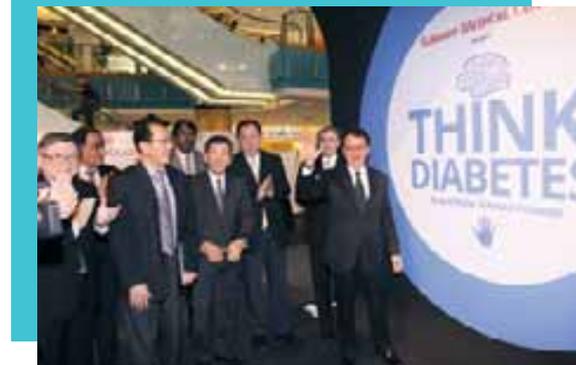
Sunway believes that the next step beyond raising the healthcare standards in Malaysia is to help cultivate healthy living habits in Malaysians. The group's healthcare campaigns and initiatives aim to educate members of the public on the importance of taking charge of one's health. Monthly public forums have been conducted by our medical specialists and consultants to educate the public on various medical related issues including diagnoses, symptoms, prevention and cure of illnesses such as cancer, diabetes and stroke.

Sunway Medical Centre launched the 'Let's Take 5!' Campaign on 4 October 2012 in conjunction with the World Diabetes Day. The 'Let's Take 5!' campaign focuses on a specific diabetic complication each year, namely Stroke (Brain), Heart, Kidney, Eye and Foot. As part of the 'Let's Take 5!' Campaign, medical camps were held at Sunway Carnival mall in Penang, Sunway Giza mall in Kota Damansara, and SACC mall in Shah Alam. The culmination of the campaign was a three-day event at Sunway Pyramid shopping mall from 2 – 4 November 2012. The event highlights included exhibitions, screenings, activities, health talks and games.

Also in conjunction with the global World Diabetes Day celebration, iconic buildings and sites worldwide are lighted up in blue. In 2012, Sunway Group demonstrated its support of World Diabetes Day, by having Sunway Medical Centre, Sunway Pyramid and Sunway Resort Hotel & Spa lighted up in blue.

For World Sight Day which falls in the month of October, Sunway Medical Centre was a healthcare partner for Focus Point Vision Care Group at their three-day exhibition & screening in Sunway Pyramid.

Sunway Medical Centre launches "Let's Take 5!" in conjunction with World Diabetes Day





Corporate Responsibility

The hospital provided the public free eye screenings and Consultant Ophthalmologists formed part of the speaker panel in several talks during the event. Separately, Sunway Medical Centre organised an Eye Centre Open Day on October 20, 2012. Our Consultant Ophthalmologist conducted free eye screenings and consultations for the public.

Sunway Medical Centre also promotes healthcare education and awareness via various programmes such as Better Speech & Hearing month and Nutrition Week in May. Working with the respective departments, a series of posters and interactive activities such as movie screenings, food tasting and mini contests were carried out.

The Community

Focusing on the four pillars of social responsibility programmes, nation-building activities, environmental conservation and community lifestyle enhancements, the Group strives to enrich and augment the communities in which it operates in. From on the job-training programmes for students with special needs to disaster relief to caring for the residents of adopted orphanages, the Group continues to deliver initiatives and projects that not only come with impactful results, but sustainable ones too.

Safety

In 2001, Sunway partnered the Royal Malaysian Police Force, the Malaysian Crime Prevention Foundation (MCPF) and the Selangor State Government to launch the Safe City Initiative in a concerted effort to reduce the crime rate in Selangor.

The initiative began with the construction of a RM300,000 air-conditioned police pondok (or "booth") which included the necessary electronic technological infrastructures to detect crime. Together with the introduction of a mobile police unit, it aims to ensure the safety of the surrounding communities of Bandar Sunway and to instil neighbourhood spirit within the township. Since then, the initiative has gone from strength to strength with the employment of our security personnel as auxiliary police force working in tandem with our partners to provide 24-hour security patrolling. Today, the Sunway security force boasts a total of 800 personnel, 350 are Auxiliary Police whom have completed intensive training at the Malaysian Police Training Centre and are given rights to investigate crimes subject to the prior approval from the Inspector General of Police.

Working in close partnership with the police and the Malaysian Crime Prevention Foundation, the Sunway Group contributed a further RM150,000 to help develop the MyDistress security application. The MyDistress application is the first in the nation and was launched in eight districts in Selangor, namely Petaling Jaya, Gombak, Shah Alam, Subang Jaya, North Klang, South Klang, Serdang and Ampang Jaya.

Festive Celebration

In the spirit of sharing, Sunway has made it a practice to celebrate major festive occasions with the underprivileged. 2012 kicked off with a Chinese New Year celebration where Sunway Pyramid collaborated with members of the public and business partners to help raise funds and basic necessities for the old folks of Rumah Caring Kajang. The main highlight of the CNY S.O.S (Some of Us) campaign was to help refurbish the home by fixing some electrical defects within the house and painting the exterior walls and gates of the home. To spread more CNY joy to the residents there, Sunway Pyramid's team together with members of the public and young writers from Star Brats visited Rumah Caring to help decorate, paint and conduct spring cleaning. A few external parties were also roped in to donate paints, shelves, medical check-up, eye check up and haircut.

Meanwhile, Sunway Resort Hotel & Spa hosted 160 senior citizens from the New Horizon Senior Citizens programme and old folks' homes, Rumah Grace, Grace Centre, and Dignity Home to a gala Chinese New Year banquet. This is the second year that the hotel has hosted the old folks to welcome the arrival of spring with a delicious lunch. The senior citizens tucked into dishes specially created for the occasion by West Lake Garden's new Chinese Master Chef. The guests were entertained by talented Gu Zheng musician, Alan Lam, and three New Horizon members who belted out classic songs throughout the lunch.

For its Hari Raya show lights lighting-up ceremony, Sunway invited a number of international guests and invitees from the embassies and consulates representing the global communities around the world for breaking of fast or 'buka puasa'. Themed C'haya Raya Eid Mubarak, Sunway Resort City had worked to extend the splendour of Sunway Pyramid's Marrakesh precinct to the streets by decking its streets and passageways with Moroccan inspired lamps and motifs. En Rashidi bin Hasbullah, Deputy Secretary General, Ministry of Tourism, along with Datuk Seri Razman Hashim, Deputy Chairman, Sunway Group officiated the streetlights at Sunway Resort City.

Sunway's Auxiliary Police at a conference by MCPF



C'haya Raya celebrations at Sunway Resort City



Themed Diwali Rangoli, Sunway Resort Hotel & Spa's Deepavali celebrations in 2012 kicked-off in November with a 'Kolam' lighting ceremony at the hotel's main lobby. The 'Kolam', a traditional drawing and sand painting at the entrance of homes during Deepavali celebrations, decorated the lobbies of the 5-star establishment and the 4-star Pyramid Tower Hotel in a Peacock themed illustration.

For Christmas, Sunway Group brought cheer to 5,500 celebrated guests comprising underprivileged children and single mothers from more than 30 charity homes. Sunway sponsored RM250,000 worth of tickets to Beauty and the Beast, The Musical for the guests.

Another initiative by Sunway Lagoon and Sunway Pyramid for Christmas was the Annual Wish Family Gathering held at Sunway Lagoon to bring back all the wish children and their families who have had their wishes granted, including families who have lost their children. These Wish children are like "life-long" members of Make-A-Wish. The occasion was a time for family bonding, and a time to bond with other families, a time of camaraderie to give each other hope and strength.

Over at Sunway Pyramid, S.O.S presented the wonderful Pine of Hope, decorated with Christmas stockings, headgears, teddy bears and other ornaments. Shoppers could buy anything they liked to be placed on the tree, and all proceed would be channelled to the underprivileged children. A team of Christmas buskers provided entertainment and an impressive total of RM20,000 was collected.

Caring for the Underprivileged

Sunway Group collaborated with CATS FM, Sarawak's premier radio station to embark on a programme called 'For the Love of Our Children' (FTLOC). The three-day trip saw 30 underprivileged children from the state of Sarawak being treated to a fun-filled and educational experience in Sunway Resort City.

The trip was an experience of many firsts for the children from Lembaga Kebajikan Anak-Anak Yatim Sarawak (Peryatim) and Yayasan Kemajuan Insan Sarawak (Yakin): their first time flying on an airplane, first time visiting Kuala Lumpur or Peninsular Malaysia, staying in a hotel room and trying ice-skating, and to some, even their first experience of watching a movie at the cinema.

On the second day of the programme, the children spent one full day of fun at Sunway Lagoon's multi-park attraction, with an educational trip to its petting zoo and a brief tour of how Sunway Lagoon came about. Later at night, a hearty dinner was served accompanied by light games and performances by Malaysian celebrities invited by CATS FM especially for the children.

Improving Accessibility

A recent RM9.3 million CSR project by the Sunway Group is the 1.045km Canopy Walk that connects Sunway Pyramid, Sunway University and Monash University Sunway campus. It encourages pedestrians to walk instead of using cars, reducing traffic congestion and hence CO₂ emission into the atmosphere. The Canopy Walk promotes sustainable lifestyles within the 800 acre fully integrated Sunway Resort City development and is now open to the public from 7 am – 12 pm. The entire length of the walk is patrolled by Sunway's security personnel and is equipped with a total of 36 CCTVs. The Group is planning to extend the walk to the adjacent Sunway South Quay precinct and its other properties within the vicinity, including Sunway Medical Centre and Sunway Resort Hotel and Spa.

Besides the Canopy Walk, Sunway Group has enhanced connectivity and accesibility in Sunway Resort City through the provision of two free shuttle buses which operates daily, ensuring passengers a time and cost-efficient mode of transportation.

More significantly, the Sunway Group had also partnered with Syarikat Prasarana Negara Berhad to ease the traffic within the Bandar Sunway and Subang areas with a Bus Rapid Transit ("BRT"), which is due for completion in early 2015. The BRT will comprise of electrical buses running on a dedicated and elevated lane and are both eco-friendly and disabled-friendly.

With its formidable size across different industries, Sunway will continue to augment its Corporate Social Responsibility efforts to reach as many different communities as possible

MARKETPLACE

Customer Feedback, Satisfaction and Privacy

Sunway aims to earn the loyalty of customers by providing superior services and quality products. The group regularly engages its customers, and explores every opportunity to satisfy their changing needs. Sunway Group monitors and values customer satisfaction on a consistent and timely basis.

Children from "For the Love of Our Children" Programme of Sunway Lagoon



Underprivileged children at Beauty & The Beast, The Musical



Corporate Responsibility

Employees at Sunway are guided by our Code of Conduct and Ethics. Information affecting corporate bodies, customers and employees cannot be disclosed in any manner without proper authorisation. In particular, customer privacy is of utmost importance within our healthcare business. Stringent guidelines are in place at Sunway Medical Centre to protect patient medical records. Access to the storage section of the Medical Records Department (MRD) is confined to Medical Records staff and authorised personnel only.

Marketing and Communications

At Sunway Integrated Properties, marketing and communication materials undergo a stringent legal review to meet all applicable laws and standards regulated by the local government and regulatory agencies.

The group complies with the ADPL (Housing Developers License and Advertising Permit) for brochures, advertising permits and sale and purchase (S&P) agreements. Any marketing materials produced by Sunway that profiles a client or its project is submitted to the client for approval and usage.

Product and Services Information

Total Quality and Environment Management System (TQEMS) is an approach adopted by Sunway Integrated Properties with a focus on total customer satisfaction, delivering solutions that meet and exceed clients' needs. The system has helped streamline processes and increase profitability as it facilitates quality and environmental management, compliance management, risk assessment and other components that directly impact product and services quality.

The model is based on the four pillars of TQEMS – 1) support of competent employees, 2) total involvement and operational excellence, 3) prevention of environmental pollution and compliance with legal and other requirements, 4) continuous operational and measurement improvement.

In addition, to ensure products and services are of the highest quality without neglecting the importance of environment conservation, ISO certification has been sought for a number of the Group's business units. The list of Sunway companies that are in compliance with ISO 9001 and ISO 14001 are as follows:

Construction division

- Sunway Construction Sdn Bhd
- Sunway Engineering Sdn Bhd
- Sunway Concrete Products Pte Ltd
- Sunway Builders Sdn Bhd
- Sunway Innopave Sdn Bhd

Integrated Properties division

- Sunway Integrated Properties Sdn Bhd
- Sunway City (Ipoh) Sdn Bhd
- Sunway City (Penang) Sdn Bhd
- Sunway City (JB) Sdn Bhd
- Sunway D' Mont Kiara Sdn Bhd
- Sunway Damansara Sdn Bhd
- Sunway Grand Sdn Bhd
- Sunway Melawati Sdn Bhd
- Sunway Monterez Sdn Bhd
- Sunway Pinnacle Sdn Bhd
- Sunway Semenyih Sdn Bhd
- Sunway South Quay Sdn Bhd
- Sunway SPK Homes Sdn Bhd
- SunwayMas Sdn Bhd
- Sunway Iskandar Sdn Bhd

Suppliers

The Group ensures that purchased materials or services meet the requirements of the clients and specifications of the contract. The procurement process is carried out by the Group's in-house procurement division, which was established to support the Group's long-term profitability objectives, together with input and expertise from various functions of the business units.

The main objective is to identify and engage suppliers who are reliable for quality products and services in the most cost effective manner.

Sunway hopes to minimise costs by having a good purchasing strategy and an established network of trusted suppliers. Hence, the procurement team plays an important role in the selection of key suppliers and building long-lasting relations that benefit both parties. Sunway also invests in procurement sourcing tools to ensure complete transparency and best practises in supplier selection. In 2012, Sunway had implemented an Integrity Pact Policy to ensure transparency and fairness in the procurement process to achieve competitive pricing, avoiding high costs and curbing corruption.

The canopy walkway provides a safe and convenient walking experience for pedestrians



Sunway Integrated Properties Show 2013 was a huge hit



WORKPLACE

Sunway believes that fostering excellent human resources is essential to the Group's sustainable growth. Harnessing people's expertise and commitment to deliver excellence creates value for its investors by building strong relationships with its stakeholders. The Group's corporate slogan "Our People, Our Strength" underscores its firm belief that employees collectively determine its strength, character and performance.

Sunway embraces diversity at the workplace and does not allow room for any form of discriminatory practice against gender, marital status, race, nationality, ethnic origin or age. The Group recruits 70% of its staff locally and stands firm against any form of discrimination. All employees at Sunway are treated with respect and in a fair and respected manner. Diversity is interwoven into the Group's key business strategies, service delivery, policies, procedures, practices, mission, vision and values.

Sunway Group is committed to protecting and enhancing the human rights of its employees. The Group's employment policies are consistent with national standards, and recognises the rights of its employees to join relevant unions. Sunway continues to ensure equal opportunity in the workplace and encourages employee diversity based on the basic employment principle of performance pay and equal pay regardless of gender. In addition, Sunway has a Disciplinary Policy, Grievance Policy and Recruitment Policy in place whereby employees are treated equally and fairly. The Group opposes forced labour and supports measures to effectively eliminate child and compulsory labour.

Employee Engagement and Satisfaction

In Sunway, people are one of its most valued assets. To preserve this asset, Sunway has a strong and prevailing employee engagement philosophy and strategy which reinforces the importance of having an engaged workforce which is paramount to the success of Sunway Group. The Group firmly believes that an engaged workforce will be more productive, energized and willing to stretch beyond their immediate responsibilities, resulting in higher job satisfaction and enabling the organisation to reach its goals.

Sunway has carried out an extensive Employee Engagement Survey to better understand its employees' expectations. The study permeated every business unit and every level of the organisation. Following this study, carefully coordinated efforts are being carried out to ensure that the workforce feels supported and engaged.

Some of the efforts taken by the Group to engage its employees include:

- Informal chat session with General Managers
- Festive/Annual dinners
- Birthday celebrations
- Teambuilding activities
- Welcome lunches
- Townhall meetings
- Family/Movie outings
- Managers' conferences

Key Benefits and Performance Management

Sunway has an established salary structure that is reviewed on a yearly basis in line with the general industry practice. To instill and inculcate the principle of rewarding and retaining high performers, Sunway adopts a pay for performance policy where the allocation and distribution of annual salary increment to employees are based on 2 key principles:

- Salary increment and bonus is directly linked to employees' performance;
- Increment and bonus quantum is determined by clearly differentiated performance levels of employees.

The Group also provides employee benefits to supplement cash remunerations, and periodically monitors the market to ensure that cash and total remunerations remain competitive. Sunway's long service award acknowledges and rewards employee loyalty.

The Group's Performance Management System (PMS), also known as "Managing For Excellence" (MFE), is a platform for goal setting and evaluation of job performance and behavioural competencies. It also serves as an engagement platform between employees and line managers to discuss about performance management, challenges, learning/development actions and career planning.

All confirmed employees are required to adhere to the MFE cycle which comprises:

- MFE Planning (Jan-Feb)
- MFE Review 1 (Mid-Year review in July-Aug)
- MFE Review 2 (Year-End review in Nov-Dec)

The Sunway team at The Edge-Bursa KL Rat Race 2012



Teambuilding activities at Lost World of Tambun





Corporate Responsibility

Training and Career Development

Sunway's leadership is committed to talent development. One of the core leadership requirements for Sunway leaders is the ability to develop others. Sunway's leaders are committed to nurturing future leaders, and providing employees strong support in terms of career progression. The Group expects its people to have Passion for Excellence. Sunway's "Managing for Excellence" performance management system facilitates the performance-based culture in Sunway. With a staunch commitment to employee development, annual talent reviews are conducted to identify employees' potential to further groom, support and accelerate employees' career progression.

Sunway provides its employees various types of training programmes including:

- Leadership skills – Leadership skills development focuses on developing our employees in strategic thinking, leading others, developing others, interpersonal skills, passion for excellence and customer focus.
- Technical or functional skills - Project management, hospitality management, theme park management, nursing, pharmacy management, radiology, clinical training of basic life support & code blue, Quality Control & Assurance, Safety, Health & Environment (SHE) Training, Product Training and ICT Training.
- Managerial skills – This encompasses skills such as coaching, delegation, planning, monitoring and evaluation of performance and presentation.
- Management knowledge - Marketing, finance, strategic planning, operations management, human resource management and sales management.

Employees at Sunway are required to attend training courses relevant to their job role. There are also opportunities for development in preparing the more promising employees for future leadership roles in the company. In doing so, Sunway has in place a suite of Talent Development programmes aimed at developing employees to assume middle and senior management positions in the company including the Sunway Managerial Advancement for Recruited Trainees (SMART) Programme, Emerging Leaders Programme (ELP), Developing Leaders Programme (DLP) and Advanced Leaders Programme (ALP).

At Sunway, it is a central tenet of the human resources policy to ensure that individuals are empowered and that their career pathways are individually tailored. Sunway realises that prospects for career development are a top priority for its employees and structured career paths provide clarity and ensure Sunway is a great place to work. The Group strongly encourages its employees to discuss their career aspirations and opportunities regularly with their line manager so that they can get the most out of their career at Sunway.

In addition, Sunway also provides sponsorship for high-performing employees who wish to pursue academic programmes including diploma, tertiary, professional qualifications (ACCA, ICAEW, CIMA), Masters and PhD.

Occupational Safety and Health (OSH)

The Group considers health and safety management to be equally important as other management functions. It is the management's responsibility to provide the framework to promote, stimulate and encourage the highest standards of safety and health at work. All employees, visitors including sub-contractors and workers must ensure that the Group's safety and health regulations are complied with and work towards achieving a healthy and safe work environment.

All project sites have a well-represented OSH Committee, which is chaired by the person-in-charge. The participation of subcontractors and employee representatives are of paramount importance to identify unsafe acts and conditions at the site. Proactive decisions are made to achieve continuous improvements on-site.

Sunway is committed to providing its employees a safe and healthy workplace including those involved in daily business activities. In this regard, Sunway strives towards zero life loss, and is committed to complying with provisions of the Occupational Safety & Health Act 1994, its regulations and all the approved codes of practice by:

- Identifying all hazards, assessing the risk and controlling them.
- Ensuring that all heads of operating companies are committed to striving for continuous improvement as per Occupational Safety & Health standards in their respective organisations.
- Ensuring that all companies comply with the Occupational Safety & Health laws, regulations and approved codes of practice.
- Maintaining all occupational safety and health documentations and conduct periodic reviews on its effectiveness.

Participants at the "Business Simulation" training



Graduates of the SMART Programme 2012



Compliance and Regulations

Below is a list of companies within the Group that are in compliance with OHSAS 18001:

- Sunway PFM Sdn Bhd
- Sunway Lagoon Sdn Bhd
- Sunway Pyramid Sdn Bhd
- Sunway Resort Hotel Sdn Bhd
- Sunway Medical Centre Bhd

ENVIRONMENT

Sunway is accountable for the impact of its business operations. The Group continues to make positive and significant contribution to the environmental, economic and social wellbeing of its stakeholders, their families and the broader community.

Guided by the Lifestyles of Health & Sustainability ("LOHAS") philosophy, Sunway takes a proactive approach towards environmental management that aims to minimise environmental impact through energy-efficient features, energy and water conservation measures, recycling programmes and preservation of biodiversity.

In environmental preservation, the Group refers to the Environmental Quality Act 1974 where the environment can be defined as the physical factors of the surroundings of human beings including land, water, atmosphere, climate, sound, odour, taste, biological factors, animals, plants and the social factor of aesthetics.

Environmental Management System

The Group is accredited with ISO 14001 Environmental Management System for Sunway Construction Sdn Bhd and Sunway Integrated Properties Sdn Bhd. This is an internationally recognised standard for environmental management systems. Achieving this certification is a testament to Sunway's ongoing commitment to safeguard the environment and to develop normative documents to facilitate the fusion of business and environmental goals by encouraging the inclusion of environmental aspects in product design and construction.

Sunway Construction Sdn Bhd has also become the pioneer builder in Malaysia to have Building and Construction Authority of Singapore (BCA) Green Mark Managers and Leadership in Energy and Environment Design (LEED) accredited professionals as part of its team. In addition, there are a total of 6 individual in Sunway Integrated Properties and Sunway Engineering who are trained to be GBI facilitators.

Green Products

Green Township and Properties

Exemplifying Sunway's commitment to the environment, the Group's flagship development, Sunway Resort City, was recognised as Malaysia's First Green Township, as awarded by the Green Building Index (GBI). To be recognised as a sustainable township, GBI requires that a minimum 15% of the township be green. SRC has surpassed the minimum requirement twofold, as approximately 30% of the development is green.

GBI is an industry-recognised green rating tool designed specifically for the tropical climate (hot and humid) and Malaysia's current social, infrastructure and economic development. GBI is a profession driven initiative developed by Pertubuhan Akitek Malaysia (PAM) and the Association of Consulting Engineers Malaysia (ACEM). It has the support of all the professional institutes, relevant government agencies and the building/property industry.

In its certification as a Green Township, SRC has been evaluated in six broad categories of criteria:

1. Climate, Energy & Water
2. Environmental & Ecology
3. Community Planning & Design
4. Transportation & Connectivity
5. Building & Resources
6. Business & Innovation

Prior to this, Sunway had been the first developer to obtain the GBI certification for its 2010 residential project Sunway SPK 3 Harmoni. In addition, Sunway Palazzio, Sunway Challis, Sunway Nautica and Sunway Vivaldi have all since received the BCA Green Mark. These certifications reflect Sunway's vision to develop environmentally friendly projects that promote sustainability and community building. Sunway Montana's clubhouse is also one of the first in its category to be submitted for LEED Platinum certification. Sunway's latest Grade A office development which is still under construction, The Pinnacle, is also GBI certified and BCA Green Mark Gold accredited.

Further, Sunway received the Gold Award at the Malaysia Greentech Awards 2012 for the Malaysia Greentech Developer Award under the Commercial Sector Category. Sunway is the only company who won under the Developer's category. Malaysia Greentech Awards 2012 was organised by the Ministry of Energy, Green Technology and Water Malaysia and co-organised by Malaysian Green Technology Corporation.

"Car park guiding" system to reduce exhaust emissions



Sunway Montana's green club house



Corporate Responsibility

The awards highlight the fine example establishments that emphasise aspects of renewable energy, research and development, sustainability communications and innovations which are vital in the transformation of the future in green technology.

Green Building Materials

Sunway's Building Materials division is among the pioneers to introduce "green" concrete, which uses resource-saving and environmentally friendly raw materials. The division's products, including interlocking concrete pavers, compressed concrete paving slabs and cavite light weight concrete panels have received Green Label Certification from the Singapore Environment Council. This recognises its efforts in producing environmentally friendly products with a minimum usage of 20% recycled content.

Green Initiatives

Car Park Guiding System

Sunway Pyramid's 'Car Park Guiding System' encourages faster flow for cars to reduce heat and exhaust emission of Carbon Monoxide. The same system is also operational in Sunway Giza. Besides that, the mall also aims to cut down on energy consumption by introducing natural lighting inside the mall, and uses energy-saving light bulbs and elevators.

Earth Hour

This year Sunway Group celebrated Earth Hour on a much larger scale than it has before. Stemming from the success of previous Earth Hour celebrations done at Sunway Pyramid Shopping Mall, Sunway Group decided to step up and get other components from the Group to participate as well. Sunway's shopping malls comprising Sunway Pyramid, Sunway Giza, Sunway Putra Mall, and Sunway Carnival had awareness activities in their respective malls for a week leading up to this year's Earth Hour. Sunway's shopping malls are once again partnering WWF-Malaysia after much success the last few years. WWF-Malaysia had pledge booths where shoppers stopped by to make their pledge for Earth Hour and to 'pot-a-plant' for the environment.

Zon Bersih

In line with Sunway Group's commitment in promoting a sustainable green environment for future generations, Tan Sri Dato' Seri Dr. Jeffrey Cheah joined Tan Sri Dato' Seri Abdul Khalid Bin Ibrahim, the Menteri Besar of Selangor in planting trees in front of Sunway Giza Mall, as part of the official launch of Zon Bersih Dataran Sunway.

Also present at the launch were YBhg Dato' Haji Mohamad Roslan bin Sakiman, Mayor of MBPJ, YB Tuan Ronnie Liu, Selangor State Executive Councillor, YBhg Tan Sri Ramon Navaratnam, officials from the State of Selangor, MBPJ and Sunway. Dataran Sunway has been chosen as Zon Bersih 2012 by Majlis Bandaraya Petaling Jaya (MBPJ). Zon Bersih is a clean initiative by the Selangor state government to make the state one of the cleanest in the country. Some of the efforts taken to promote cleanliness include preventing indiscriminate dumping and removing illegal advertising patches.

Tree Replacement

Sunway Construction, as the main contractor of Package B of the LRT LEP (Line Extension Project) for the Kelana Jaya line is replanting 10 trees to replace every tree felled during the construction works. The landscaping initiative that will keep Subang Jaya green is estimated about RM1 million which is part of the total project cost of RM500 million. The 10 to one formula had been jointly decided on by the Subang Jaya Municipal Council (MPSJ); Subang assembly person, YB Hannah Yeoh; and Syarikat Prasarana Negara Berhad, the project owner for the Kelana Jaya line extension project, prior to the commencement of construction works.

The replacement trees, handpicked by representatives from the Subang Jaya Municipal Council (MPSJ), were at least two metres tall meeting the requirements set by MPSJ prior to the commencement of construction works.

YB Hannah Yeoh, representatives from Syarikat Prasarana Negara Berhad, and representatives from Sunway Construction were also present for the tree selection. The trees will be planted in 14 designated locations across Subang Jaya and Seri Kembangan. The tree replanting exercise was completed in October 2012, during which a total of 5,000 trees were planted.

Energy and Water

Energy consumption has been a key area of focus at Sunway, and the Group has implemented the following initiatives aimed at reducing the energy it consumes:

- Replace cathode ray tube (CRT) monitors with LCD monitors
- Replace T8 fluorescent lights at Menara Sunway and Sunway Resort Hotel & Spa's basement car park, and common areas and classrooms at Sunway University with energy efficient T5 fluorescent lights

Greening the town at the launch of Zon Bersih Dataran Sunway



Conservation of water at The Banjaran Hotsprings Retreat



- In the recently renovated rooms in Sunway Hotel Seberang Jaya and Sunway Hotel Georgetown, the conventional T8 and Halogen lightings were replaced with energy efficient T5 and LED lights
- Reduce the number of servers through virtualisation
- Set power save mode for desktops and notebook
- Adopt web conferencing solutions through audio and video conferencing
- Purchase energy saving equipment
- Switch appliances off e.g. computers, monitors, CPUs, printers, scanners, photocopiers, at the end of each working day
- Switch off lights in rooms when not being used

At The Banjaran Hotsprings Retreat, water is conserved by utilising geothermal spring water for irrigation of the landscape. Additionally, all private Jacuzzis in the villas, water features in the interior design and the pool use the natural spring water directly from the surrounding rainforest. To reduce water consumption, water saving push valves, showerheads and low flush toilet systems have been installed. Water conservation is further promoted via rainwater harvesting whereby rainwater is collected in a series of lakes contained by a weir system, and then used for landscaping.

In order to reduce energy consumption, Sunway Pyramid has replaced eight units of chillers with higher energy efficient equipment. With the investment of RM18.6 million in the Chillers Retrofit Project, it is expected to produce annual energy savings of approximately RM3 million.

For water conservation, Sunway Pyramid has installed the "Waterless Urinals", where each urinal is coated with BioCare Liquid, defragmenting urine into environmentally-friendly components without using water. Motion sensors and press taps are also placed in selected restrooms to reduce water wastage.

Waste and Effluent Management

Runoff from construction sites may contain increased loads of suspended solids and contaminants. Hence, silt traps are installed at all construction sites to prevent a large amount of suspended solids and contaminants from being discharged into water bodies. Thus far, Sunway's construction division has never been penalised by the authorities for any environmental non-compliance.

The quarrying sector produces numerous types of waste throughout its operations, which can be a threat to the environment unless they are disposed of properly.

Waste from quarrying activities, which is categorised under 'scheduled waste' is stored and disposed of by a licensed vendor according to the Department of Environment's (DOE's) requirements and regulations.

Construction activities produce a lot of noise, mainly from vehicles, heavy equipment and machinery, and generate high levels of dust (typically from concrete, cement, wood, stone, silica), and this can carry for large distances over a long period of time. Sunway has developed and implemented an Environmental Management Compliance Plan (EMCP) for each construction project as part of the normal planning approval process. Potential environmental impacts (including noise, visual, air quality, water quality, ecology and more) created as a consequence of the construction and during operation of the project are studied, and appropriate mitigation measures are implemented accordingly.

Biodiversity Conservation

Subscribing to the pillars of environment and sustainable development, Sunway Lagoon's Wildlife Park was constructed around the existing trees and plant life. Since then, more trees have been planted with most of them being local varieties of fruit trees and foliage. Thereafter, the fruits are used to feed over 150 species of animals at the Wildlife Park.

Recycling and Other Environmental Initiatives

The Group has been working proactively to reduce, reuse, and recycle materials wherever possible. Sunway's recycling initiatives were implemented in 2001 and have since been adopted by all components of the Sunway Group that include its headquarters in Menara Sunway, Sunway Pyramid, Sunway University, Sunway Resort Hotel and Spa, Sunway Lagoon Club, Sunway Medical Centre and Sunway Lagoon. In each premise, there are one or more recycling schemes in place, for aluminium cans, glass bottles, office paper, and other recyclable materials at most areas. The total weight of collected recycling items in year 2012 amounted to more than 362,900 kg.

Sunway also implements a 5S programme to improve housekeeping within the workplace for efficiency and effectiveness by identifying and storing the items used, maintaining the area and items, and sustaining the new order. 5S is the name of a workplace organisation method that uses a list of five Japanese words: seiri (sorting), seiton (straightening), seiso (sweeping), seiketsu (standardizing) and shitsuki (sustaining).

Recycling culture throughtout the Sunway Group



Raising awareness amongst the young

