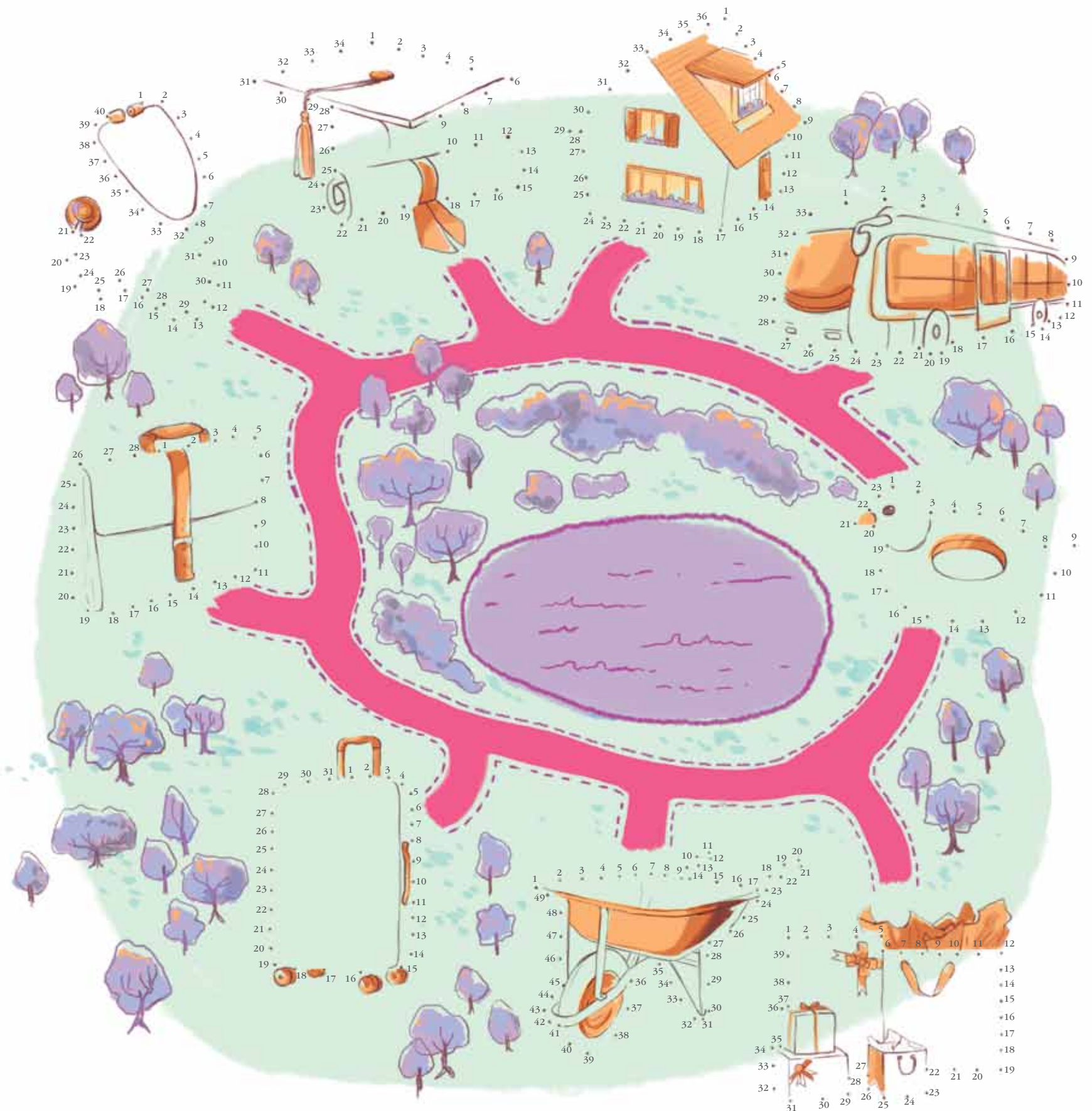


# *Spectrum of Change*

## SUSTAINABILITY REPORT 2016







*Playing Our Part in Achieving  
a Spectrum of Change*

Sustainability can only be achieved when we all play our part in it.  
This year, we remain committed to enriching the lives of the  
communities we touch and serve, to continue creating a  
far-reaching impact on the nation through a spectrum of change.

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About This Report

Spectrum of Change

We have a strong legacy in sustainability and have performed exceptionally well in this area over the years. We strive to communicate these achievements both clearly and concisely.

This is our third sustainability report that outlines the progress we have made towards a sustainable future. In 2016, we concentrated on reporting the most material issues to our business and stakeholders and have addressed only the most material challenges. As always, we endeavour to report in the most accurate, clear and reliable way possible.

Many sustainability milestones have been disclosed throughout the year, which complement this report. Please visit our website, news archives and other publications to gain a greater understanding of our sustainability journey.

Scope of Report

Reporting Period  
1 January 2016 to 31 December 2016

Reporting Cycle  
Annually

Coverage  
This report covers Sunway Berhad, a public listed entity, and its subsidiaries. We have reported on 12 divisions of Sunway Berhad: Property, Construction, Retail, Hospitality, Leisure, Healthcare, Education, Commercial, REIT, Trading and Manufacturing, Quarry and Building Materials. More detailed information on Sunway's divisions and subsidiaries can be found in the Group Corporate Structure section of this report. References to 'Sunway', 'Sunway Group', 'the Company', 'the Organisation', 'the Group' and 'we' refer to Sunway Berhad and/or its divisions and subsidiaries.

We also report the activities of Jeffrey Cheah Foundation (JCF). Established in March 1997 as the Sunway Education Trust Fund, it was converted to JCF in March 2010. JCF owns and governs the 16 educational institutions of Sunway Education Group. The ownership and equity of the learning institutions, valued at more than RM1 billion today, were transferred to JCF, in perpetuity. Undoubtedly, JCF would not be in existence today without the selfless contributions made by Sunway and its Founder and Chairman, Tan Sri Dato' Seri Dr Jeffrey Cheah AO, (to be referred henceforth as Tan Sri Dr Jeffrey Cheah AO).

We have also included some initiatives from Sunway REIT. Sunway REIT is sponsored by Sunway Berhad and managed by Sunway REIT Management Sdn Bhd, a subsidiary of Sunway Berhad.

Group data and information are presented whenever possible. However, initiatives and/or data by particular divisions or subsidiaries have been highlighted as indicated in the text.

References and Guidelines

Principal Guideline  
• Global Reporting Initiative (GRI) G4 Sustainability Reporting Guidelines

Additional Guidelines  
• Bursa Malaysia's Sustainability Reporting Guide  
• Sustainability Reporting Awards (MaSRA) Guidelines for Malaysian Companies  
• International Organisation for Standardisation (ISO) 26000:2010 Guidance on Social Responsibility

Materiality and Relevance of Information Disclosed

We engaged an external consultant to conduct a comprehensive materiality study with all divisions, stakeholder groups and our Board of Directors. This study helped us understand the social and environmental risks and opportunities that stakeholders see as most critical for each of our business divisions. The survey results have helped us focus our resources on the most important issues while developing an impactful spectrum of change in the various aspects of our sustainability.

Feedback

This report is available to all stakeholders and can be downloaded from our corporate website [www.sunway.com.my](http://www.sunway.com.my).

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Group Brand Marketing & Communications,  
Sunway Group,  
Level 18, Menara Sunway,  
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# Message from the Founder and Chairman

Sustainability has been the backbone of Sunway since its early days and is a prerequisite for our survival. Building for future generations, while improving the quality of life of local communities, are the guiding principles in our everyday business activities.



Dear Stakeholders,

It is always my pleasure to reach out to you through this annual message. I would like to begin by sharing some of Sunway's history. I recall the early days when I acquired the land on which Sunway City sits today. The site had been completely mined-out by the British and after over 15 years had become a barren wasteland.

Obviously, mining and construction are necessary parts of development. However, I have never been comfortable that it has always been very much a zero-sum scenario. I felt it was my responsibility to breathe life into this wasteland and used an open-cast mining technique to access the earth's resources. The development of the moonscape area into Sunway City is an example of how we can transform ecological wasteland into thriving and sustainable communities.

Once barren mining land, Sunway City is now home to a vibrant community of more than 200,000 people living, working, studying and playing in Malaysia's first Green Building Index-certified township. Sunway City is 40% green, home to more than 150 species of flora and fauna and is 100% connected.

Sustainability has been the backbone of Sunway since its early days and is a prerequisite for our survival. Building for future generations, while improving the quality of life of local communities, are the guiding principles in our everyday business activities.

Rapid development has caused significant problems for humanity as a whole, particularly in the areas of climate change and resource scarcity. I am privileged to lead a great team of people that constantly research new sustainable activities. They continue to educate a new generation of practitioners, policymakers and business leaders to ensure that Sunway can help boost the Malaysian economy while preserving the planet.

We will continue to build upon our track record over the past 43 years as a trusted leading developer by providing better value creation and appreciation of our communities through our build-own-operate business model. Our concept of "Living Sunway, Living Community" has stood for many years. It encourages our communities to "live every dream, learn without limits, adopt work-life balance and play beyond imagination in a safe, healthy and connected environment". This concept is replicated in all of our integrated township developments.

The spirit of giving to society is embedded in Sunway Group's business model, operating strategies and corporate culture. Education brings out the best in individuals and that is why I am so passionate about giving to society through education. This is a legacy of far-reaching impact that I wish to leave future generations. Although building Sunway's townships and communities are my primary business interests, education is where my real passion lies. I devote a great deal of my time to education; not for commercial reasons but to do what I can to raise the quality of education in Malaysia. I like to see young minds being educated and believe quality education should be

accessible to as many deserving students as possible. The JCF Scholarship has awarded over RM270 million to thousands of deserving students.

Despite a heavy emphasis on education, this is not where our social obligations end. Kelab Sosial Sunway invites employees to reach out through one of the many projects the Group undertakes through our C.A.R.E. (Community Aid, Reachout and Enrichment) programme. This engagement allows employees to experience the full impact of their participation in the organisation while building a healthy corporate culture that directly affects how individuals make decisions within their roles. Ultimately, we want our employees to work with a company they admire and respect can only be earned if we act transparently and responsibly. Our social responsibility initiatives never end and I encourage our people to contribute to society in a variety of ways. In fact, all our business units perform their own social responsibility initiatives.

At Sunway, we believe in creating shared value for everyone by running impactful sustainability projects. By aligning our sustainability efforts with our business interests, and embedding our core values of integrity, humility and excellence into our daily working lives, we create a positive and far-reaching impact on society and the nation. Sunway is doing what it can and I invite all of you to contribute to this mission.

As we work towards a vision of becoming a fully sustainable township, we recognise that there are always improvements to be made in the infrastructure, frameworks and processes. We are working on them and I am proud of the dedication my colleagues have displayed in various ongoing exciting projects. Currently, we are transforming Sunway City into a smart city and setting a high benchmark for education, especially with the establishment of the Jeffrey Sachs Center on Sustainable Development at Sunway University. I will be excited to share with you the achievements we make on these projects in our next sustainability report.

On behalf of my colleagues on the Executive Committee, I would like to thank all our employees for their hard work over the past year and their willingness to embrace change. I also wish to thank all stakeholders for their continuous trust and support. We hope you enjoy reading about our sustainability progress and as always, we welcome any comments and suggestions.

*Tan Sri Dato' Seri Dr Jeffrey Cheah AO  
Founder and Chairman*




# About Sunway

Established in 1974, Sunway Group is one of Malaysia’s largest conglomerates with core interests in property, construction, education and healthcare in Malaysia with 12 business divisions across 50 locations worldwide and a 15,000-strong employee base. Our business encompasses Property, Construction, Hospitality, Retail, Leisure, Commercial, Trading and Manufacturing, Building Materials, Quarry, Healthcare, Education and Real Estate Investment Trust (REIT).

Sunway Group continues to champion CSR through three key areas of focus namely Education, Healthcare and Community Aid, Reach-out and Enrichment (C.A.R.E) projects.

<p><b>Vision</b></p> <p><b>To be the leading regional property-construction group</b></p> <p>Sunway Group holds leadership positions in a multitude of industries, chiefly driven by its core businesses of property and construction.</p> <p>With a vision of becoming the region’s leading property-construction group, we constantly innovate to deliver value, build synergistic and sustainable relationships and achieve the highest standards of quality and excellence.</p>	<p><b>Mission</b></p> <p><b>Innovating to deliver value</b> underpins our relentless efforts to drive positive and sustainable change in the way we work and operate to create values for all our stakeholders.</p> <p><b>Building synergistic and sustainable relationships</b> is the bedrock of the company’s ethos of nurturing our people and developing meaningful relationships with external parties including our business partners and customers towards achieving business objectives, while keeping the interests of our stakeholders.</p> <p><b>Achieving the highest standards of quality and excellence</b> remains a founding value that we uphold and are passionate about. We make individual and collective efforts in aiming higher to achieve strategic business goals with a commitment to the best quality and excellence.</p>	<p><b>Our Core Values</b></p> <p><b>Integrity</b> We believe in doing the right thing at all times</p> <ul style="list-style-type: none"><li>• We conduct ourselves in an honest and trustworthy manner</li><li>• We act professionally, ethically and honourably</li><li>• We ensure our actions are consistent with our words</li></ul> <p><b>Humility</b> We believe in being humble, polite and respectful</p> <ul style="list-style-type: none"><li>• We never stop learning</li><li>• We care for and respect people and the environment</li><li>• We seek first to understand, then to be understood</li></ul> <p><b>Excellence</b> We take pride in all that we do</p> <ul style="list-style-type: none"><li>• We strive to deliver high quality products and services</li><li>• We continuously innovate and improve for greater progress</li><li>• We seek to inspire others to excel</li></ul>
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## What We Do




Property



Construction




Retail




Hospitality




Leisure




Healthcare



Education



Trading & Manufacturing



Quarry



Building Materials



Commercial



REIT



Group Corporate Structure

Property Development

- Sunway Integrated Properties Sdn Bhd
- Sunway South Quay Sdn Bhd
- Sunway PKNS Sdn Bhd
- Sunway City (Penang) Sdn Bhd
- Sunway Bintang Sdn Bhd
- Sunway City Properties Sdn Bhd
- Sunway City (Ipoh) Sdn Bhd
- Sunway Tunas Sdn Bhd
- Sunway Semenyih Sdn Bhd
- Sunway City (JB) Sdn Bhd
- Sunway Iskandar Sdn Bhd \*
- Sunway Iskandar Development Sdn Bhd \*
- Sunway Monterez Sdn Bhd
- Sunway Grand Sdn Bhd
- Sunway Melawati Sdn Bhd
- SunwayMas Sdn Bhd
- Sunway Termuning Sdn Bhd
- Sunway Rawang Heights Sdn Bhd
- Sunway Kanching Heights Sdn Bhd
- Sunway Bangi Sdn Bhd
- Sunway Eastwood Sdn Bhd
- Sunway Kiara Sdn Bhd
- Hoi Hup Sunway Development Pte Ltd \*\*
- Sunway Subang Sdn Bhd  
(formerly known as Ekuiti Meranti (M) Sdn Bhd)
- Sunway Marketplace Sdn Bhd \*  
(formerly known as Arena Suriamas Sdn Bhd)
- Sunway Parkview Sdn Bhd \*  
(formerly known as Fajar Megasuria Sdn Bhd)
- Sunway Seafront Sdn Bhd \*  
(formerly known as Sempurna Binamas Sdn Bhd)
- Hoi Hup Sunway J.V. Pte Ltd \*\*
- Hoi Hup Sunway Property Pte Ltd \*\*
- Hoi Hup Sunway Miltonia Pte Ltd \*\*
- Hoi Hup Sunway Tampines Pte Ltd \*\*
- Hoi Hup Sunway Yuan Ching Pte Ltd \*\*
- Hoi Hup Sunway Pasir Ris Pte Ltd \*\*
- Hoi Hup Sunway Novena Pte Ltd \*\*
- Hoi Hup Sunway Mount Sophia Pte Ltd \*\*
- Hoi Hup Sunway Sengkang Pte Ltd \*\*
- Sunway Land Pte Ltd #
- Sunway Australia Unit Trust #
- Sunway Opus International Private Limited \*\*
- Sunway MAK International Private Limited \*\*
- Sunway Guanghao Real Estate (Jiangyin) Co. Ltd #
- Tianjin Eco-City Sunway Property Development Co. Ltd \*\*
- Alliance Parade Sdn Bhd
- Associated Circle Sdn Bhd
- Commercial Parade Sdn Bhd
- Bisikan Seni Sdn Bhd
- Imbasan Intisari Sdn Bhd
- Tidal Elegance Sdn Bhd
- Emerald Freight Sdn Bhd
- Park Symphony Sdn Bhd
- Winning Excellence Sdn Bhd
- Contemporary Factor Sdn Bhd
- Prosper Revenue Sdn Bhd
- Sunway Serene Sdn Bhd  
(formerly known as Sunway Dimension Stones Sdn Bhd)
- Sunway Innopark Sdn Bhd  
(formerly known as Sun-Block (Batang Kali) Sdn Bhd)

Property Investment

- Sunway Pinnacle Sdn Bhd
- Sunway Giza Mall Sdn Bhd
- Sunway Giza Parking Sdn Bhd
- Sunway Destiny Sdn Bhd
- Sunway MUSC Sdn Bhd
- Sunway Monash-U Residence Sdn Bhd
- Sunway Residence Sdn Bhd
- Sunway Pyramid Development Sdn Bhd
- Sunway Velocity Mall Sdn Bhd
- Sunway REIT Management Sdn Bhd \*
- Sunway Real Estate Investment Trust \*^
- Sunway PFM Sdn Bhd
- Sunway IFM Sdn Bhd
- Sunway Parking Services Sdn Bhd
- Sunway Mall Parking Sdn Bhd
- Sunway Ambience Sdn Bhd
- Sunway Facility Management Sdn Bhd
- Sunway Forum Hotel Sdn Bhd
- Sunway Symphony Sdn Bhd
- Sunway Century Sdn Bhd
- Area Star Sdn Bhd
- Rich Worldclass Sdn Bhd
- Sunway Tower 1 Sdn Bhd
- Sunway Townhouse Sdn Bhd
- Frontier Acres Sdn Bhd
- Shahawan (M) Sdn Bhd
- Sunway Orient Sdn Bhd
- Sumber Dorongan Sdn Bhd
- Sunway Nexis Parking Sdn Bhd
- Sunway Transit System Sdn Bhd
- Sunway Permai Sdn Bhd

Leisure

- Sunway Lagoon Sdn Bhd
- Sunway Lost World Water Park Sdn Bhd
- Sunway Lagoon Club Berhad
- Sunway Leisure Sdn Bhd
- Sunway Travel Sdn Bhd
- Sunway International Vacation Club Berhad
- Sunway Healthy Lifestyle Sdn Bhd
- Sunway Leisure Services Sdn Bhd
- Pyramid Bowl Sdn Bhd \*

Hospitality

- Sunway Resort Hotel Sdn Bhd
- Sunway Putra Hotel Sdn Bhd
- Sunway Biz Hotel Sdn Bhd
- Sunway Hotel (Seberang Jaya) Sdn Bhd
- Sunway Lost World Hotel Sdn Bhd
- Sunway International Hotels & Resorts Sdn Bhd
- Kinta Sunway Resort Sdn Bhd
- Sunway Hotel Phnom Penh Ltd #
- Sunway Hotel Hanoi Liability Limited Company with one member #
- Allson International Management Limited #
- Allson International Hotels & Resorts (BVI) Limited #

Group Corporate Structure (con'td.)

Construction

- Sunway Construction Sdn Bhd
- Sunway Engineering Sdn Bhd
- Sunway Concrete Products (S) Pte Ltd #
- Sunway Geotechnics (M) Sdn Bhd
- Sunway Precast Industries Sdn Bhd
- Sunway Machinery Sdn Bhd

Trading and Manufacturing

- Sunway Marketing Sdn Bhd
- Sunway Enterprise (1988) Sdn Bhd
- Sunway Hydraulic Industries Sdn Bhd
- Sunway Marketing (East Malaysia) Sdn Bhd
- Sunway Hose Centre Sdn Bhd
- Sunway Marketing (S) Pte Ltd #
- Sunway Marketing (Thailand) Ltd #
- PT Sunway Flowtech #
- PT Sunway Trek Masindo #
- PT Sunway Pacific Flow #
- Sunway Totalrubber Ltd
- Pacific Flow Technology Pty Ltd #
- Sunway Totalrubber Services Franchising Pty Ltd
- Sunway Hydraulic Industries (Wuhu) Co Ltd #
- Sunway Trading (Shanghai) Pte Ltd #
- Sunway Daechang Forging (Anhui) Co Ltd #
- Sunway Winstar Sdn Bhd (formerly known as Winstar Trading Sdn Bhd)
- Winstar Enterprise Sdn Bhd
- Saf-T-Quip Sdn Bhd
- United Star Engineering & Hardware Sdn Bhd
- Hsing Yeat Sdn Bhd
- Multi Star Marketing Sdn Bhd
- Power Star Hardware Sdn Bhd
- Aimstar Marketing Sdn Bhd
- PND Hardware & Trading Pte Ltd #

Quarry

- Sunway Quarry Industries Sdn Bhd
- Sunway Quarry (Kuala Kangsar) Sdn Bhd
- Sunway Quarry Industries (Melaka) Sdn Bhd
- Twinners (Malaysia) Sdn Bhd

Building Materials

- Sunway Paving Solutions Sdn Bhd
- Sunway VCP Sdn Bhd
- Sunway Spun Pile (M) Sdn Bhd
- Sunway Spun Pile (Zhuhai) Co Ltd #

Healthcare

- Sunway Medical Centre Sdn Bhd
- SunMed@Homes Sdn Bhd
- SunMed Clinics Sdn Bhd

Investment Holdings and Others

- Sunway City Sdn Bhd
- Sunway Holdings Sdn Bhd
- Sunway Holdings (Vietnam) Sdn Bhd
- Sunway Global Limited #
- Sunway Management Sdn Bhd
- Sunway Shared Services Sdn Bhd
- Sunway HR Shared Services Sdn Bhd
- Sunway Leasing Sdn Bhd
- SWL Nominees (Tempatan) Sdn Bhd
- Sunway Elite Sdn Bhd
- Sunway Credit Sdn Bhd
- Sunway Risk Management Sdn Bhd
- Sunway Captive Insurance Ltd
- Gopeng Berhad \*^
- SunCity Vietnam Sdn Bhd
- Hochimex Nominee Company Limited #
- Sunway City (S'pore) Pte Ltd #
- Sunway Real Estate (China) Limited #
- Eastern Glory Enterprises Limited #
- Konsep Objektif (M) Sdn Bhd
- Sunway REIT Holdings Sdn Bhd
- Sunway Treasury Sdn Bhd
- Sunway Treasury Sukuk Sdn Bhd
- Sunway Investment Management Consultancy (Shanghai) Co. Ltd #
- Sunway Hospitality Holdings Limited #
- International Theme Park Pty Ltd #
- Sunway Developments Pte Ltd #
- Fortuna Gembira Enterpris Sdn Bhd
- Hartford Lane Pty Ltd #
- Reptolink Sdn Bhd
- Sunway FSSC Sdn Bhd
- Sunway Labuan Investment Ltd
- Sunway Pals Loyalty Sdn Bhd
- Deco Style Sdn Bhd
- Sunway Design Sdn Bhd
- Sunway Construction Group Berhad ^
- Sunway Pendas Management Sdn Bhd
- Sunway Southern Management Sdn Bhd
- Sunway Ordera Sdn Bhd
- Sunway Pharma Sdn Bhd
- Pasir Mas Holdings Sdn Bhd
- Sunway Leadership Centre Sdn Bhd
- Sunway Popbox Sdn Bhd

Notes:  
This Group Corporate Structure excludes dormant companies.  
# Overseas company  
^ Public listed company  
\* Associated company / Jointly-controlled entity



Board of Directors



Tan Sri Dato' Seri Dr Jeffrey Cheah Fook Ling AO  
Executive Chairman, Non-Independent Executive Director



Tan Sri Datuk Seri Razman M. Hashim  
Deputy Executive Chairman,  
Non-Independent Executive Director



Dato' Chew Chee Kin  
President, Non-Independent Executive Director



Sarena Cheah Yean Tih, S.M.S.  
Executive Director,  
Non-Independent Executive Director

Board of Directors (con'td.)



Wong Chin Mun  
Senior Independent Non-Executive Director



Lim Swe Guan  
Independent Non-Executive Director



Datuk Seri Yam Kong Choy  
Independent Non-Executive Director



Tan Sri Dato' Dr. Lin See-Yan  
Independent Non-Executive Director



# Management Team



Dato' Tan Kia Loke

**Senior Managing Director – Chairman's Office**  
Bachelor of Science (Hon) Degree in Civil Engineering, University of Strathclyde, United Kingdom



Evan Cheah Yean Shin

**Executive Vice President – President's Office, Chief Executive Officer – China;**  
Bachelor's Degree in Commerce and Bachelor's Degree in Business Systems, Monash University



Chong Chang Choong

**Chief Financial Officer**  
Bachelor of Arts (Honours) in Economics and Accounting, University of Newcastle Upon Tyne, England



Teh Quen Chang

**Chief Executive Officer – Quarry Division**  
Bachelor of Science in Agribusiness, University Pertanian Malaysia; Masters in Business Administration, University of Bath, United Kingdom



Danny Ng Boon Liang

**Chief Executive Officer – Building Materials Division**  
Bachelor of Economics (Business Administration), University of Malaya



Chan Hoi Choy

**Chief Executive Officer – Retail and Leisure Divisions**  
Bachelor of Science (Hons) Degree in Managerial and Administrative Studies, University of Aston, Birmingham, United Kingdom



Lee Weng Keng (Dr)

**Chief Executive Officer – Education and Healthcare Divisions**  
Bachelor of Economics (Honours) Degree, University of Malaya; Masters in Business Administration, Cranfield University, United Kingdom



Chung Soo Kiong

**Managing Director – Construction Division**  
Bachelor of Science (Hons) Degree in Quantity Surveying, University of Abertay Dundee; Diploma in Building (Technology), Tunku Abdul Rahman College



Wong Fook Chai

**Chief Executive Officer – Trading and Manufacturing Division**  
Bachelor of Engineering (Honours), University of Malaya



Lau Beng Long

**Managing Director – Healthcare Division**  
Bachelor of Science (Hons), Universiti Sains Malaysia; Masters in Healthcare Administration, University of New South Wales; Postgrad Diploma in Public Administration, National Institute of Public Administration (INTAN)



Foo Shiang Wyne

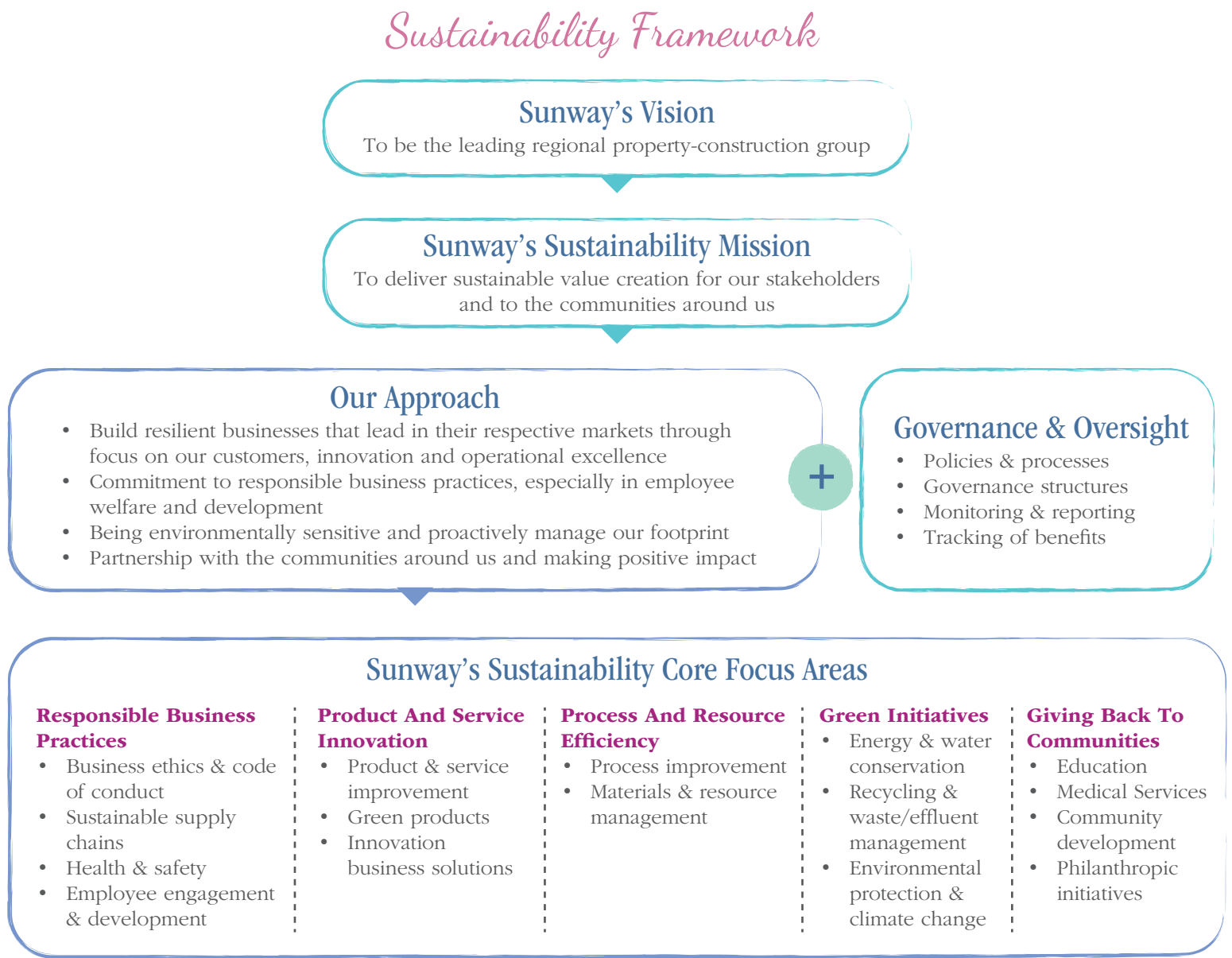
**Chief Human Resources Officer – Group Human Resources**  
Bachelor of Science (Hons) in Computer Science, University of Sussex, United Kingdom; Masters in Business Administration, Cardiff Business School, United Kingdom



# Our Commitment to Sustainability

Our approach to sustainability is based on our core values of integrity, humility and excellence, supported by policies and procedures at both Group and subsidiary levels.

We consistently embed sustainability into the core of our business. The following value-added sustainability framework forms the basis of Sunway’s spectrum of change.



The Sunway Sustainability Task Force comprises representatives from the respective business units.



# Stakeholders Engagement

Our build-own-operate business model stimulates growth in the community and assures stakeholders of our lifelong commitment to developing with them as co-investors in these communities. We gain as our stakeholders gain — creating a symbiotic relationship that becomes stronger over time.

All divisions focus on building a good rapport and relationships with their respective stakeholders who are the hearts and souls of our development.

“For more than four decades, Sunway has weathered various challenges, but what sets us apart is our willingness to be transparent in our journey. I encourage my colleagues to own up to our failures, learn from them, and share them publicly so that others can learn too. It is the relationships we have built that matters most at the end of the day, and one certain way to build this trust is to continuously do great things for the communities we serve”

**Tan Sri Dato’ Seri Dr Jeffrey Cheah AO,**  
Founder and Chairman of Sunway Group

Stakeholders	Method of Engagement	Frequency	Stakeholder Concerns	Our Response	Section of 2016 Sustainability
Stakeholders and Investors	<ul style="list-style-type: none"><li>• Annual general meeting</li><li>• Extraordinary general meeting</li></ul>	Annually and as when required	<ul style="list-style-type: none"><li>• Higher financial return</li></ul>	<ul style="list-style-type: none"><li>• Higher dividends</li><li>• Financial performance</li><li>• ROI</li><li>• Press coverage</li></ul>	Financial Highlights (Annual report)
Employees	<ul style="list-style-type: none"><li>• Employee engagement survey</li><li>• KSS activities</li><li>• Employee engagement programmes, training and townhall sessions</li></ul>	Throughout the year	<ul style="list-style-type: none"><li>• Career development</li><li>• Benefits</li><li>• Employment equality</li><li>• Two-way communication</li></ul>	<ul style="list-style-type: none"><li>• Training programmes</li><li>• Townhalls</li><li>• KSS activities</li><li>• Berita Sunway</li><li>• Employee Engagement Survey (EES)</li></ul>	Labour Practices and Decent Work
Customers	<ul style="list-style-type: none"><li>• Customer satisfaction survey</li><li>• Roadshows</li><li>• Events and activities</li></ul>	Throughout the year	<ul style="list-style-type: none"><li>• Up-to-date information on Sunway</li><li>• Faster complaints resolutions</li><li>• Loyalty/rewards programmes</li></ul>	<ul style="list-style-type: none"><li>• Sunway Pals</li><li>• Festive celebrations</li><li>• Events and competitions</li><li>• Social media</li><li>• On-line and offline communication channels</li></ul>	Product Responsibility
Local Communities and NGOs	<ul style="list-style-type: none"><li>• Community engagement through social activities</li></ul>	Throughout the year	<ul style="list-style-type: none"><li>• Community care and support</li><li>• Life-improving programmes</li><li>• Corporate citizenship and good governance</li></ul>	<ul style="list-style-type: none"><li>• Various community initiatives championed by the Jeffrey Cheah Foundation and Sunway Group</li></ul>	Society
Suppliers	<ul style="list-style-type: none"><li>• Tender and bidding</li><li>• Quotation requests</li></ul>	Throughout the year	<ul style="list-style-type: none"><li>• Ethical supplier management system</li><li>• Up-to-date information on Sunway</li></ul>	<ul style="list-style-type: none"><li>• On-line and offline communication channels</li><li>• Clear procurement policies and practices</li></ul>	Economic
Local Government Authorities	<ul style="list-style-type: none"><li>• Compliance with government legislative framework</li></ul>	Annually	<ul style="list-style-type: none"><li>• Transparency</li><li>• Regulatory disclosures</li><li>• Accountability</li><li>• Policy aligned with areas of national interest including green initiatives, innovation and nation building</li></ul>	<ul style="list-style-type: none"><li>• Sustainability report</li><li>• Certifications</li><li>• Public disclosure</li><li>• Compliance</li></ul>	Economic, Environmental and Social

Materiality Analysis

Understanding our key priorities allows us to put our time, resources and investment to the best use. We have invested a great deal of time and effort into devising our sustainability materiality matrix. Detailed analysis has helped identify the main economic, environmental and social issues that are of the greatest concern to both internal and external stakeholders of each of Sunway’s business units.

Improved Methodology

Last year, we commissioned a materiality survey that sought the opinions of our stakeholders. They were asked to identify the most relevant aspects of sustainability for Sunway Group as a whole. In 2016, we reviewed our materiality from the Group’s perspective and found the materiality matrix to still be accurate.

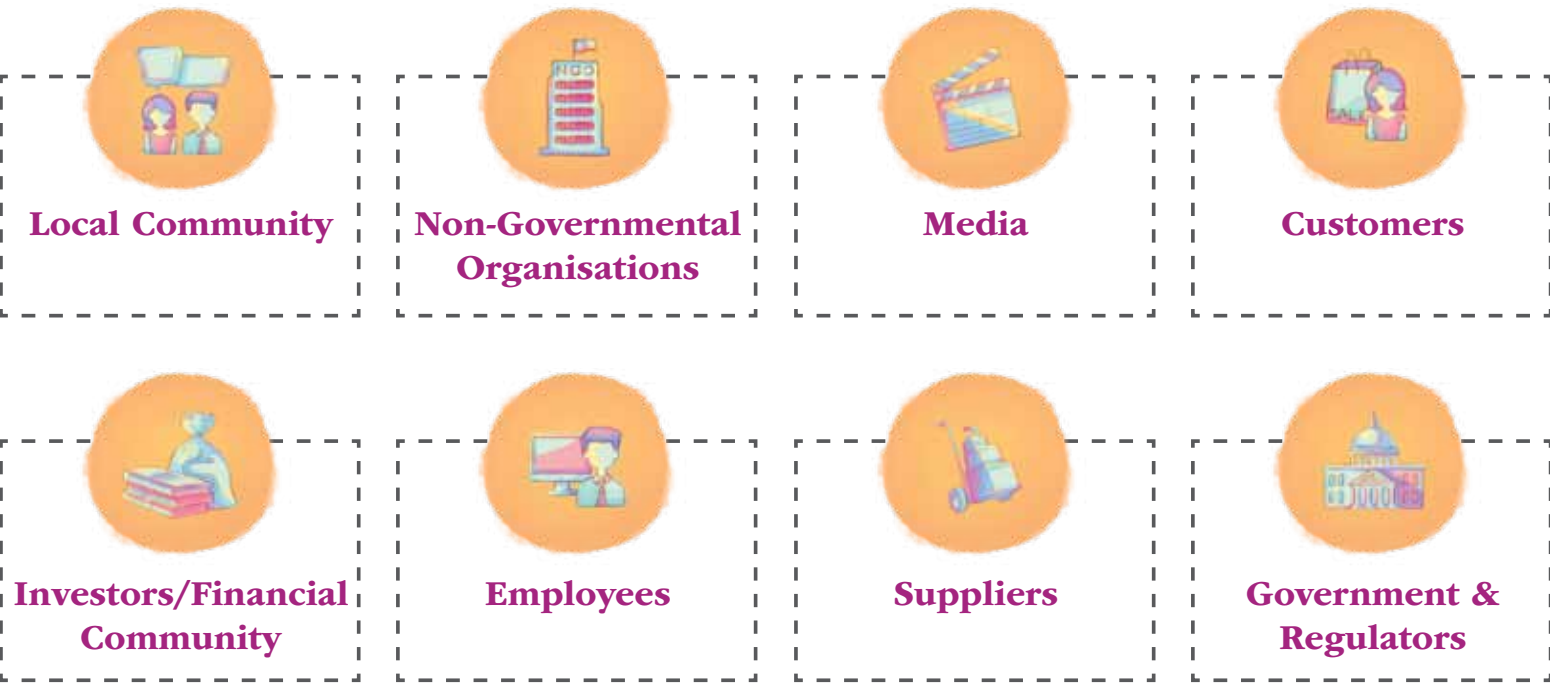
As Sunway is a large conglomerate with a diverse portfolio, everything was deemed to be significant to some parts of the business. However, we had no way of knowing which sustainability areas were most significant for each division.

- In 2016, we improved our materiality processes to allow more gradation to stakeholders’ responses:
- 1. Firstly, the survey identified the divisions the respondents had working knowledge of
  - 2. The stakeholders were then asked to identify the most important aspects of sustainability for their chosen divisions

We commissioned an external consultant to conduct this comprehensive study in the last quarter of 2016. An impartial external party was chosen to ensure the anonymity of the respondents.

Stakeholder representatives were asked to rate the importance they placed on 36 areas of sustainability.

Stakeholder Groups Participating in the Survey



Respondents were asked to select the criteria deemed material to each of their chosen divisions.

Materiality Analysis (con'td.)

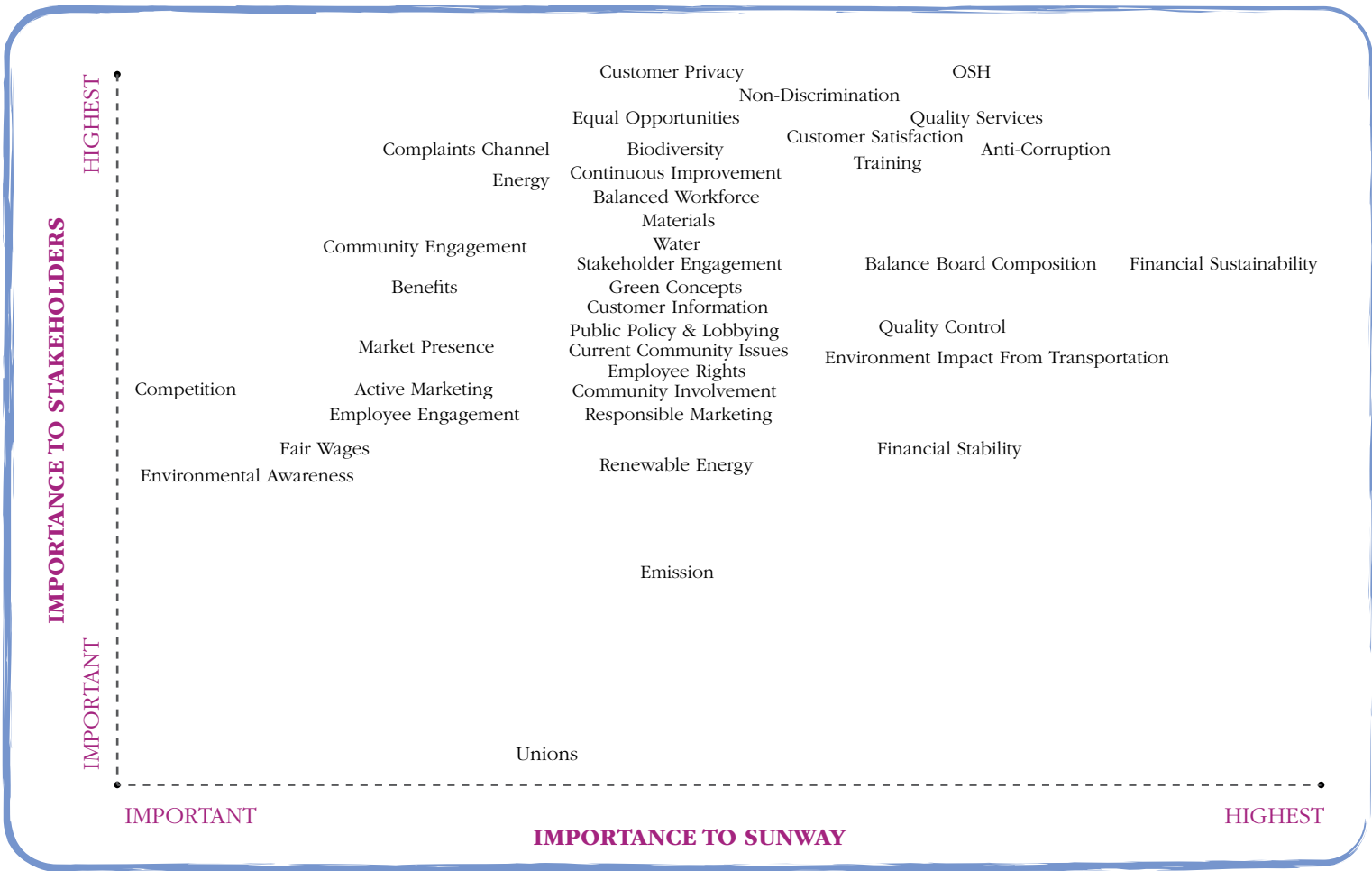
A natural skew was discovered in the results as each stakeholder group was not represented equally. Unsurprisingly, we received the most responses from our employees; fewer were received from NGOs, investors and members of the media.

An average score was calculated for all areas within each stakeholder group and division to rectify the sample imbalance. An average rating from all eight stakeholder groups was then obtained.

We also asked eight members of our board of directors to complete a similar survey. Their views represented each division within Sunway.

The Results

The Materiality Matrix for Sunway Group



Following the results of the materiality matrix, stakeholders and decision makers from each business unit were consulted to tailor the material areas to their particular industries. The five most material areas for both stakeholders and each business division are presented below.



Materiality Analysis (con'td.)

The Five Most Material Topics for Stakeholders and Sunway by Division

Stakeholder	Sunway	Stakeholder	Sunway
Property & Construction		Retail, Hospitality & Leisure	
Quality management	Quality management	Employer/employee relations	Local community engagement
Economic & business performance	Public safety	Responsible marketing	Customer satisfaction
Public safety	Occupational safety & health	Discrimination	Energy
Occupational safety & health	Waste	Benefits	Water
Child & compulsory labour	Recruiting & retaining employees	Diverse & inclusive workplace	Economic & business performance
Healthcare		Education	
Wider benefits to community	Patient safety	Employee volunteerism	Wider benefits to community
Customer privacy	Quality	Discrimination	Providing relevant skills to industry
Employee volunteerism	Customer satisfaction	Employer/employee relations	Nation building
Discrimination	Training & career development	Environmental awareness programmes	Quality
Whistleblowing	Wider benefits to community	Wider benefits to community	Stakeholder engagement
Trading & Manufacturing		Quarry & Building Materials	
Economic & business performance	Sustainable procurement & supplier assessment	Local hiring	Local community engagement
Benefits	Customer satisfaction	Recruiting & retaining employees	Economic & business performance
Employer/employee relations	Corruption	Quality	Public safety
Training & career development	Market presence	Safety and health	Safety and health
Discrimination	Customer privacy	Environmental impact from transportation	Biodiversity
Real Estate Investment Trust (REIT) & Commercial			
Privacy of tenants, retail customers & hotel guests	Customer satisfaction		
Ethics & transparency	Ethics & transparency		
Business ethics	Business ethics		
Corruption & bribery	Corruption & bribery		
Health of public & communities	Corporate governance		

Jeffrey Cheah Foundation

The Origin

To Sunway Group, the philosophy of giving to society is never an afterthought, but a steadfast commitment embedded in the very fabric of its past, present and future.

Since 1986, Sunway Group has played a crucial role in Malaysian education, bringing quality higher learning to our community and country. As one of Tan Sri Dr Jeffrey Cheah AO's personal hallmarks, Sunway's involvement in education extends far beyond the business realm. Over the years, Sunway has given generously to society through education, which it views as a vital vehicle to enrich and improve lives.

The Sunway Education Trust Fund, established in March 1997, undertakes this key role by managing and administering operating surpluses from the Sunway Education Group (SEG) institutions for the benefit of students; be it through reinvestment in the institutions or for the disbursement of scholarships and research grants.

In March 2010, the Sunway Education Trust Fund was converted to the Jeffrey Cheah Foundation (JCF) where the equity of SEG's learning institutions – including Sunway University, Monash University Malaysia, Sunway College in Kuala Lumpur, Ipoh, Johor and Kuching, Sunway International School, the Jeffrey Cheah School of Medicine and Health Sciences, Sunway-TES Centre for Accounting Excellence and Sunway Le Cordon Bleu Institute of Culinary Arts – valued at more than RM1 billion today, was transferred to the Foundation, making it the largest education-focused social enterprise in Malaysia. Today, Sunway Education Group is owned and governed by the Jeffrey Cheah Foundation with its creed – “Nurturing the seeds of wisdom”.

Governed by a distinguished Board of Trustees, the Foundation aims to safeguard these institutions that provide and sustain quality education for present and future generations of students. In line with the spirit of the Foundation, a good education at the highest level should not be denied to those deserving. For those that come from disadvantaged backgrounds, the Foundation provides the means for them to succeed through scholarships.

The Foundation has also forged academic ties with some of the world's most renowned institutions including Harvard University, University of Cambridge, University of Oxford, Monash University, Lancaster University and Le Cordon Bleu. A two-way flow of scholars and researchers between Sunway Education Group and these world-class institutions helps develop and improve the academic standards of teaching and research in Malaysia.

To date, the Foundation has disbursed more than RM270 million in scholarships to thousands of deserving students. The Jeffrey Cheah Foundation Community Scholarship, which started in 2002, is also given to deserving youths who take the pivotal step of transforming their lives for the better.

RM 270 million  
disbursed in scholarships  
and awards since 1997

Tan Sri Dr Jeffrey Cheah AO  
aims to award  
RM 1 billion  
in his lifetime





Jeffrey Cheah Foundation (con'td.)

JCF Scholarships and Awards Ceremony

On 6 October 2016, a total of RM56 million worth of scholarships were awarded to deserving recipients, the highest annual disbursement in the history of JCF.

The JCF Scholarships and Awards Ceremony is a platform to recognise the accomplishment of those who excel in academics, sports, music and extra-curricular activities.

Need-Based Scholarships Awarded by JCF

Jeffrey Cheah Entrance Scholarship	The Chancellors Scholarship of Sunway University and Lancaster University	Sunway Excellence Scholarship	Sunway University Postgraduate by Research Scholarship
The Jeffrey Cheah Travel Grants for Southeast Asia Studies at Harvard University	Sunway Sports Scholarship, Sunway Music Talent Scholarship	Jeffrey Cheah Scholastic Award	Sunway ECA Achievers
Sports Award	Yayasan Peneraju Pendidikan Bumiputera	Jeffrey Cheah Foundation Community Scholarship	Jeffrey Cheah Foundation - Sunway Group Scholarship
Nanyang Tertiary Education Fund	Sin Chew Daily Education Fund	SUN-MAPCU Scholarship Scheme	
The Star Education Fund	Sunway-Berita Harian Scholarship		

Cinta Kinta Musical

The JCF Community Scholarship identifies recipients aged between 18 and 25 years from child welfare homes, NGOs or poor communities. The scholarships enable these youths to pursue their tertiary education and cover tuition, accommodation fees, living expenses and books. Initially offered in 2002, the scholarship has disbursed more than RM8 million and this has benefited 165 scholars to date.

On 20 August 2016, a 'Cinta Kinta' musical was held featuring renowned conductor Eugene Pook and guest conductor Paul Baker. The musical showcased performances by harmonist Evelyn Choong, multi-lingual vocalist Estee Pook and a surprise guest star, Michael Jackson impersonator MJ Suren. Proceeds from 'Cinta Kinta' went to the JCF Community Scholarship Fund, which assists over 20 deserving students every year. Tan Sri Dr Jeffrey Cheah AO, Founding Trustee of the JCF and Founder and Chairman of the Sunway Group, also made a personal donation to the Kinta Valley Symphonic Society.



From right to left: Adrian Cheah and Puan Sri Dr Susan Cheah, EXCO member of Sunway Group, presenting Matthew Lau, President of the Kinta Valley Symphonic Society with a RM10,000 personal donation from Tan Sri Dr Jeffrey Cheah AO, Founding Trustee of the Jeffrey Cheah Foundation and Founder and Chairman of Sunway Group, while Dr Elizabeth Lee, Senior Executive Director of Sunway Education Group and Sunway University, and Jane Poh, Administrator of the Jeffrey Cheah Foundation, look on.



The Kinta Valley Wind Orchestra performing to a crowd of 600 guests



Conductor Eugene Pook bringing the Cinta Kinta concert to life



Estee Pook mesmerises the audience with her strong vocals



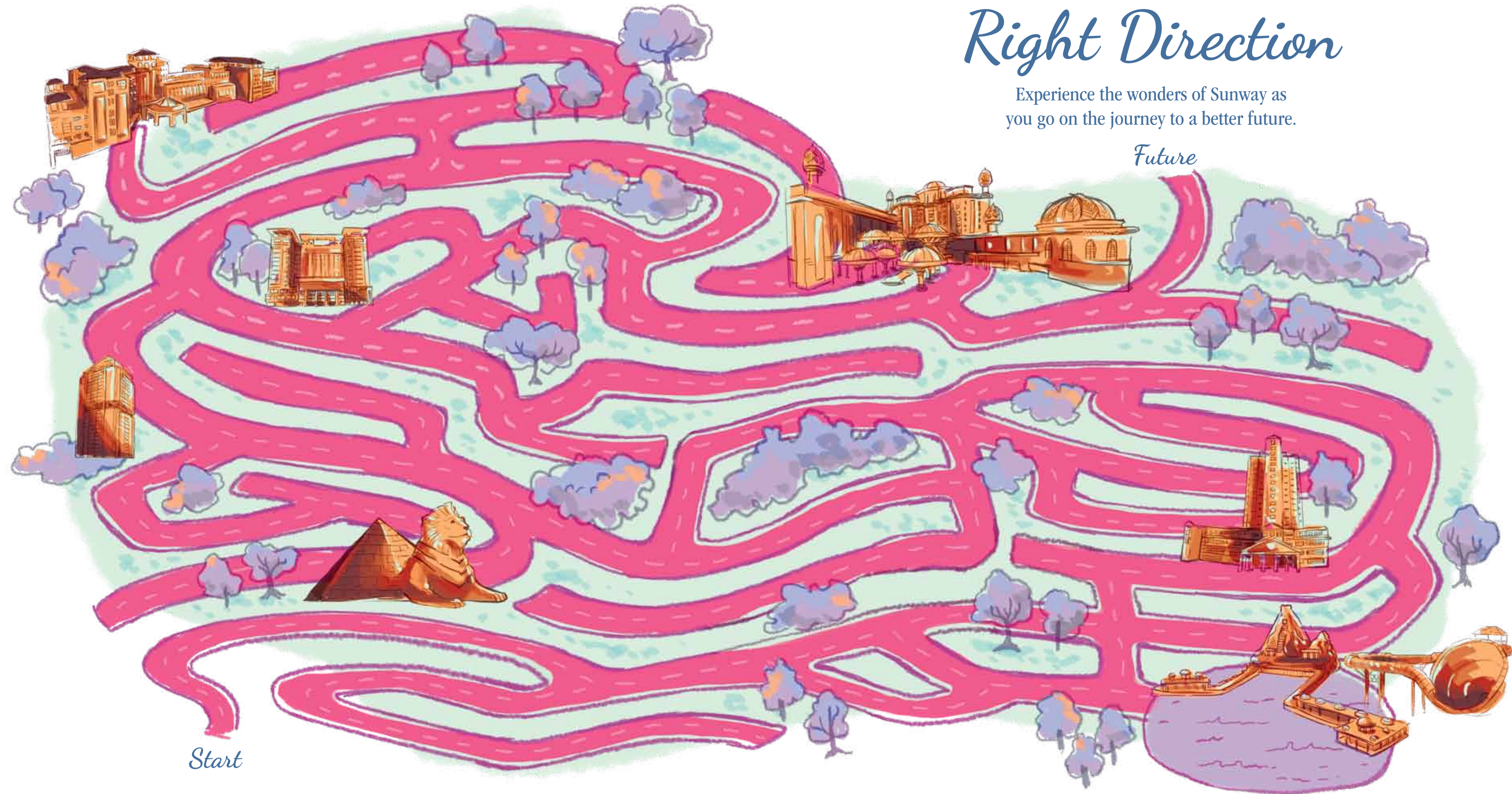
## Economic

# Heading in the Right Direction

Experience the wonders of Sunway as you go on the journey to a better future.

*Future*

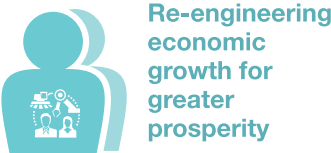
*Start*





Economic

11<sup>th</sup> Malaysia Plan Sixth Strategic Thrust



Sunway Group is a leading conglomerate in Malaysia with 12 businesses across 50 locations worldwide. Malaysia’s commitment to corporate and social responsibility is integral to its ultimate progression to becoming a developed economy. Sunway confidently leads this approach with an impeccable reputation through its continuous commitment as a master community developer. Sunway improves the lives of all that it comes into contact with through a unique build-own-operate business model.

Robust economic growth is crucial to ensure Malaysia attains its aspiration of becoming an advanced economy. Sunway contributes to a strong and broad-based economy, producing high-value products and generating the high-paying jobs associated with an advanced nation.

Realising the United Nations’ 17 Sustainable Development Goals

Sixteen years ago, the world adopted the Millennium Development Goals (MDGs) that aimed to deliver a more inclusive, equitable and peaceful world by 2015. In the last quarter of 2015, the MDGs were distilled into 17 Sustainable Development Goals (SDGs) to end poverty, protect the planet and ensure prosperity for all by 2030.

*Sunway Continues to Move Towards Achieving the United Nation’s 17 Sustainable Development Goals’*



**SUSTAINABLE  
DEVELOPMENT**

**GOALS**

<b>1 NO POVERTY</b> 	<b>2 ZERO HUNGER</b> 	<b>3 GOOD HEALTH AND WELL-BEING</b> 	<b>4 QUALITY EDUCATION</b> 	<b>5 GENDER EQUALITY</b> 	<b>6 CLEAN WATER AND SANITATION</b> 
<b>7 AFFORDABLE AND CLEAN ENERGY</b> 	<b>8 DECENT WORK AND ECONOMIC GROWTH</b> 	<b>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</b> 	<b>10 REDUCED INEQUALITIES</b> 	<b>11 SUSTAINABLE CITIES AND COMMUNITIES</b> 	<b>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</b> 
<b>13 CLIMATE ACTION</b> 	<b>14 LIFE BELOW WATER</b> 	<b>15 LIFE ON LAND</b> 	<b>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</b> 	<b>17 PARTNERSHIPS FOR THE GOALS</b> 	

Economic (con'td.)

A Journey We Make in Shaping a Sustainable Future for Malaysia and Beyond

As the United Nations’ SDGs entered the first year of implementation, the JCF and the United Nations Sustainable Development Solutions Network (SDSN) formalised its strategic collaboration on sustainable development in April 2016. As part of the collaboration, JCF donated USD\$10 million to establish the Jeffrey Sachs Center on Sustainable Development at Sunway University, which is the largest financial commitment to date that focuses on education and implementing the 17 SDGs.

The pioneering Center was officially launched on 9 December 2016 by the Prime Minister of Malaysia, Yang Amat Berhormat Dato’ Sri Mohd. Najib bin Tun Haji Abdul Razak. The Center is a catalytic move to mobilise comprehensive collaboration, particularly by Southeast Asian nations, to achieve the United Nations’ 17 SDGs. This hub for research and policy practice will develop world-class programmes that will train a new generation of students, practitioners and policy leaders.

The establishment of the Jeffrey Sachs Center improves the global expertise required for Malaysia and Asia to progress in the area of sustainable development. The Malaysia-based Center will develop linkages with leading universities and think tanks around the world and in Malaysia. The Center will also curate the world’s best curriculum, academic, and executive programmes on sustainable development.

The Jeffrey Sachs Center is housed in Sunway University amid the thriving township of Sunway City. This is a choice location for the Center as Sunway City itself is a testament to rehabilitation and sustainability.



**“This partnership will create and curate the world’s best curriculum, academic and executive programmes on sustainable development to move Malaysia and Asia forward in this field. World-class infrastructure is already available to house the Center at Sunway University. I look forward to this exciting collaboration in addressing the complex challenges and opportunities of the Sustainable Development Goals.”**



**Professor Jeffrey Sachs,  
Director of the United Nations Sustainable Development Solutions Network**

Jeffrey D. Sachs is a Harvard-trained economist. He holds the title of University Professor, the highest rank Columbia bestows on its faculty. Sachs is also a director of the UN Sustainable Development Solutions Network and one of the leading authorities and champions of sustainable development. He is also the Special Advisor to United Nations Secretary-General Ban Ki-moon on the Sustainable Development Goals.



Economic (con'td.)

Six Objectives of the Jeffrey Sachs Center on Sustainable Development



“ I believe we have taken an important step to develop global expertise needed to move Malaysia and Asia forward in the area of sustainable development and to protect and preserve the planet. ”

Tan Sri Dr Jeffrey Cheah AO,  
Founding Trustee of JCF

Economic (con'td.)

Our Roles in Advancing Malaysian Industries

<p><b>Business Unit</b> Property</p> <p><b>Company</b></p> <ul style="list-style-type: none"><li>• FIABCI, the International Real Estate Federation</li><li>• Real Estate and Housing Developers' Association Malaysia (REHDA)</li></ul> <p><b>Individual</b></p> <ul style="list-style-type: none"><li>• Mr Khor Chen Nam is a member of FIABCI</li><li>• Mr Chong Sau Min is a committee member of REHDA Wilayah Persekutuan Kuala Lumpur</li><li>• Mr Ang Kee Ping is a committee member of REHDA Selangor</li></ul>	<p><b>Business Unit</b> Retail</p> <p><b>Company</b></p> <ul style="list-style-type: none"><li>• Sunway Pyramid Mall, Sunway Carnival Mall and Sunway Putra Mall are corporate members of the Malaysia Shopping Malls Association (PPKM)</li></ul> <p><b>Business Unit</b> Hospitality</p> <p><b>Company</b></p> <ul style="list-style-type: none"><li>• Malaysia Employers Federation (MEF)</li><li>• Association of Hotel Employers (AHE)</li><li>• Malaysian Association of Hotels (MAH)</li></ul> <p><b>Business Unit</b> Healthcare</p> <p><b>Company</b></p> <ul style="list-style-type: none"><li>• Malaysia Healthcare Travel Council (MHTC)</li><li>• Association of Private Hospitals Malaysia (APHM)</li></ul> <p><b>Business Unit</b> Leisure</p> <p><b>Individual</b></p> <ul style="list-style-type: none"><li>• Mr HC Chan is an Advisor of Malaysia Shopping Malls Association</li></ul> <p><b>Business Unit</b> Education</p> <p><b>Company</b></p> <ul style="list-style-type: none"><li>• Sunway University delivers world-class teaching and research with leading international collaborators such as Harvard University, USA; University of Oxford, University of Cambridge, Lancaster University, UK; and Le Cordon Bleu, Paris.</li></ul> <p><b>Individual</b></p> <ul style="list-style-type: none"><li>• Tan Sri Dr Jeffrey Cheah AO was conferred an Honorary Doctorate of Education by University Malaysia for his lifelong commitment to advancing the cause of education in Malaysia</li></ul>	<p><b>Business Unit</b> Quarry</p> <p><b>Company</b></p> <ul style="list-style-type: none"><li>• Malaysia Quarries Association (MQA)</li></ul> <p><b>Individual</b></p> <ul style="list-style-type: none"><li>• Mr Teh Quen Chang is President of the MQA</li></ul> <p><b>Business Unit</b> Building Materials</p> <p><b>Company</b></p> <ul style="list-style-type: none"><li>• Environmental Management System (2015-2018) ISO 14001:2004 Er 0860</li><li>• Quality Management Systems (2015 to 2018) ISO 9001:2008 AR 2935</li><li>• Ikram Product Certification-Senai Bs En 1338 Sn-Ikram-J061-J0300-N4616</li><li>• Ikram Product Certification-Batang Kali BS En 1338 Bk-Ikram-B265-J0300-N2316</li><li>• Singapore Green Labelling - ICP 022-026-0293</li><li>• Singapore Green Labelling - Eurotiles 022-026-0294</li><li>• Green Building Index</li></ul> <p><b>Business Unit</b> Commercial &amp; REIT</p> <p><b>Company</b></p> <ul style="list-style-type: none"><li>• Malaysian REIT Managers Association (MRMA)</li><li>• Malaysian Investor Relations Association (MIRA)</li></ul> <p><b>Individual</b></p> <ul style="list-style-type: none"><li>• Dato' Jeffrey Ng Tiong Lip has been a patron of REHDA since 2009</li><li>• Dato' Jeffrey Ng Tiong Lip has been the Chairman of the MRMA since 2016</li><li>• Dato' Jeffrey Ng Tiong Lip has been the Chairman of REHDA since 2016</li></ul>
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## Economic (con'td.)

### Sunway Continues to Boost Malaysia's Economy

Sunway Property's unique proposition of the build, own and operate business model continues to solidify Sunway Property's position in the market with a high growth property development segment and a stable base of income from a high yielding property investment segment. The 800-acre Sunway City is the country's first fully integrated green township as certified by the Green Building Index (GBI) of Malaysia. It is Sunway's flagship township development featuring a transit-oriented community where people live, learn, work and play in a safe, healthy and connected environment. Today, Sunway City welcomes 42 million visits annually and is home to more than 200,000 people, including a student population of over 25,000.

Sunway is the largest stakeholder in all of the integrated townships that it has built and is developing, which total some 5,000 acres. These include Sunway City in Selangor, Sunway City Ipoh in Perak and Sunway Iskandar in Johor.

Sunway Group's construction division has completed some of Malaysia's most impressive landmarks, including the Kuala Lumpur Convention Centre, the Sunway Pyramid Mall, Legoland Theme Park and Pinewood Iskandar Malaysia Studios. Sunway Construction has recently been appointed to contribute to a prestigious government project by developing 34 acres of land in Precinct 1 Putrajaya. Putrajaya is the Federal Government's administrative centre designed to attain greater efficiency for a growing government by housing all ministries in one location. The project was the first in its field to use the Virtual Design and Construction System (VDC) in the design of buildings.



Sunway Iskandar in the southern state of Johor comprises a 1,800-acre site that will be a modern sustainable development, built on the expertise gained from the group's earlier experiences with Sunway City.



The 1,350-acre Sunway City Ipoh in the northern city of Ipoh, Perak, has a complete township that is in harmony with nature and the area's ancient limestone formations and caves.

## Economic (con'td.)

Aerial view of Sunway City



As an internationally-accredited healthcare institution, Sunway Medical Centre focuses on services typically sought by travellers including elective procedures such as cosmetic surgery. Specialised procedures such as joint replacement for hips and knees, cardiac surgery and fertility treatment are concentrated on.

Sunway REIT is the most active M-REIT to undertake asset enhancement initiatives (AEIs). Sunway REIT has completed a total of RM656 million AEIs since its listing in July 2010 to FY2016. Sunway REIT's principal activities are investing in real estate, managing and enhancing the performance of these assets and contributing to the economic activities of Malaysia. In addition to creating jobs, these activities generate income for the nation and improve the overall socio-economy. It has a huge multiplier effect on the economic growth of the nation. The value of our properties have appreciated over the years. Directly or indirectly, our hotels and retail malls have helped the real estate value of surrounding properties appreciate. Surrounding our assets and properties, the occupancy rate and market value of the residential properties have appreciated over time.

### Providing a Spectrum of Local Opportunities

Our presence benefits communities in many ways and we consider local development a key part of being a sustainable and competitive company. We ensure our operations provide local people with clear benefits, particularly for the long-term, wherever they are based.

Our presence also develops local infrastructure and boosts revenue while providing employment. We deliver training and educational programmes that upskill local people, nurture long-term economic prospects while creating integral value for our business.

Sunway hires local employees for job openings whenever possible. Human resources has implemented a local hiring strategy that builds community relations. For example, the workforce of Sunway Building Materials' latest interlocking commercial paver factory in Marang, Terengganu comprises 80% locals and only 20% foreigners.

We routinely train both skilled and unskilled local recruits, providing apprenticeships and technical training support for all employment opportunities. Where particular skills and experience are unavailable locally or regionally, we target national and international labour markets.

We participate in various local and international career fairs to encourage talented locals to join our workforce. Initiatives in 2016 aimed at attracting Malaysians included:

- Participating in Malaysia's 100 Leading Graduate Employers Career Fair held in KLCC on 13 and 14 August 2016;
- Collaborating with student-led organisations and targeting universities to attract students through career talks and industry engagement sessions;
- Partnering with internationally-renowned financial and accountancy advanced learning and professional institutions to attract students to join us including the ICAEW and CFAB;



Economic (con'td.)

- Visiting schools and giving career talks to a selection of the best universities in the UK to reach out to Malaysian students living there; and
- Collaborating with internationally-based Malaysian student bodies to promote our summer programme.

Currently, Sunway does not have a policy that requires locally-based suppliers to be prioritised. We provide all suppliers with equal access to purchasing opportunities. All purchases are made through a tendering and bidding process that screens the supplier's credibility and ethical background. This screening process is performed both online and offline through clear and transparent procurement policies and practices. Nevertheless, more than 95% of our suppliers are either locally based or have local regional offices.

Sustainable Supply Chain

Sunway is committed to conducting business in an ethically, legally and socially responsible manner. A Supplier Code of Conduct has been implemented across the Group. Suppliers are expected to follow the highest standards of ethical behaviour while complying with applicable laws and regulations.



Standards Expected of Suppliers and Supply Chain Partners

-  Manage conflicts of interest, procurement relationships and ethical conduct
-  Abide by ethical labour practices for existing and potential projects as outlined in Sunway's risk assessment
-  Comply with all applicable labour and employment laws, ordinance, by-laws, rules, regulations or orders
-  Not engage in collusive bidding, price fixing, price discrimination or other unfair trade practices in violation of antitrust laws

Sunway minimises the risks associated with procuring from vulnerable sources and follows best practice in line with client expectations. Recently, the responsible sourcing of materials has become increasingly important.

Our environmental conservation policy and practices are communicated through various channels such as the Letter of Award (LOA), regular engagement and training sessions. We reinforce our commitment to a social and environmental supply chain to suppliers and subcontractors.

A risk assessment, which also evaluates social and environmental compliance, is conducted before a project is awarded to existing or new suppliers. Socio-environmental performance and initiatives to reduce suppliers' impact from operations are monitored, recorded and reported to the management. Sunway Construction conducts several informal inspections of suppliers' sites. Those displaying unethical behaviour that contravenes our socio-environment performance are given warnings, which may lead to termination.

Economic (con'td.)

Sunway Construction (SunCon)'s Environmental and Social Requirements for Direct Workers, Suppliers, Contractors and Subcontractors

- Compensation packages must comply with:**
  - The Worker's Compensation (Foreign Workers Compensation Scheme) (Insurance) Order 1996; and/or
  - The Social Security Insurance; and/or
  - Employer's Liability Insurance and/or
  - Any other insurance with statutory limits as requested by Malaysian laws.
- Workers must not be exposed to hazards or risks**
  - When carrying out work in addition to being supervised by our safety personnel on site
- Workers must not degrade the environment**
  - From potential pollution as far as is practicable and mitigate the potential impacts on the environment
- Persons committing environmental pollution offences**
  - Or accidents or dangerous occurrences in the sole opinion of the Site Environment, Safety and Health Committee must be removed from site
- Reduce the impact of their operations**
  - Measured through emissions released, biodiversity impacts, waste disposed, pollution and other environmental issues resulting from their operations
- Share SunCon's commitment to the environment**
  - SunCon is committed to using resources efficiently, supporting renewable power and purchasing high quality carbon offsets. SunCon wants suppliers who conduct business in a similar way. Suppliers must work to reduce their consumption of resources including raw materials, energy and water, throughout all aspects of the project.
- Transportation must be provided to and from the site**
  - All workers must be housed at locations where they can easily access public transportation.
- Fair remuneration must be provided**
  - That at least covers their living wage.
- Valid permits to work**
  - Must be issued before permanent or temporary workers can work in accordance with Malaysian Immigration and labour laws.
- Overtime**
  - Must be paid to workers

E-PROCUREMENT AT SUNWAY

Sunway supports the Malaysian government's aim for effective corporate governance. Sunway's e-Procurement journey began in 2001 to instil transparency, accountability and efficiency into the procurement process.

Registered suppliers are required to follow strict rules when using our web-based application, Ariba e-Sourcing. Sourcing agreements of the best value are chosen from those submitted

by different vendors. The online portal promotes efficiency and transparency, streamlines the sourcing process and optimises supplier competition. Information can be exchanged freely through the portal which promotes a fair and competitive environment.

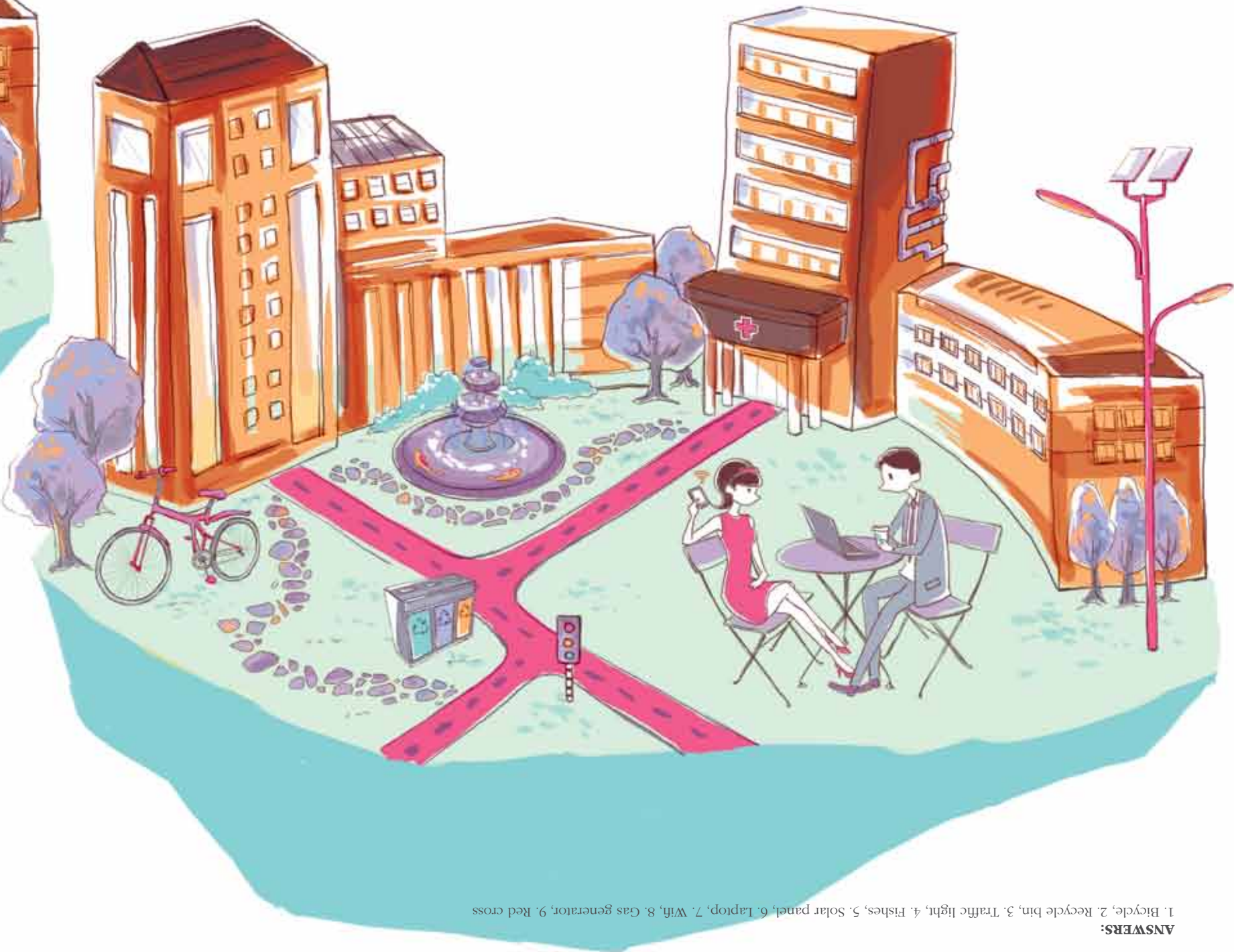
With consolidated Group spend reports, analysis and the streamlining of its supplier base, Sunway hopes to establish long-term relationships with suppliers to achieve Total Value Management for all purchased goods.



Environmental

Making a Difference

Spot all 9 differences to discover the many ways we have created change for the community.



ANSWERS:  
1. Bicycle, 2. Recycle bin, 3. Traffic light, 4. Fishes, 5. Solar panel, 6. Laptop, 7. Wifi, 8. Gas generator, 9. Red cross



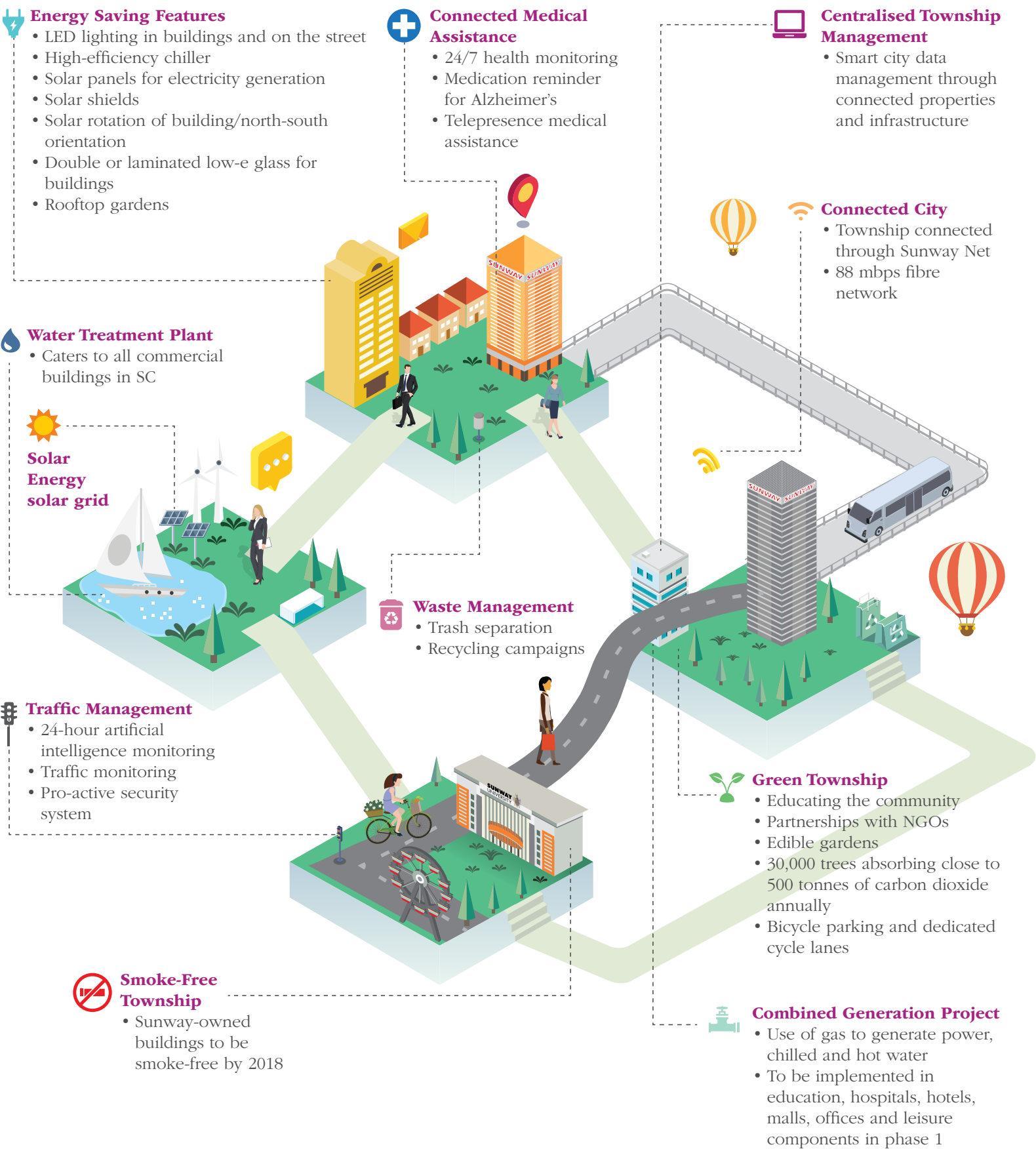
# Environmental

11<sup>th</sup> Malaysia Plan Fourth Strategic Thrust



Green growth is resource-efficient, clean and resilient. We are committed to sustainable development from the onset, rather than following a more conventional and costly ‘grow first, clean up later’ model. A reinforced commitment to green growth across operations ensures that our precious environment and natural endowment are conserved and protected for present and future generations.

## Sunway City (SC) In 2020 - Low Carbon City



# Environmental (con'td.)

## Urban Environment

Sunway City is established in an area that is well served by urban services such as local infrastructure, utilities and amenities. As the township houses many community facilities within its 800 acres, travel for daily commuting is reduced, which in turn lowers CO<sub>2</sub> emissions.

Sunway City is served by Bus Rapid Transit (BRT) stations, which encourage the use of public transport.

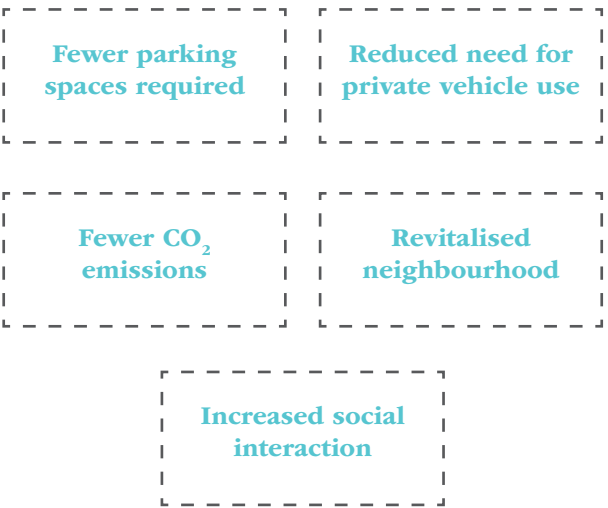
This transit-oriented township is designed to maximise access to public transport and emphasise the smart growth development strategy which has currently been promoted by many development plans in Malaysia.

Built on ex-mining land, Sunway rehabilitated the site by improving the environmental quality and resources available to local communities. The township has been successfully transformed from a mining crater, reintroducing more than 150 species of flora and fauna into the barren wasteland.

Sunway City is Malaysia's first sustainable township as certified by the Green Building Index. It is also a winner of two FIABCI Prix d'Excellence and three FIABCI Malaysia awards.

Sunway City can be fully accessed by a pedestrian network (Canopy Walk). All buildings are connected by an elevated walkway or elevated pedestrian walkway to encourage walking within the township. The township has space for parking bicycles at both Sunway Pyramid Mall and Sunway Lagoon. The elevated Canopy Walk is also complemented by the pedestrian walk. Additionally, a dedicated, continuous cycling network is scheduled for completion by 2020.

## Benefits of Pedestrian Network



### Flora & Fauna

More than

**150**  
species

### Green Spaces

**23.77%**  
13.77% over requirement

### Shaded Landscapes

**54.67%**

### Birds

**22**  
species

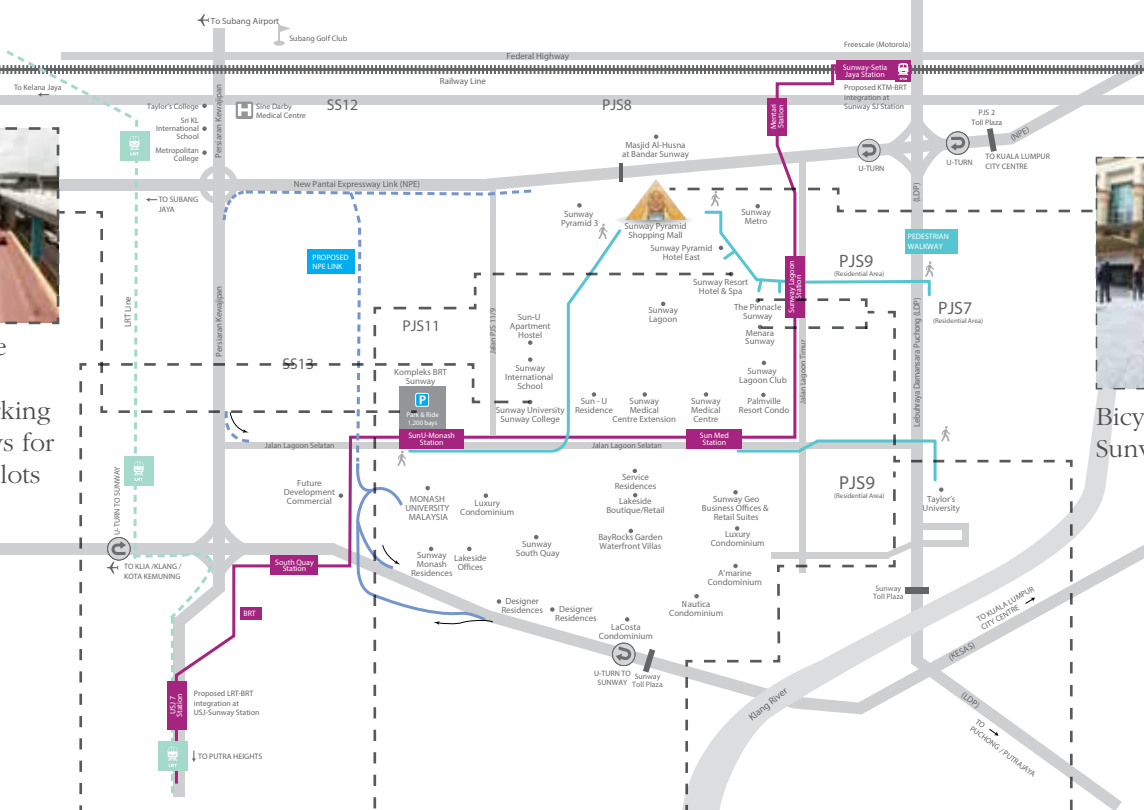
### Open Spaces

**47.97%**  
38.97% over requirement

### Waterscapes

**17.50%**

Environmental (con'td.)



The BRT-Sunway Line 4-storey Park n Ride facility with 1,153 parking bays including 23 bays for the disabled and 121 lots for motorcycles.


Bicycle parking at Sunway Pyramid.

The entire SC is surveilled by over 2,000 CCTV cameras.

Link bridge/pedestrian walkway connecting Sunway Resort Hotel & Spa and The Pinnacle Sunway.

Walking lane integrated with cycle lane.

Link bridge connecting Menara Sunway and The Pinnacle Sunway, and a basement connection between Menara Sunway, The Pinnacle Sunway, Sunway Pyramid Hotel & Sunway Pyramid.



**Station 1: Sunway-Setia Jaya Station**

- KTM-BRT Interchange
- Leisure Commerce Square
- Mentari Court

**Station 2: Mentari Station**

- Mentari Business Park

**Station 3: Sunway Lagoon Station**

Elevated covered walkway to:

- The Pinnacle Sunway (35m)
- Menara Sunway (140m)
- Sunway Resort Hotel & Spa (130m)
- Sunway Pyramid Hotel (270m)
- Sunway Lagoon Club (250m)
- Sunway Lagoon (260m)

**Station 4: SunMed Station**

Elevated covered walkway to:

- Sunway Medical Centre (20m)
- Sunway Geo (10m)
- Taylor's University (830m)

**Station 5: Sun U-Monash Station**

(Park & Ride - 1,153 bays)

Elevated covered walkway to:

- Sunway University (380m)
- Monash University Malaysia (15m)
- Sunway International School (700m)
- Sunway Lagoon Amphitheatre (800m)

**Station 6: South Quay Station**

- The Summit USJ
- Mydin USJ
- SEGi College Subang Jaya

**Station 7: USJ 7 Station**

- LRT-BRT Interchange

Environmental (con'td.)

Low Carbon City

Sunway City's masterplan includes green and blue corridors by identifying sites for environmental protection projects.

Our tree-planting programme is facilitated by our own nursery company, Tajul Green Sdn Bhd. We have set a target to increase the number of trees from the current 25,000 to 30,000 in 2020. These trees are ideal as they are fast growing, canopied and require little care. There are 31,779 native and 142,291 adaptive plant species in Sunway City. The most common species are presented below.

Component	Palm Type	Tree Type	Shrubs
Sunway Lagoon	Dypsis lutescens	Pisonia alba	Hymenocallis speciosa
Sunway Lagoon (rainforest)	Ptychosperma macarthurii	Acacia auriculiformis	Piper pseudolindenii
Sunway Medical Centre	Roystonea regia	Podocarpus spp	Hibiscus spp
Palmville Condo	Ptychosperma macarthurii	Polyalthia longifolia	Ixora (super pink)
Sunway University	Areca catechu	Syzygium grandis	Wedelia biflora
Sunway Pyramid	Livistona chinensis	Eugenia grandis	Rhapis excelsa
Sunway Resort Hotel & Spa	Elaeis oleifera	Khaya senegalensis	Pandanus pygmaeus
Menara Sunway	Dypsis leptochelios	Ficus microcarpa, "Golden"	Duranta erecta
Clubhouse (Sunway Lagoon Club)	Ptychosperma macarthurii	Erythrina glauca	Epipremnum aureum
Jalan Lagoon Selatan	Livistona rotundifolia	Pterocarpus indicus	Bougainvillea spp

Number of trees

25,000

Target trees by 2020

30,000

Native plants

31,779 species

Green spaces

23.77%

13.77% over requirement

Adaptive plants

142,291 species

Open Spaces

47.97%

38.97% over requirement



# Environmental (con'td.)

## Sustainable Building

We plan to use technology even more widely to establish Sunway City as a truly

**“sustainable smart city”**

of the 21<sup>st</sup> century.

Sunway is currently building a combined generation plant for Sunway City that will use natural gas to generate electricity, chilled water and hot water to help

**reduce the carbon footprint**

in a collective effort to combat global warming.

We manage energy and water consumption within the township. Energy usage is monitored and efficiency improvements are undertaken to reduce fossil fuel consumption, leading to fewer CO<sub>2</sub> emissions.

Water usage is also monitored and we are committed to improving water efficiency. Reducing the burden on the country's water resources is important to improve the economic, environmental and social wellbeing of the community.

Currently, air conditioning at Sunway City's offices accounts for 60% of total energy usage with 20% used for lighting and the remaining for mechanical operations such as running pumps. Substantial energy savings are achieved by specifying, operating and maintaining efficient chilling systems.

Building management systems have been installed in all our office towers and buildings. These automated real-time systems control, monitor and optimise functions that help reduce a building's energy consumption. They are also important as they measure the building energy index and overall efficiency.

We are currently formulating a building automation system with HITACHI to standardise all building energy indices. This standardisation will improve our buildings' energy performance and significantly reduce CO<sub>2</sub> emissions. This will be achieved by updating building automation and control functions in older and less energy-efficient buildings.

A building automation and control system is the building's brain that integrates information for all the building's technology. The building's brain is essential for monitoring energy use and all other operating costs.

### Role of the Building Automation and Control System



Heating Systems



Cooling Systems



Ventilation



Air-conditioning Plants



Lighting



Blinds



Fire Protection



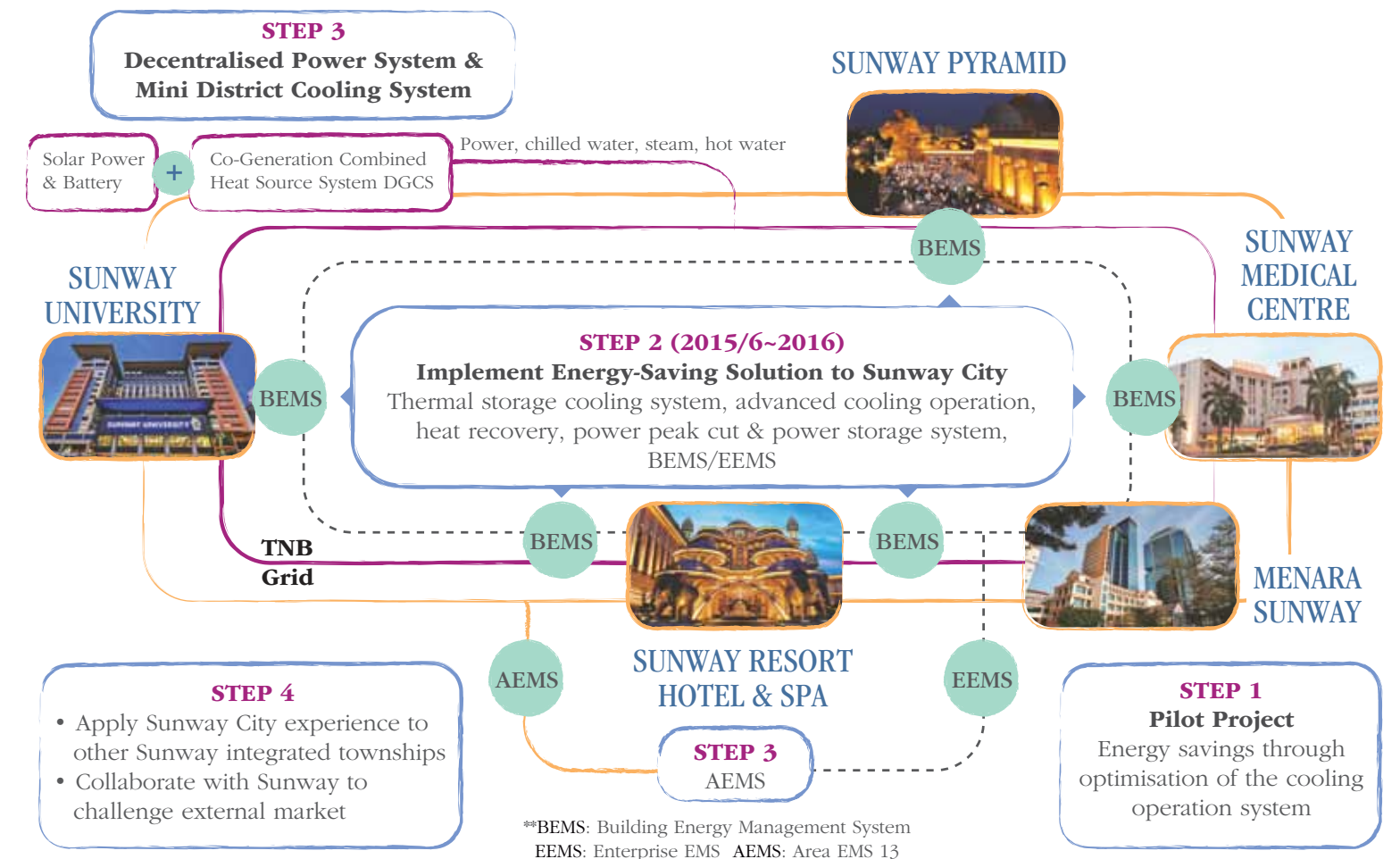
Security Systems

# Environmental (con'td.)

## Energy-saving Techniques Employed by Sunway

- Removing unnecessary lights
- Optimising air conditioning plant operations
- Rescheduling air conditioning and lighting
- Fully refurbishing Sunway Pyramid Mall's chiller plant, which increased its efficiency from above 1 to 0.7
- Monitoring chiller plant efficiency at all business units
- Running one chiller at maximum capacity with another on standby for peak demand
- Scheduling air conditioning and lighting to switch off after office hours and only 30% of lights being used at office common areas
- Adjusting office air conditioning temperature from 23 °C to 24 °C
- Standardising air conditioning temperature across Sunway Medical Centre between 23 °C and 26 °C, except in operation theatres as per Ministry of Health recommendations
- Standardising air conditioning temperature in operating theatres between 20 °C to 22.8 °C with relative humidity being between 40% and 70%
- Managing fresh air entering Sunway City buildings to control humidity.
- Installing efficient induction lamps at Sunway Pyramid Mall's loading bay that consume half the energy of conventional lighting
- Replacing all T5 fluorescent bulbs at Sunway Pyramid Hotel and Sunway Lagoon car parking areas with more energy-efficient and longer lasting LED bulbs
- Replacing incandescent light bulbs with LED alternatives in Sunway Resort Hotel & Spa
- Installing waterless urinals in all toilets at Sunway Pyramid Mall that use BioCare liquid, a special chemical that breaks down urine into environmentally-friendly components without the need for water
- Strategically positioning filtration systems at shopping malls' entrances to keep hot air out
- Installing air curtains that provide energy savings and increased comfort
- Dimming malls' car park lighting outside of normal operating hours
- Installing sensors at the entrance of escalators

### Energy Solution and Concept for Sunway City





Environmental (con'td.)

Currently, Sunway collects storm water in a retention pond before using it for landscaping irrigation, Sunway Lagoon's surf pool and general cleaning around Sunway Lagoon. The recycled water is treated with CleanFlo Inversion and an Oxygenation System and the water quality is tested regularly. No potable water is being used for irrigation as recycled water reserves last up to 189 days.

Currently, an average of 9,000 m<sup>3</sup> of water flows into the South Quay Lake. A combination of surface runoff and groundwater is constantly being pumped into nearby monsoon drains and discharged into Sg. Penaga. In 2016, Sunway City constructed its own water treatment plant, which was commissioned in November 2016. The plant, the first of its kind in Malaysia, will purify water from the South Quay Lake, meeting potable water standards set by the Ministry of Health. The treated lake water will be distributed to existing, new and future commercial buildings.

Green Building

Green building, also known as green construction or sustainable building, refers to both a structure and the use of processes that are environmentally responsible and resource-efficient throughout a building's lifecycle.

We have promoted sustainable solutions for a long time to help clients realise their aspirations for sustainability through green building. Eight green building projects have been built by Sunway Construction to date. International School Kuala Lumpur is the most recent green building project that was awarded a GBI Platinum rating. Our commitment to green building serves to address all issues including biodiversity, Greenhouse Gas (GHG) emissions, energy management, resource use, pollution, waste management and water management.

Sunway Clio Hotel & Retail (Sunway Pyramid Mall Phase 3), completed in early 2016, are our latest green leases and operations have already commenced.



The Status of Our Green Buildings



**Sunway Clio Hotel & Retail**  
Completed (GBI Certified & Green Mark Gold)



**The Pinnacle Sunway**  
Completed (GBI Certified & Green Mark Gold)



**Parcel F**  
Ongoing (GBI Gold)



**CP4 - Office Tower**  
Ongoing (Green RE Certified)



**PZ 10 Office & Hotel**  
Completed (GBI Certified)



**International School Kuala Lumpur**  
Ongoing (GBI Platinum)



**KLCC Package 2**  
Ongoing (GBI Gold)



**Afiniti, Johor - Wellness Centre, Somerset Medini & CIMB Leadership Academy**  
Ongoing (GBI Certified)

Environmental (con'td.)

Green Building Features Adopted in the Construction of Sunway Clio Hotel & Retail

Energy Efficiency

- High-performance glazing and roof insulation to reduce heat gain
- Overall Thermal Transfer Value below 50 W/m<sup>2</sup>
- Energy Management System to control, monitor and integrate building energy equipment
- Individual lighting zones allow flexible control for occupants
- Electrical submetering for major energy equipment that is linked to the energy management system for easy monitoring and recording.
- Hotel rooms use keycard sensors that switch off electricity when guests leave the room

Indoor Air Quality

- Smoking prohibited in the building
- Designated smoking area placed 10m from entrance of building
- Low-VOC materials to reduce indoor air pollutants
- Internal noise levels kept at an acceptable and tolerable level

Sustainable Site Planning & Environment

- Developed on land that does not affect biodiversity
- Existing damaged sites are redeveloped and rehabilitated
- Sites in urban areas with existing infrastructure are selected to preserve habitat and natural resources
- Erosion and Sediment Plan implemented to reduce pollution, sedimentation and airborne dust generation
- QLASSIC minimum score of 70%
- Adequate health and hygiene facilities for workers on site
- Site located within a 1km radius from public transport to control pollution from cars
- Building user manual records all passive and active features

Materials & Resources

- Reuse building materials and products to reduce wastage
- Recycled content materials are used in the building
- Regional suppliers used to reduce environmental impact from transportation
- Zero Ozone Depleting Potential (ODP) products used

Water Efficiency

- Rainwater harvesting used for irrigation
- 50% reduction of potable water consumption for irrigation
- Efficient fittings to reduce annual potable water consumption
- Water submetering is linked to the energy management system for monitoring
- Condensate water recycled into rainwater harvesting for irrigation

Urban Transport

11<sup>th</sup> Malaysia Plan Fifth Strategic Thrust



Improved connectivity  
Seamless accessibility  
Increased economic activity

Over the years, Sunway has invested more than RM300 million in improving Sunway City's connectivity, accessibility, landscape and green efforts. This initiative supports Sunway's growth as a tourist destination and value-generation hub for the nation.

**FIRST PHASE** 380m elevated walk which connects Sunway Pyramid to Sunway University

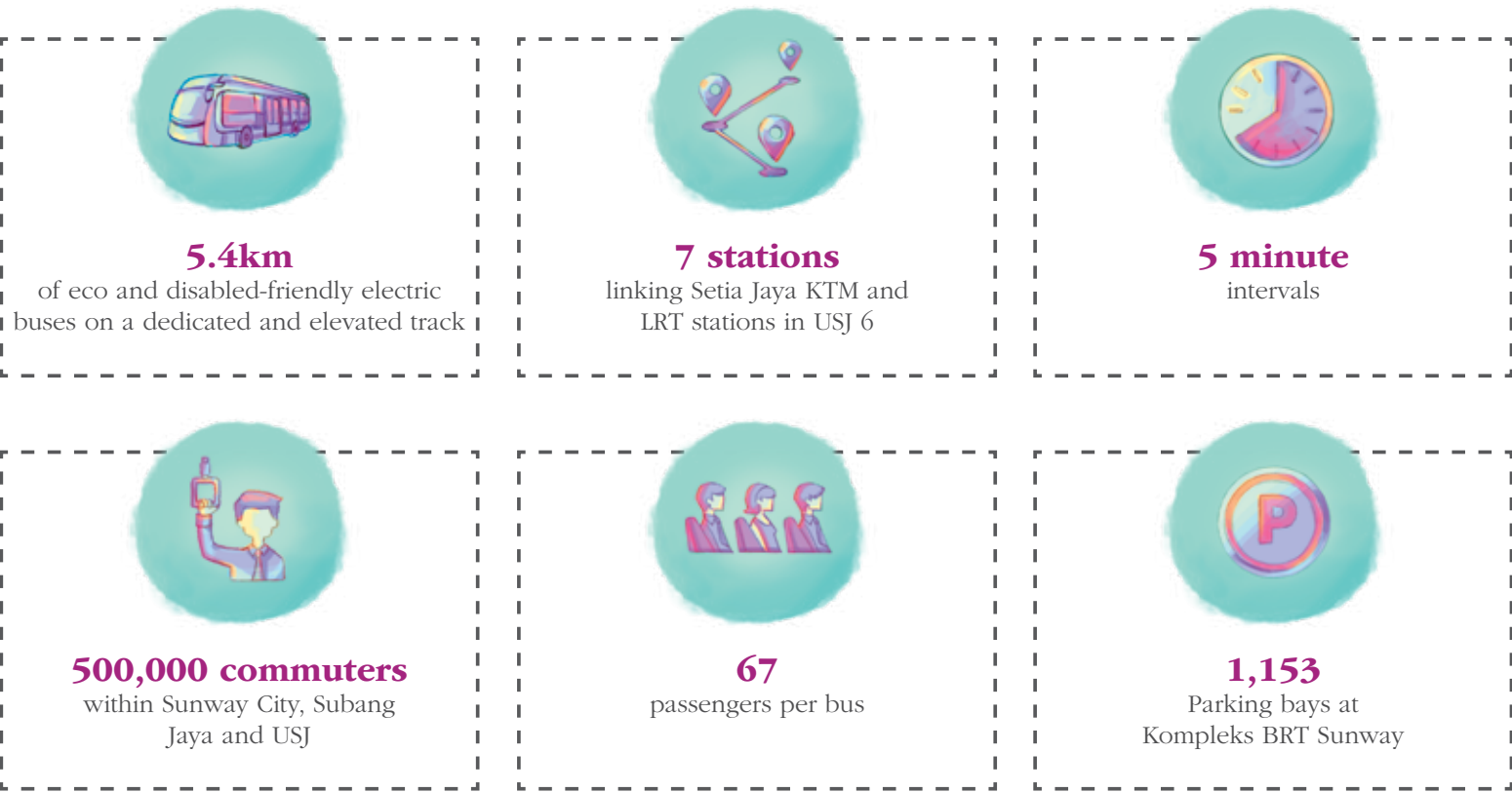
**SECOND PHASE** 685m elevated walk which connects Sunway University to Monash University Malaysia

**THIRD PHASE** 427m elevated walkway which connects Sunway Lagoon station with Sunway Pyramid Shopping Mall. Another 800m walkway connects Taylor's University with SunMed Station.



# Environmental (con'td.)

Sunway Group partnered with Prasarana in a private-public partnership to build Malaysia's first dedicated and elevated Bus Rapid Transit system (BRT-Sunway Line). Sunway Group also supports the Subang Jaya Municipal Council (MPSJ) in road expansion efforts and upgrading the infrastructure in Subang Jaya and USJ.



In 2010, Sunway began investing RM20 million in constructing a 2.3km elevated covered canopy walk, which improves connectivity. The canopy walk will be extended to some 4km in the near future. The canopy promotes walking to Sunway City community as it is patrolled by Sunway's security personnel and fitted with 59 CCTV cameras.

Our comprehensive and integrated traffic management plan incorporates passive design solutions to roads such as traffic calming to reduce vehicular speed. Perunding Trafik Klasik Sdn Bhd has performed several traffic impact assessments and traffic studies. The township prioritises entrances and exits that smoothen traffic flow. In the future, we hope to introduce a centralised smart traffic management system.

## Minimising Environmental Impact from Development

Sunway adopts a minimal cut and fill approach to avoid importing soil for environmental and cost reasons. When constructing buildings and infrastructure, excavated soil is temporarily stored on the site for use once the foundations and basement structure have been completed.

All trees that do not hinder construction are untouched; others are relocated to preserve the environment. Temporary earth drains with concrete lining and silt traps are erected. Natural lake water is used to water down construction sites to minimise dust. Temporary slope protections are measured during construction to prevent erosion and environmental hazards from dust.

Storm water is collected and channelled into the storm drainage system to prevent flooding. Emergency discharge pipes at the drain:

- Help avoid overflow water from being discharged into Sunway Lagoon's lake; and
- Offer additional holding capacity in torrential rain.

Sunway's Virtual Design & Construction (VDC) system improves efficiency, avoids reworks and reduces materials wastage. All construction sites follow the ISO 14001:2004 standard. Construction debris is separated for recycling or proper disposal. For example, discarded cut steel bars are sold as scrap metal for recycling while hacked concrete and bricks are reused for back filling.

Incorporating advanced technologies in our operations such as system formwork technology helps us improve productivity and efficiency.

We are currently conducting a feasibility study into building a co-generation plant at Sunway City. The power plant will run on natural gas and generate electricity, chilled water and hot water by 2018. Generating power in this way will reduce CO<sub>2</sub> emissions, air pollution and emissions of ozone-depleting refrigerants. This approach will help combat global warming and control the demand for electricity.

Sunway is also examining the feasibility of a solar renewable energy drive. We aim to install a solar grid by 2020, by which time the energy-conversion technology should be sufficiently high and the total life cycle costs will become more viable.

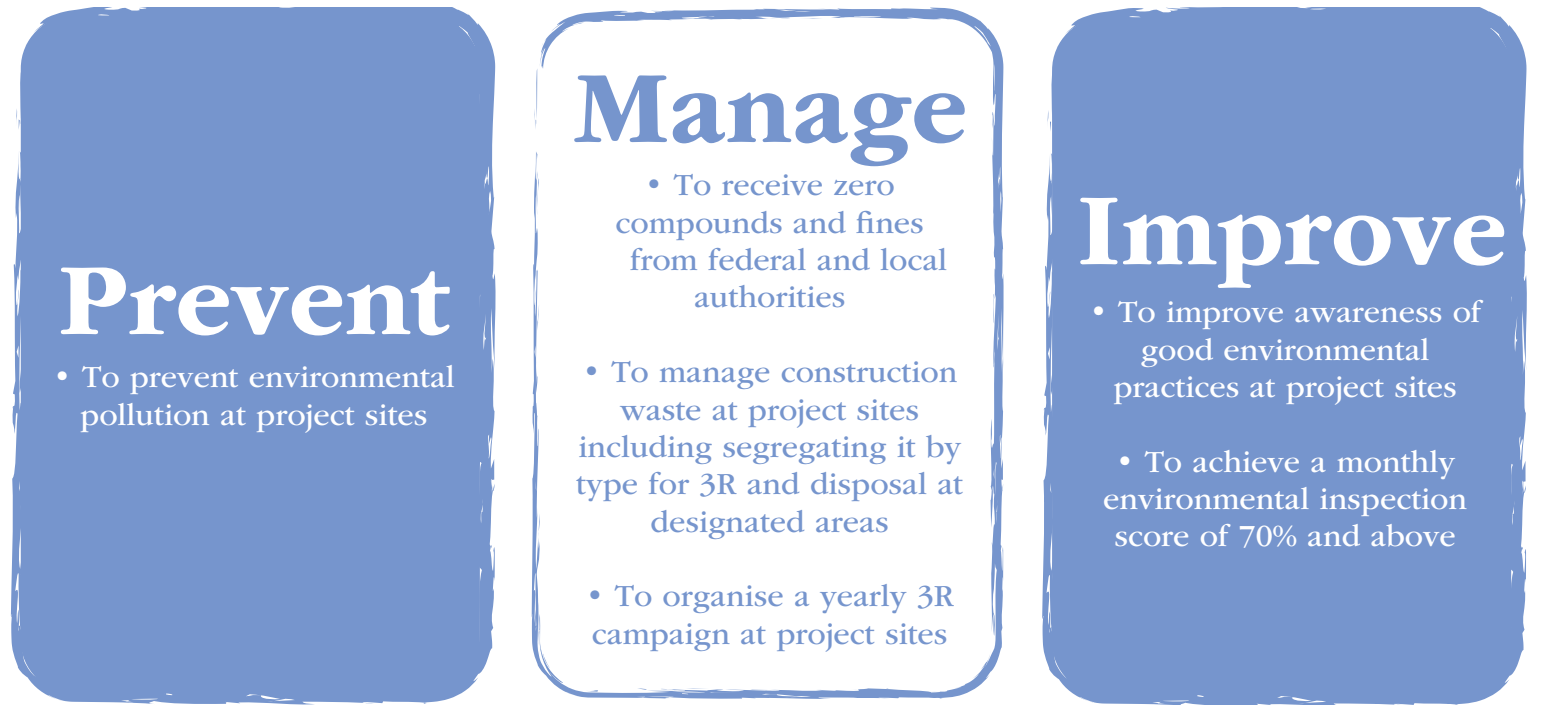
# Environmental (con'td.)

Achieving environmental certifications and accreditations are merely our minimum targets. For example, even though 100% of sites at Sunway Construction are ISO 14001 certified, the company has taken extra efforts in controlling environmental pollution resulting from its operations.

## Benefits of System Formwork



## Sunway Construction Environmental Objectives at Project Sites

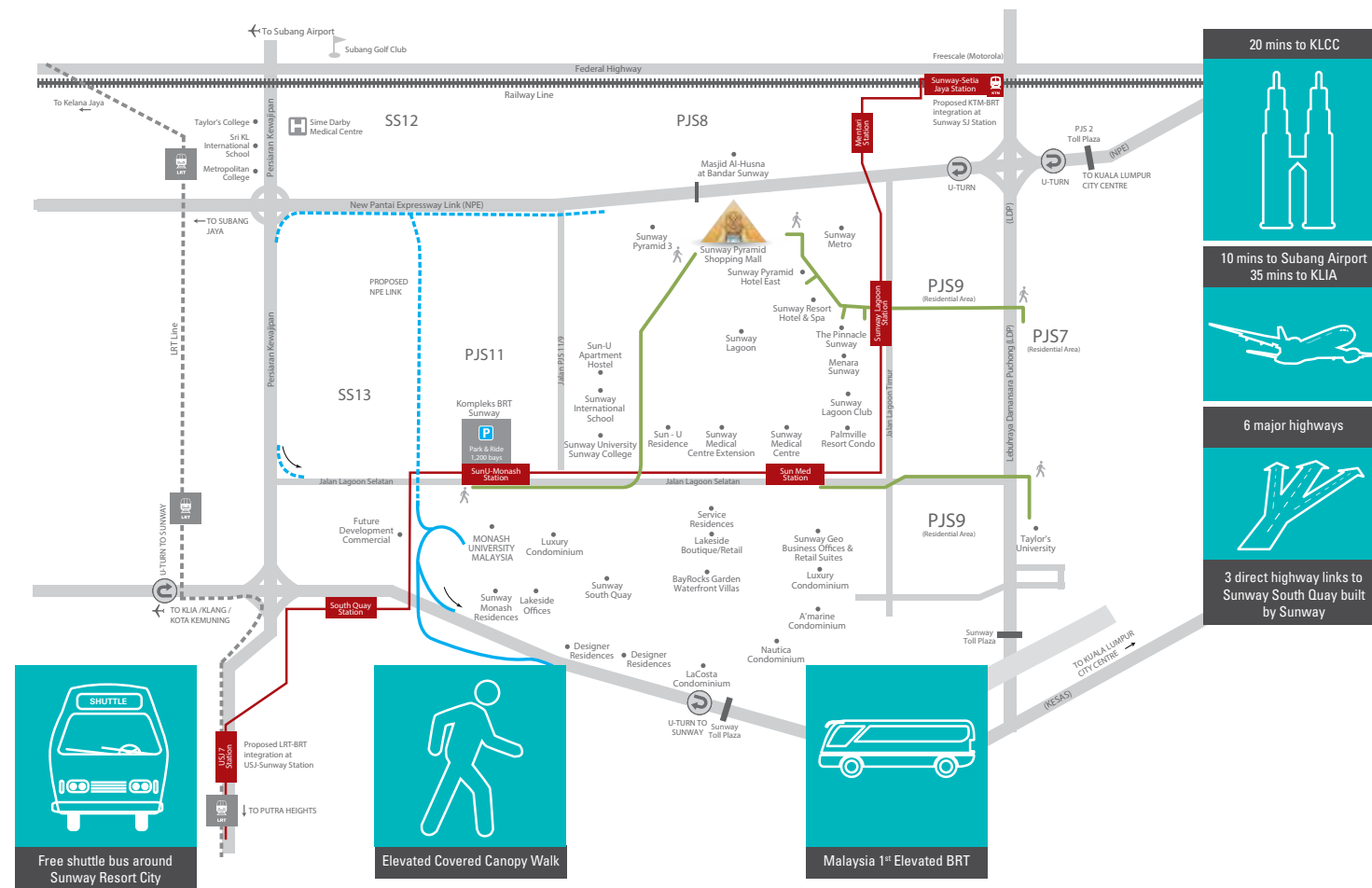




## Environmental (con'td.)

## Transit Oriented Township

## The Transit Master Plan



Sunway City is currently one of Malaysia's most connected cities, linking seamlessly with the public road network, public transport and the nation's first elevated BRT-Sunway Line. Sunway City is also Malaysia's first transit-oriented township with seven key lifestyle components, offering an impressive array of housing, jobs, shops, restaurants and entertainment.

As a Transit Oriented Development (TOD) township, Sunway City is able to concentrate on development and activities that capture value, which is reinvested in communities and the region.

## Environmental (con'td.)

## Sunway City's Transit Oriented Development Foundation Rationale

**TOD is not just a development near transit. It also:**

- Increases 'location efficiency' allowing people to walk, cycle and take transit transportation
- Boosts transit ridership and minimises the impact of traffic
- Provides a rich mix of housing, jobs, shopping and recreational choices
- Creates value for the public and private sectors and for both new and existing residents
- Develops a community spirit

**TOD benefits new and existing residents, transit agencies, local governments, local merchants, developers, investors, property owners and those preferring not to drive which:**

- Is more sustainable
- Uses land, energy and resources more efficiently
- Helps conserve open spaces
- Leads to less oil and gas being consumed
- Leads to cleaner air
- Minimises traffic
- Encourages walking
- Increases revenue by allowing cities to reduce tax rates and compete with suburbs
- Increases transit ridership at a reduced cost compared to utilising bus services or parking areas to bring riders to stations
- Increases property values, lease revenues and rental prices
- Increases pedestrian traffic for local businesses
- Creates an opportunity to build mixed-income housing
- Provides community benefits and affordability
- Reduces transportation expenditure
- Promotes healthier lifestyles
- Makes neighbourhoods safer with more people on the street

### Strategies include:

- Property and sales taxes
- Real estate lease and sales revenues
- Farebox revenues
- Fees on everything from parking to business licenses
- Joint development
- Tax increment financing
- Special assessment districts
- Public-private partnerships

## Environmental Initiatives

## Sunway Property Races for a Better Planet

Sunway Property celebrated World Environment Day (WED) by inviting over 2,000 community members to its Discovery Walk 2.0. A total of RM80,000 was pledged to our two NGO event partners: EcoKnights and Malaysian Environmental NGOs (MENGO). This donation demonstrates our commitment and support of their public environmental initiatives.

Sunway Property also sponsored over 50 students, teachers and parents from two of Sunway's seven adopted schools, SJK (C) Chi Wen and SK Bandar Sunway, to join the green fun.

The Discovery Walk 2.0 marks the final WED celebration for the 'Race For A Better Planet' initiative.

### Other Green Community Engagement Events Conducted in 2016





Environmental (con'td.)

Past Green Community Engagement Events



A World Environment Day (WED) celebration in Sunway Iskandar supported by the U.S. Embassy



The first instalment of the 6km Discovery Walk



The well-received Sunway Property Water Jam in Sunway City



An eco-bags initiative and environment-related challenges in Sunway City Ipoh



The "Be A Green Hero" booth activity and collage art competition in Sunway Penang

Earth Hour

Earth Hour is a worldwide grassroots movement uniting people in protecting the planet. Organised by WWF, it engages the mainstream community on a broad range of environmental issues. Starting out as a lights-off event in Sydney in 2007, it has since grown to engage more than 7,000 cities and towns worldwide.

Sunway and its business units participate in this yearly movement by switching off all non-essential lights for one hour. In 2016, the earth hour was celebrated on 19 March from 8.30pm to 9.30pm.

In conjunction with Earth Hour, a competition was held for Sunway South Quay residents. This story-writing contest invited contestants to write about their most interesting earth hour experience. Two winners from Nautica Condominium and A'Marine Condominium each walked away with a 'Cuisine in the Dark' lunch voucher.



17 June 2016 At Sunway Nexis



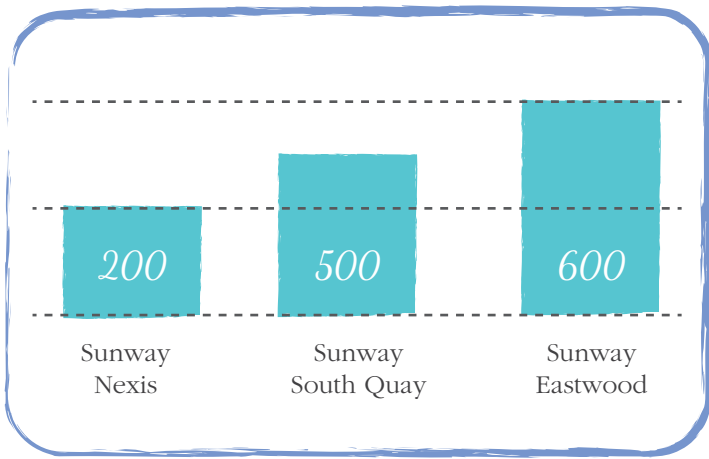
18 June 2016 At Sunway South Quay



19 June 2016 At Sunway Eastwood

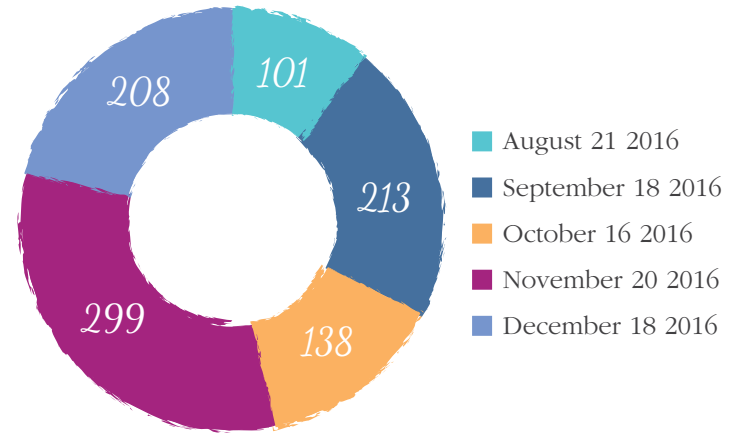
Environmental (con'td.)

Recyclables Collected (kg)



In August 2016, Sunway Property also initiated a monthly recycling initiative with Sunway South Quay being the designated recycling point. Recyclables are collected on every third Sunday of each month. Materials collected include metals, papers, plastics, aluminium, glass, electrical waste and clothes. Total materials collected each month is summarised below.

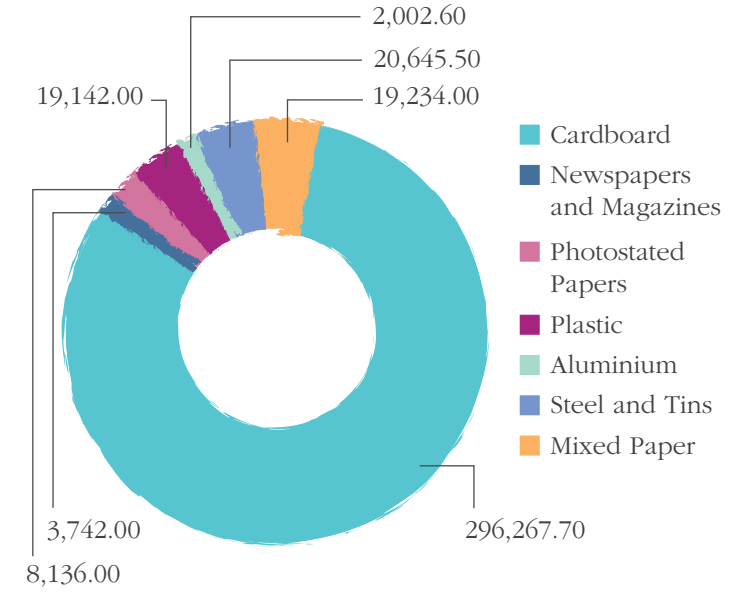
Breakdown of 894 kg of Recyclable Materials Collected in 2016



**General Recycling at Sunway City**  
Recycling collection centres have been set up throughout Sunway City and materials are recycled each month. More than 300,000 kg of waste is recycled annually, with our employees leading the effort. Generated waste is segregated into paper, glass, aluminium and plastics before being collected by an appointed recycling contractor.

**Recycling at Sunway Pyramid Mall**  
Sunway Pyramid Mall continues its initiatives that encourage shoppers and tenants to separate their waste for recycling. The total recycled waste collected in 2016 is shown in the chart below.

Sunway Pyramid Mall Recycled Waste Collected in 2016 (kg)



Old printer cartridges are returned to vendors for recycling or safe disposal

Old furniture such as office desks and chairs are donated to charity

Newspapers are collected separately and sold as recyclable waste

Irreparable machines and equipment are sold as scrap



Environmental (con'td.)

Sunway Pyramid has set up a recycling buy-back centre where the public can donate recyclables such as paper, plastic bottles, batteries, cans and glass bottles. The centre is located at the car park level B1 (red zone).

Environmental Impact from Operation

Sunway conducts an Environmental Impact Assessment (EIA) before work commences, especially for projects that will likely adversely affect the environment. For example, Sunway Quarry conducted an EIA and submitted its report to the Department of Environment (DOE) Selangor for approval before commencing work.

Sunway Semenyih is the temporary operator of a 105-ha quarry. Pollution levels generated from the quarry's existing operations are presented below. The monitoring results and baseline data provide a good indication of the pollution affecting the surrounding area.

Summary of Results

Ambient Air Monitoring Results

Location	Result (µg/m³)	Averaging time	Malaysian Guideline*(µg/m³)
A1	116	24 hours	260
A2	122	24 hours	260

\*Malaysian Recommended Environmental Air Quality Guideline

Total Suspended Particles (TSP) monitored during the 24-hour monitoring at Point A1 and A2 were 116 µg/m³ and 122 µg/m³ which complied with the Malaysian Recommended Environmental Air Quality Guideline limit of 260 µg/m³.

Water Quality Monitoring Results

Parameters	W2	W5	INWQ Class IIA	INWQ Class III
pH value	6.0	5.6	6.0-9.0	5.0-9.0
Biochemical Oxygen Demand (5 days @ 25° C), mg/L	5	3	3	6
Chemical Oxygen Demand, mg/L	ND<15	ND<15	25	50
Total Suspended Solids, mg/L	14	19	50	150
Oil and Grease, mg/L	ND<10	ND<10	Nil	-
Ammoniacal Nitrogen as NH <sub>4</sub> -n, mg/L	0.23	0.32	Nil	-
Dissolved Oxygen, mg/L	7.7	8.0	5.0-7.0	3.0-5.0

Based on the laboratory result, all tested parameters for both point W2 and W5 complied with the Class II of National Water Quality Standards for Malaysia (NWQS) (Class IIA and Class III).

Environmental (con'td.)

Waste Management

General wastes from the interior and exterior of our buildings are placed in receptacles provided. Bins of varying models and colours are placed within the unit or department or at strategic places such as in public toilets, offices, pantries, entrances, exits and lift landings.

Housekeeping attendants empty the bins several times each day; the waste is then transported by green 2-wheel or 4-wheel bins

to the open-top bin, which is collected by Sunway's preferred vendor for landfill.

Sunway has introduced good waste management practices across all business units to comply with environmental legislation, reduce costs and help create a positive company image.

For example, the diagram below shows Sunway Construction's maximum wastage allowed by work type. Project accountants visit project sites to carry out internal audits on material wastage to ensure adherence to the QESH objective.

Maximum Wastage Allowed by Work Type



Say No to Non-biodegradable

Sunway discourages the use of non-biodegradable items such as polystyrene cups, plates, takeaway containers and plastic bags. Leading the way in going green, Sunway Medical Centre equipped each employee with a lunch box containing a stainless steel fork and spoon in a reusable bag to discourage polystrene takeaway food containers. Takeaway food containers and cups used are made from eco-friendly material and paper bags are used whenever possible.



Environmental (con'td.)

General Waste



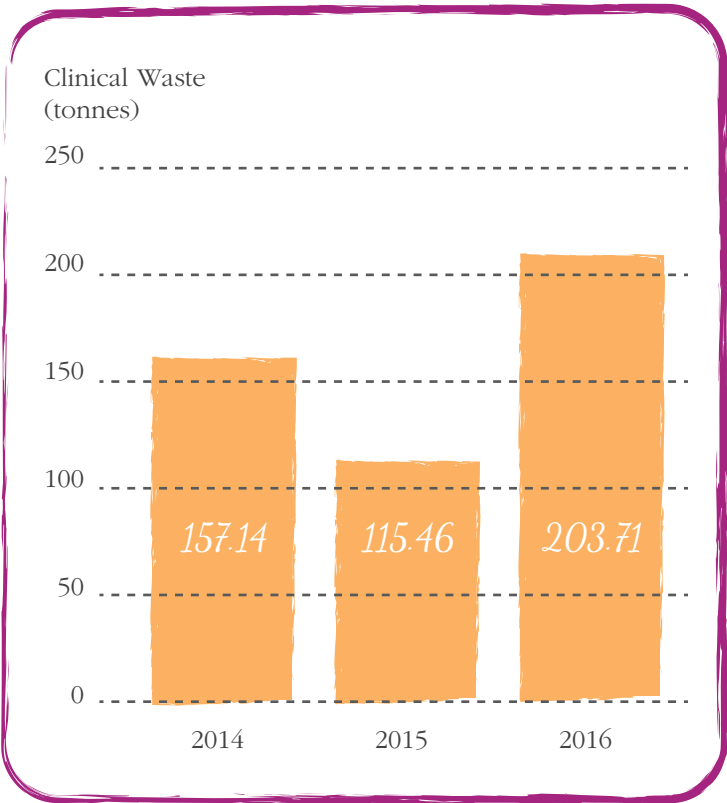
Clinical Waste

Clinical waste is segregated where it is generated. It is disposed of in yellow step-bins lined with yellow colour waste bags, both bearing a biohazard icon. These bins are collected several times each day by the Housekeeping Attendant. The bins are wheeled to the interim Clinical Waste Storage Chamber.

A licensed contractor collects the clinical waste according to the agreed schedule documented in the service agreement before being transported to the incineration plant.

The licensed contractor prepares a monthly Summary of Clinical Waste Collection report. The manager or head of the housekeeping department extracts the data and prepares a report. This report, along with copies of all consignment notes for the month, is sent to Selangor State Department of Environment as per regulations.

Clinical Waste Collected



Environmental (con'td.)

Clinical Waste



Water Management

Growing pressure on water resources has a major impact on our economic, environmental and social wellbeing. At Sunway, we do our utmost to protect this valuable resource and use it sparingly wherever possible. Our water consumption in 2016 is presented in the table below.

Property	Volume (m <sup>3</sup> )
Menara Sunway	48,076.95
The Pinnacle Sunway	154,801.13
Sunway Medical Centre	87,189.38
Sunway Pyramid 1 & 2	757,047.12
Sunway Lagoon	402,287.80
Sunway Resort Hotel Main Tower	323,017.80
Pyramid Tower	70,995.91
Resort Suites	47,516.06
Sunway Lagoon Club	25,449.13
Monash University Malaysia	88,370.00
Total	2,004,751.28

Biodiversity Conservation

Prior to commencing work, we analyse the likely impact of our projects on biodiversity, developing mitigation measures or offsets if risks are identified. This reduces the risk of biodiversity loss to an acceptable level guided by our environmental approvals.

We also conduct biodiversity assessments at each phase of a project. Following the completion of these assessments during the design stage, we develop construction plans that minimise our impact on biodiversity.

Sunway Construction's Approach to Minimising Loss of Biodiversity

Obtaining all necessary environmental regulatory approvals and consent before commencing work

Meeting permit biodiversity management conditions

Clearing in a manner that minimises habitat loss and/or degradation

Implementing an offset or relocation programme if disturbing biodiversity within an area zoned for clearing is unavoidable



Environmental (con'td.)

Landscape Rehabilitation

Sunway Quarry's landscape rehabilitation plan includes hydroseeding. Hydroseeding involves spraying a viscous mixture of seeds, water, fertilisers and natural fibres, which help to protect the seeds until germination. Hydroseeding is an extremely cost effective and successful method of establishing new vegetation.

Our grass seeding process sprays a mixture of seed, water, mulch, eco-friendly binder, fertiliser and trace elements to establish vegetation in areas that might otherwise be too large, inaccessible or impractical for conventional seeding. The water retaining mulch keeps the seeds moist, preventing wind and rain erosion while retaining essential nutrients for healthy grass. Sunway Quarry also plants Eugenia trees along the access road and lemongrass near its quarry offices.

Research on Biodiversity Impact

Sunway Lagoon partners with Dr Robin Fay Wilson of Sunway University for hornbill and otter DNA research. Sunway Lagoon and Professor Koh Hock Lai of Sunway University also research lake conservation. Our operations have had no known negative impact on local flora and fauna.

Conserving Our Nature

Sunway City Ipoh is an epitome of sustainable development built on the principles of preservation and conservation. It is home to natural assets including 260 million-year-old limestone hills, a 100% natural mineral hot spring and awe-inspiring caves.

Sunway Iskandar offers world-class city living, alongside lush greenery and serene water bodies including the 7km long Pendas River and the Straits of Johor, with mangrove areas that we protect and preserve.

Energy Management and Addressing Climate Change

Managing and reducing energy consumption saves money, helps mitigate climate change and improves our corporate reputation. We aim to achieve and maintain optimum energy procurement and utilisation throughout the organisation. This approach also helps reduces our energy costs and mitigate the harmful effects on the environment. Our electricity usage is presented below.

Electricity Consumption by Site

Site	2014	2015	2016
Sunway Paving Solutions	782,520	1,320,400	
Sunway Hotel	30,260,360	28,282,597	25,045,851
Menara Sunway	8,032,102	7,411,987	5,307,864
Sunway Medical Centre	16,120,211	16,297,121	15,067,505
Sunway Resort Hotel & Spa	22,181,953	20,493,436	18,065,845
Sunway Pyramid	32,004,910	30,347,348	10,441,011
Sunway Pyramid 2	27,464,722	30,124,187	25,229,538
Sunway Pyramid (C2B)	30,167,600	24,700,923	24,309,976
Sunway Hotel Georgetown	3,317,692	2,971,480	2,837,180
Sunway Hotel Seberang Jaya	3,192,891	3,017,326	3,190,191
Sunway Hotel Phnom Penh	2,256,670	2,320,200	2,408,428
Sunway Hotel Hanoi	1,375,300	1,577,000	1,628,000
Sunway Lagoon	9,861,974	11,089,773	11,771,342
Sunway Pyramid Hotel	7,237,730	7,093,332	4,395,528
Sunway Resort Suite	500,420		463,509
Sunway Putra Hotel	7,759,916	5,017,414	6,286,152
Sunway Putra Tower		1,660,484	987,466
Sunway Putra Mall		15,016,571	23,819,996
Sunway Lagoon Club	858,176	831,243	749,853
The Pinnacle Sunway	2,248,364	6,791,327	7,118,792
Total	205,623,511	216,364,149	189,124,027

This is the second year that we have calculated our carbon emissions. We are reporting on available data gathered from various parts of Sunway Group.

Our emissions accounting is based on the internationally recognised Greenhouse Gas (GHG) Protocol established by the World Business Council for Sustainable Development (WBCSD) and World Research Institute (WRI). Emissions accounting is based on the GHG Protocol classification of direct and indirect emissions.

Environmental (con'td.)

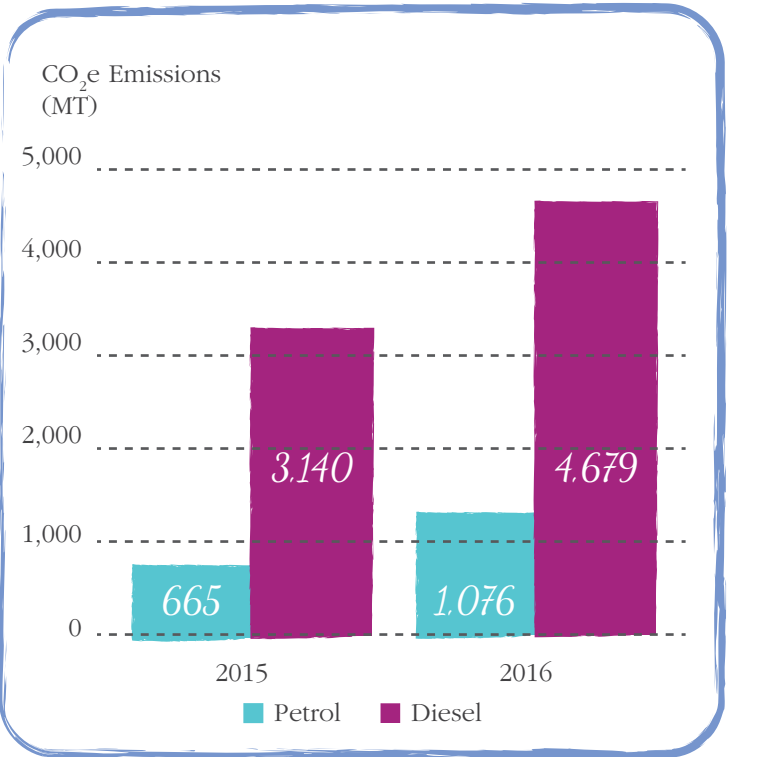
Direct GHG emissions are produced from sources that are owned or controlled by Sunway. Indirect GHG emissions are emissions that are a consequence of business activities, but occur at sources owned or controlled by another entity. The GHG Protocol further categorises these direct and indirect emissions into three broad scopes: direct GHG emissions, indirect GHG emissions and other indirect GHG emissions. We have adopted this standard for our reporting.

Scope	Category	Indicators Measured
Scope 1	Direct GHG emissions	Company owned vehicles
Scope 2	Indirect GHG emissions	Electricity
Scope 3	Other indirect GHG emissions	Air travel

**Scope 1**  
All fuel purchases are monitored and recorded to calculate GHG emissions from company-owned vehicles. Separate calculations have been performed for petrol and diesel from Group data. The purchases were monitored in Ringgit Malaysia. We have assumed that 80% of the fuel purchases were diesel and the remaining petrol. The volumes of both petrol and diesel were calculated from the average fuel price for the year.

CO<sub>2</sub>e emissions from the consumption of fuel were derived from the emission factor published by the IPCC Guidelines for National Greenhouse Gas Inventories.

CO<sub>2</sub>e Emissions (MT) from Company-Owned Vehicles by Fuel Type

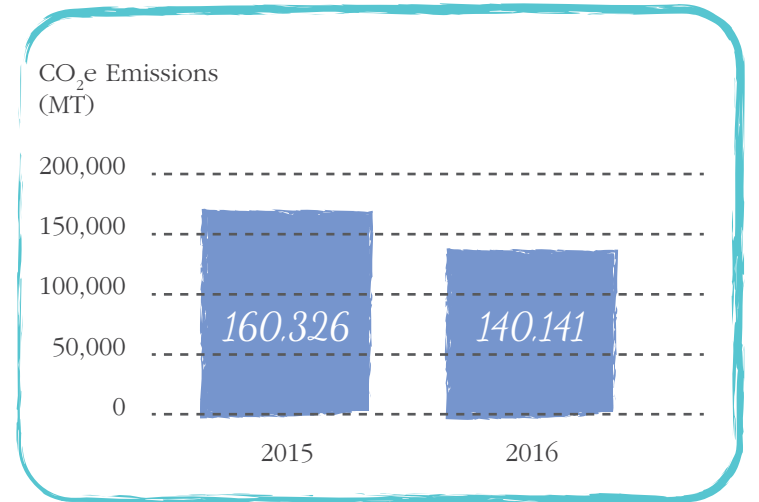


Our company owned vehicles produced an estimated 5,755 MT of CO<sub>2</sub>e emissions in 2016.

**Scope 2**  
Electricity has been calculated from Group electricity bills. Electricity used by our office buildings, hotels and shopping centres has been used in this calculation.

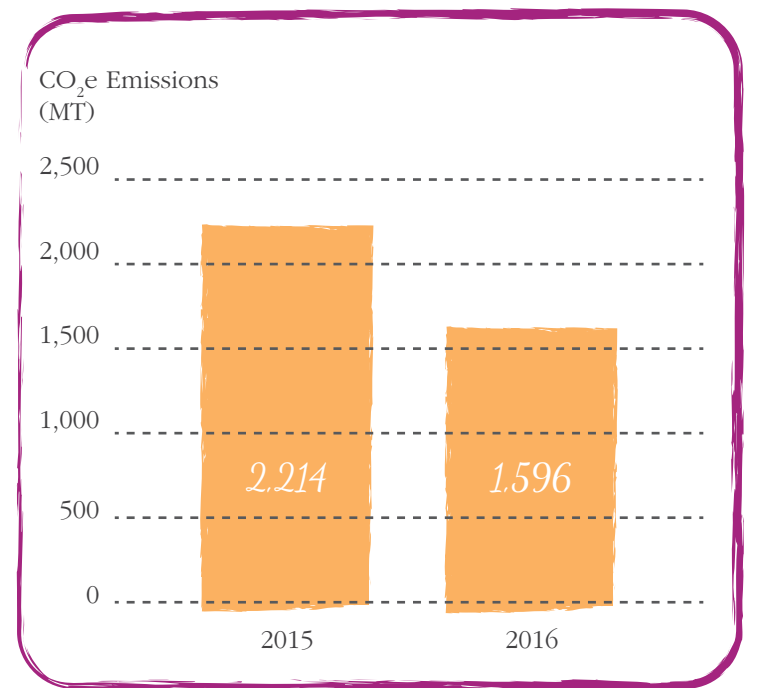
CO<sub>2</sub>e emissions from the use of electricity were derived using the emission factor published by the Malaysian Green Technology Corporation for the Peninsular Grid.

CO<sub>2</sub>e Emissions (MT) from Purchased Electricity



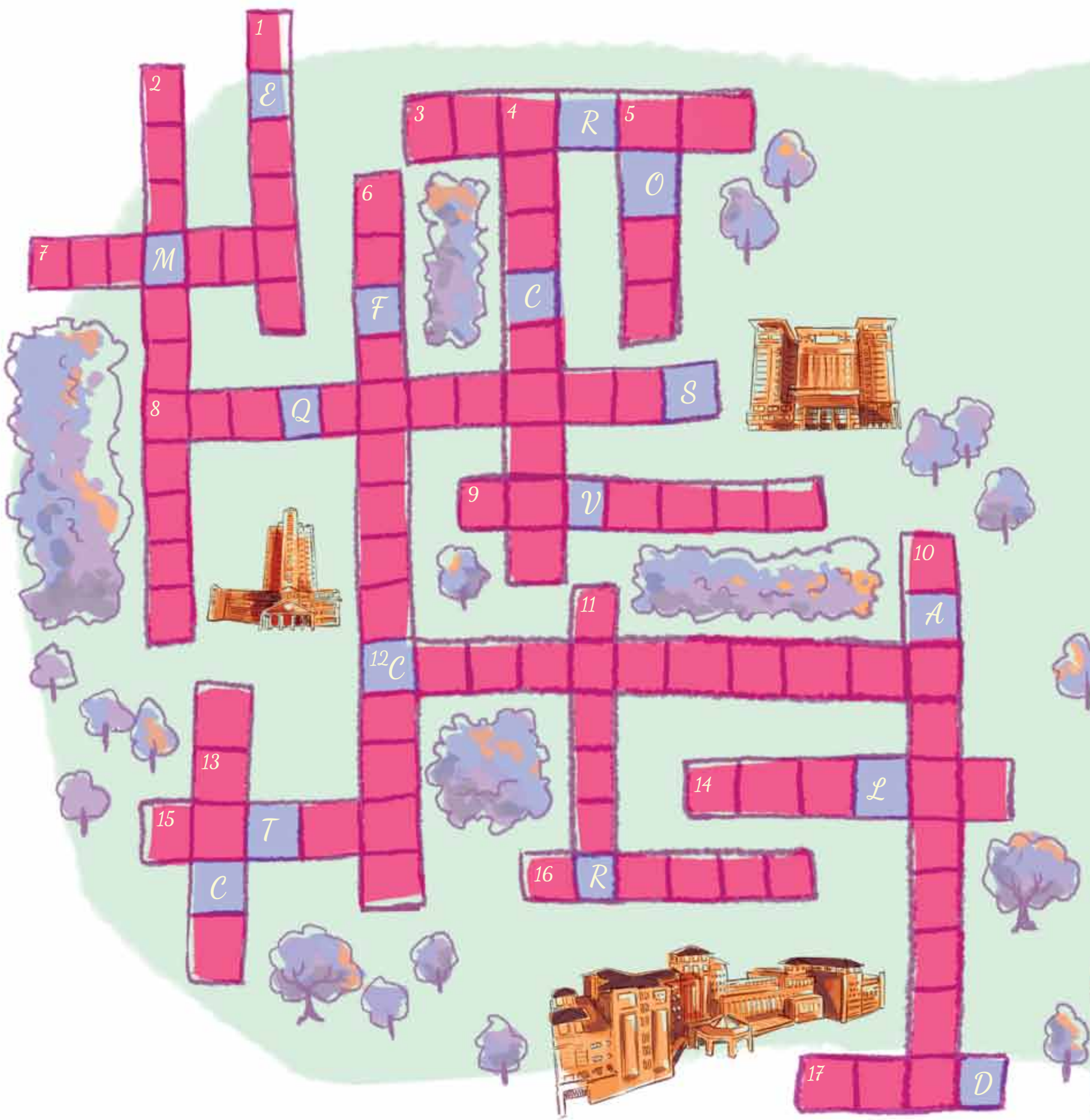
**Scope 3**  
Air travel GHG emissions were calculated point to point including the number of employees on board and distance travelled. A centralised system is employed for the booking of the majority of short and long haul flights. The WRI GHG Protocol tool for mobile combustion Version 2.6 was used to calculate the CO<sub>2</sub>e emissions from air travel.

CO<sub>2</sub>e Emissions (MT) from Air Travel





Social



Framework of Change



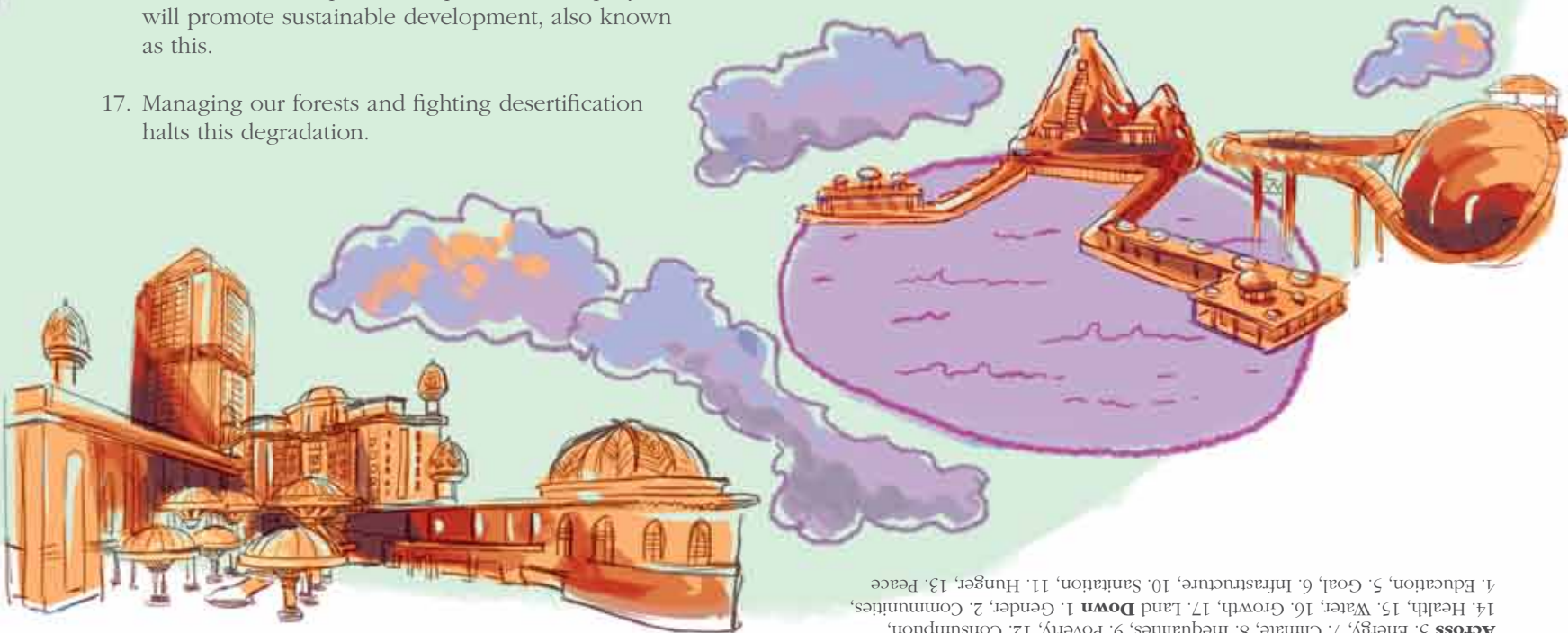
The first step to creating change is awareness. Fill up the boxes that correlate with the 17 Sustainable Development Goals that is set to end poverty, protect the planet and ensure prosperity for all.

ACROSS

- 3. Sustainable \_\_\_\_ is opportunity as it transforms lives, economies and the planet.
- 7. This change is in need of urgent action to be combated.
- 8. To reduce this, policies should focus on the needs of disadvantaged and marginalised populations.
- 9. This needs to end in all its forms everywhere.
- 12. Responsible \_\_\_\_ and production patterns are vital to every organisation.
- 14. Promoting well-being for all at all ages.
- 15. Careful management of this essential global resource is a key feature of a sustainable future.
- 16. An inclusive workplace with productive employment will promote sustainable development, also known as this.
- 17. Managing our forests and fighting desertification halts this degradation.

DOWN

- 1. Empowering everyone regardless of this.
- 2. Making the cities and \_\_\_\_ inclusive, safe and sustainable.
- 4. Lifelong learning opportunities begins with this.
- 5. 17 of these make up our Sustainable Development efforts.
- 6. Sustainable industrialisation, builds resilience.
- 10. Ensuring availability and sustainable management of water and this for all.
- 11. Ending this achieves food security and improved nutrition.
- 13. Promoting \_\_\_\_ and inclusive societies and the provision of access to justice for all.



ANSWERS:  
Across 3. Energy, 7. Climate, 8. Inequalities, 9. Poverty, 12. Consumption, 14. Health, 15. Water, 16. Growth, 17. Land  
Down 1. Gender, 2. Communities, 4. Education, 5. Goal, 6. Infrastructure, 10. Sanitation, 11. Hunger, 13. Peace



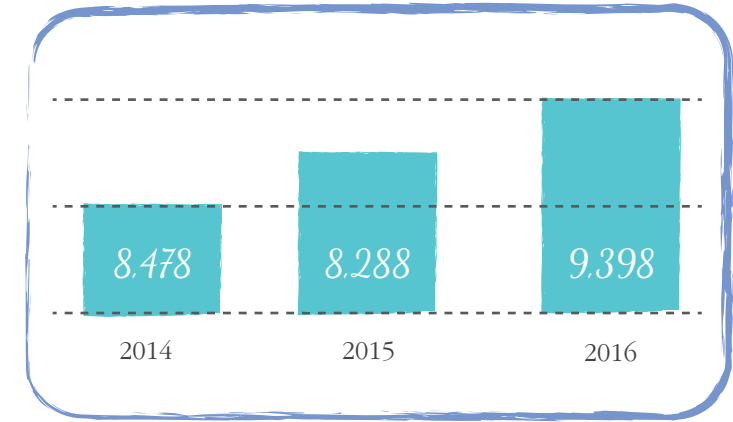
Social  
Labour Practices and Decent Work

Human capital development is a critical enabler for driving and sustaining our economic growth and supporting the transition of all economic sectors towards knowledge-incentive activities.

People are our success and we are committed to being a good employer. Sunway's workforce continued to grow as a result of our approach which is shaped by a strong respect for each individual. This applies to every aspect of employment — from fair wages, working hours and freedom of association — to equal opportunities for growth and development within the company.

In 2016, our workforce grew by 13.4% due to the acquisition of Winstar Group, which comprises 12 companies. We also incorporated several new companies including Sunway Velocity Mall Sdn Bhd, Sunway Pendas Management Sdn Bhd, Sunway Bangi Sdn Bhd, Sunway Pharma Sdn Bhd and Sunway Opera Sdn Bhd.

Workforce Growth



Sunway Building Materials Group was announced as one of the 10 best employers in Malaysia by Aon Hewitt at the prestigious Aon Best Employers — Malaysia 2016 awards. We were recognised for our high employee engagement, effective leadership, compelling employer brand and high-performance culture.

Family-friendly Organisation

11<sup>th</sup> Malaysia Plan Third Strategic Thrust



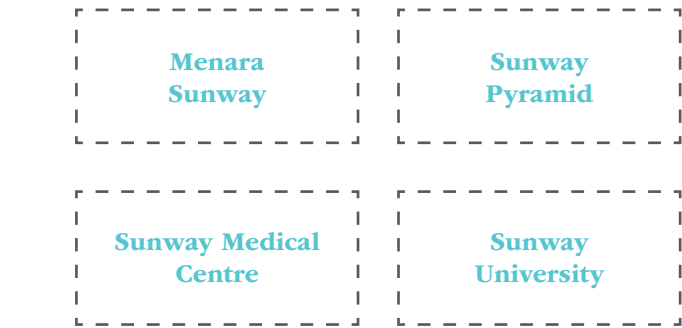
Childcare Centre at the Workplace

In February 2013, Sunway Century Sdn Bhd formed a strategic alliance with R.E.A.L to provide high quality and affordable childcare. This strategic alliance will benefit both the community and many parents working for Sunway Group.

Opened in January 2014, the new R.E.A.L Kids preschool centre is strategically located in Sunway City. It provides employees and parents working nearby with convenience and accessibility to pick-up and drop-off their preschool children. The centre accommodates 220 children aged between three and six years.

In 2016, the Parenthood Preschool was opened in Sunway Pyramid Mall.

Location of Mother's Rooms



Designated Car Park for Expectant Mothers

Designated car parks for expectant mothers are allocated at our premises. Escort assistance is also provided by the security office at the same level.

Childcare Subsidy

Working parents receive financial assistance by having their tuition fees at R.E.A.L Kids Sunway and Parenthood partially subsidised. The child care subsidy applies for up to two children per family at a maximum of RM200 per month per child. Child care subsidies are tax exempt up to RM2,400 per year.

Extended Maternity Leave

Sunway offers an option for extended maternity leave for up to five surviving children. 30 consecutive days are given in addition to the statutory 60 days maternity leave, inclusive of rest days and public holidays. Sunway Group is the first private, local conglomerate in Malaysia to introduce this benefit.

Paternity Leave

Sunway recognises that male employees also seek a parental bonding experience with their newborn babies. Three days paternity leave is offered to new fathers to allow them to bond with their children and spend time with their partners.

Emergency Drop-off Centre

We recently conducted a feasibility study on establishing an emergency drop-off centre for the benefit of working parents. We are currently seeking a suitable location for the construction of the centre. We aim to ease the burden of working parents by helping them balance the needs of their family and work commitments. Currently, parents can make arrangements to drop off their children at Parenthood when urgently needed.

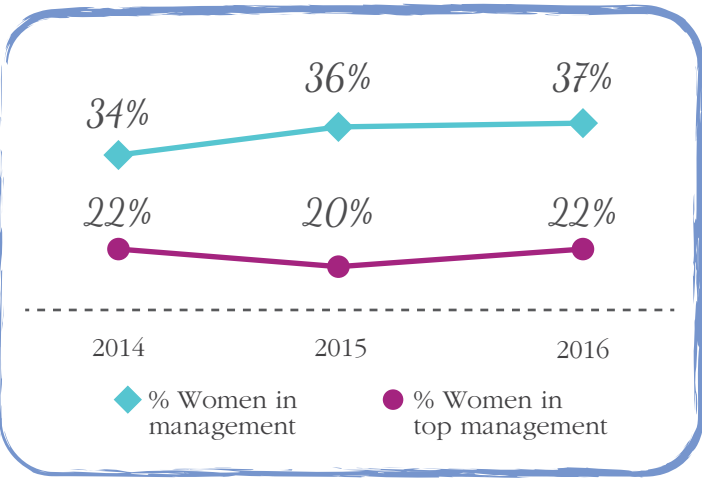
Social (con'td.)  
Labour Practices and Decent Work

Women Empowerment

Sunway ensures a minimum of 30% of women are represented in its Annual Talent Review. Sunway women are also groomed through Executive Development Programmes, Cross Company Mentoring and Industry Exchange Programmes.

These programmes equip female employees with the necessary knowledge, skills and competencies so they are ready for career progression whenever opportunities arise across Sunway's twelve business divisions.

The percentage of women in management and top management increased in 2016 as illustrated in the chart opposite.



Currently, Sunway's workforce comprises approximately 50% women with an estimated 70% being junior level, 50% mid-management level and close to 30% in the top management.

2013	2014	2015
<ul style="list-style-type: none"><li>R.E.A.L. Kids Childcare Centre</li><li>Mother's Room facility at Menara Sunway</li><li>Designated car parking spaces for expectant mothers</li><li>Introduced Flexible Work Arrangements Policy and improved maternity and paternity leave</li><li>Networking event for women: Mother's Day Special</li><li>Received a Special Mention in the MaSRA (ACCA Malaysia Sustainability Reporting Awards)</li><li>Organised the Sunway Women Forum, the inaugural women's initiatives event in Sunway</li><li>Created a page on Sunway's official website to encourage women to make career comebacks by providing information and encouraging them to apply for positions in Sunway</li></ul>	<ul style="list-style-type: none"><li>Improved and expanded Mother's Room facilities in Sunway Pyramid Mall, Sunway Resort Hotel &amp; Spa, Sunway University and Sunway Medical Centre</li><li>Senior Women Leaders Network Event 2014 - knowledge sharing session and roundtable discussion on how Sunway can support female employees more effectively</li><li>Charity drive for Mother's Day in collaboration with GOLD and gift-giving to all mothers and fathers</li><li>Lunchbox Talk Series on Safety Awareness for Women</li><li>Launched Sunway Security Escort Service</li><li>Introduced Diversity &amp; Inclusion Policy</li><li>Collaborated with FlexLife by TalentCorp to showcase women initiatives in Sunway</li></ul>	<ul style="list-style-type: none"><li>Formed a three-year strategy to attract, retain and develop female talents</li><li>Held "Lead On: Rising with Confidence" event to challenge Sunway Female Leaders to rise up to Senior Leadership. A panel discussion facilitated by Anne Abraham of LeadWomen with panel members including Tengku Nurul Azian and Tan Sri Zarinah Anwar</li><li>Ongoing Development plan for senior female talents and collaborations with organisations to encourage them to become involved in community development</li><li>Offered subsidised academic fees for children studying at the R.E.A.L. Kids Childcare Centre and Parenthood Preschool</li></ul>

- Attract, retain and develop women in the workplace
- Complement nation-building effort of increasing women's labour participation to 55% by attracting and retaining highly qualified women in the workforce
- Sunway won the Workplace Gender Equality Award 2016 (Workplace Flexibility and Support category) by Asian Strategy and Leadership Institute

Sunway Diversity Council

The Sunway Diversity Council aims to establish policies and programmes that champion the diversity and inclusion agenda at Sunway. The council is chaired by Sarena Cheah, Executive Director of Sunway Berhad and Managing Director of Sunway Property Development Division (Malaysia and Singapore).

The Sunway Diversity Council will focus on three key strategies over the next three years in an ongoing effort to boost women representation in management.



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Labour Practices and Decent Work

Attract & Select Female Talents

Conscientious effort to attract and select women in all direct hires by ensuring at least 30% of CVs recommended to hiring managers are from female applicants.

Leadership & Development Path

Ensuring ~30% of talents at the Annual Talent Review are women. Sunway will also deliver Structured Development Programmes for women through on the job training and job shadowing, structured coaching and mentoring programmes, and collaborations with Teach for Malaysia. Women will also have the opportunity to attend cross-industry and executive development programmes.

Worklife Balance / Infrastructure

To continuously review, design and establish a set of work life parameters, policies and procedures to be implemented throughout our businesses.

The council has been actively holding forums and talks featuring our female board members such as the annual Sunway Women Leadership Conference which promotes women leadership and initiatives in the workplace.

Sunway Women's Talent Programme

Introduced in 2013, this programme aims to attract, retain and develop women talents through women-friendly talent policies. We hope this programme will encourage female employees to return to work after their maternity leave. Initiatives under this programme include:

- Flexible working arrangements
- Investment in facilities and infrastructure to support working women such as:
  - o R.E.A.L Kids Childcare Centre
  - o The Parenthood Preschool
  - o Designated parking spaces for expectant mothers and
  - o Mother's Rooms

Lead On: Rising with Confidence

The Lead On: Rising with Confidence event was held in 2016 to challenge Sunway female leaders to rise up to senior leadership positions. A panel discussion was facilitated by Anne Abraham from LeadWomen with panel members including Tengku Azian and Tan Sri Zarinah Anwar.

Malaysia's 30% Club

The 30% Club, a group of chairmen and business leaders, is committed to bringing more women onto Malaysian corporate boards. Tan Sri Dr Jeffrey Cheah AO and his daughter, Sarena Cheah have been appointed as Founding Chairs of Malaysia's 30% Club. The club continues to raise awareness of gender diversity — discussing and supporting initiatives that develop a talent pipeline of women for executive and non-executive roles.

How We Deliver Our Promise to Women Empowerment and Equal Opportunity

Scope	Category	Indicators Measured
Recruitment	Conscientiously selecting and placing female executives in all direct hires by ensuring at least 30% of applicants recommended for hiring managers are women.	We recently recruited three well-qualified female engineers into our young talent pool programme in the male-dominated construction industry.
Training and Career Development	40 hours of training must be delivered to employees of all levels as part of the Group President's scorecard.	<p>In 2016, we invested RM200,000 in developing seven female leaders through the two-week Premier Business Management Programme by Harvard Club Malaysia and a host of other executive leadership courses.</p> <p>We also fostered a strong partnership with Center for Asia Leadership (CAL), in affiliation with Harvard University, to run high-quality programmes that equip executives with effective leadership skills. 30 of our young talents attended a one-week leadership programme organised by CAL in August 2016.</p>
Performance Management	Our fair and equal performance management philosophy is merit based and guided by a well-defined balanced scorecard.	

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Labour Practices and Decent Work

A Diverse Workforce

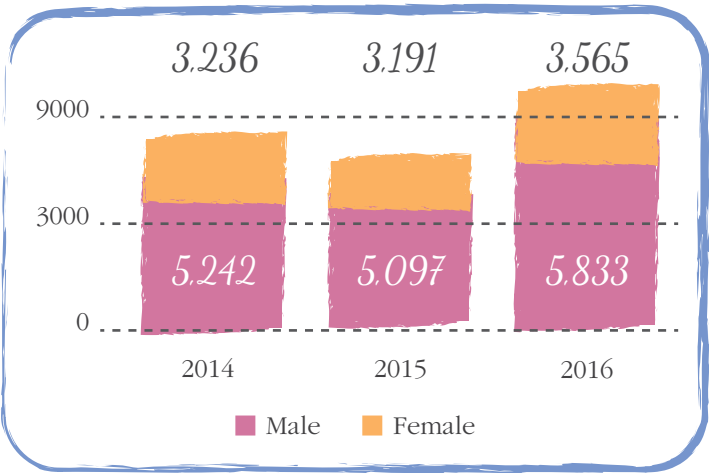
11<sup>th</sup> Malaysia Plan First Strategic Thrust



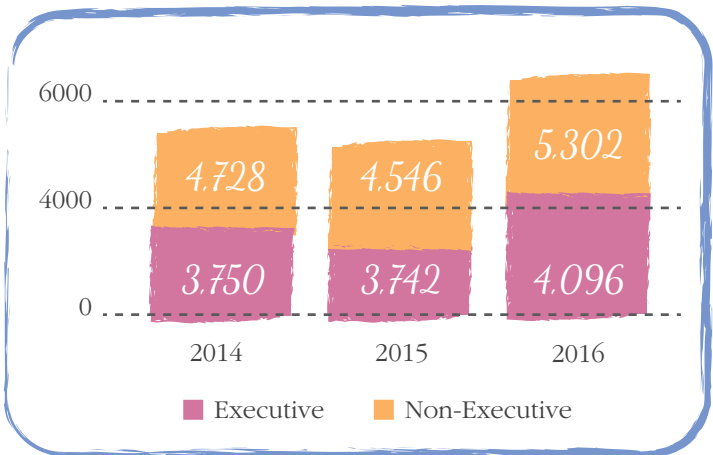
Enhancing  
inclusiveness  
towards an  
equitable  
society

Diversity and inclusion are important components of our responsible workplace practices. A diverse workforce can understand, relate and respond to customers and communities more effectively across our multiple locations and regions. This approach is essential for our continued growth as a diversified conglomerate with a multitude of businesses.

Workforce Breakdown by Gender



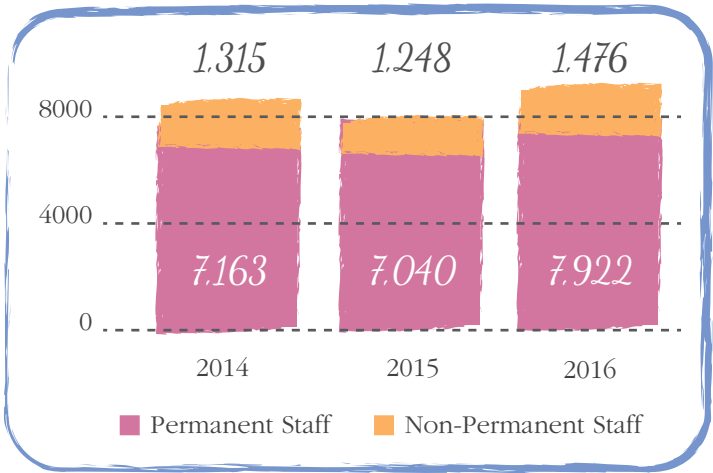
Workforce Breakdown by Type



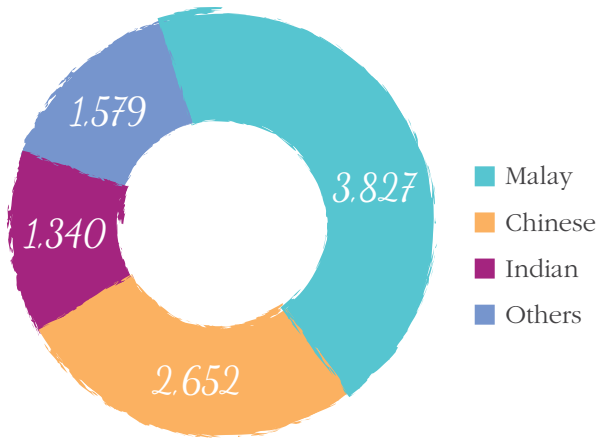
Workforce Breakdown by Age



Workforce Breakdown by Contract



Workforce Breakdown by Ethnicity





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Labour Practices and Decent Work

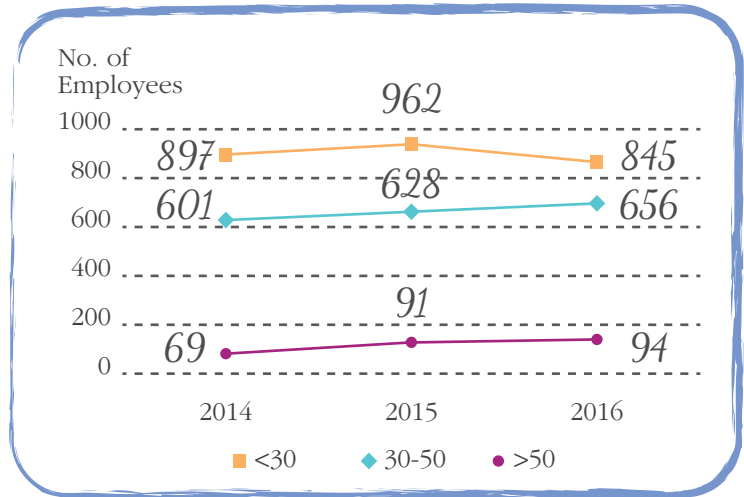
**Building the Multi-Generational Gap**  
As much of our strength lies in the differences that a diverse workforce brings, today's multi-generational workforce poses unique challenges for managers. We try to bridge the gap and foster greater understanding between employees of different generations. As almost 60% of our workforce is Gen-Y, we have developed initiatives that drive stronger engagement.

Sessions Held to Bridge Gap with Gen-Y

Gen-Y Dialogue	encourages two-way interaction between Sunway's next generation of leaders and Gen-Y executives over coffee
Young Talents Tea & Lunch Sessions	with Sunway Group EXCO members, allows senior leaders to impart knowledge and share their experiences
Internal Leadership Talk Series	is held regularly as a platform to engender continuous learning for all employees

These initiatives have helped reduce attrition in Gen-Y employees over the last two years as presented in the chart below.

Employees Turnover by Age Group



**Employee Engagement**  
Sunway goes to great lengths to improve employees' sense of their own well-being. All members of the organisation are provided with the right conditions so they can perform optimally and be proud of their work.

We measure employee engagement on three fundamental pillars of individual behaviour.

**SAY**

Speak positively about the organisation to coworkers, potential employees and customers

**STAY**

Have an intense sense of belonging and desire to be part of the organisation

**STRIVE**

Are motivated and exert effort toward success in their job and for the company

We partnered with Aon Hewitt on a study to gather feedback from our employees. 4,080 employees responded to the survey, which was conducted from 17 October 2016 to 7 November 2016, achieving a response rate of 91%. The engagement model goes beyond measuring people's satisfaction with each of these drivers. It prioritises areas for improvement based on their potential impact on engagement and business performance. The overall employee engagement score for Sunway is 62%.

Sunway Engagement Roadmap



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Labour Practices and Decent Work

We are at the second stage of our engagement roadmap and are currently focusing on:

- Including engagement in leadership KPIs
- Measuring engagement across Sunway Group
- Emphasising group-wide communication
- Measuring middle management effectiveness
- Linking engagement with business metrics

Sunway Building Materials began its own Pulse Survey which offers better analytics than many other polls. These methods help us understand Building Materials' engagement trends and see which work for employees and which do not.

Sunway Property has its own avenue called the Social Linkage which organises various activities for all departments. These initiatives create a feeling of belonging and encourage stronger rapport-building within the organisation.

Sunway Resort Hotel & Spa's Employee Speak Out is an online portal for employees to raise any concerns. Feedback is collated by the Group Director of Human Resource (GDOHR) and discussed at the Hotel Executive Committee, where corrective action is taken.

**Kelab Sosial Sunway (KSS)**  
KSS supports the Group's sustainability agenda and independent activities. KSS is joined by Sunway employees from across Peninsular Malaysia including the Central Region, Ipoh, Penang and Johor Bahru. It hosts various sports and recreational activities, fitness, disaster relief, donations and sustainability initiatives.

KSS Objectives

**Supports**

the Group's CSR activities

**Strengthens**

the relations of Sunway Business Units

**Fosters**

family ties and creates a sense of camaraderie between Sunway employees

**Relationship Building Even Prior to Being On-board**  
In many organisations, dialogue with senior leadership occurs throughout the employment tenure. However, we begin building relationships between potential employees and senior management before employment commences.

After the initial assessment and interviews with the hiring manager and heads of department, new executive candidates have an opportunity to speak with the CEO of Sunway Building Materials, regardless of employment grade. During this session, the CEO shares the organisation's core values, his leadership style and mottos, and key characteristics for performance excellence in the company. A high level of understanding and trust is cemented from the start and this approach instils commitment in employees.

Rewarding Employees

We offer a competitive base salary with performance-based rewards that are driven by the scope of each role, responsibility and individual performance. The Group's salary structure is reviewed annually in line with the general industry practice. Benchmarking is carried out periodically to monitor the market to ensure that cash and total remunerations remain competitive.

Specific benefits vary according to business units. However, all receive a comprehensive benefits package that is competitive and relevant to their particular markets. With businesses spanning 12 diverse industries, we are able to offer unique benefits to our employees such as discounts to our theme parks and malls, reduced hotel room rates, discounts on property purchase, Sunway Medical Centre benefits and many others.

Our Total Reward Statements communicate the overall value of each individual employee's financial rewards such as base pay, incentives and employee benefits. Employees have also enjoyed the benefits of 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 staff vesting a higher proportion of options.

**Long Service Awards**  
Our success relies on our employees. As such, we recognise and reward their loyalty, dedication and commitment to go beyond the call of duty.

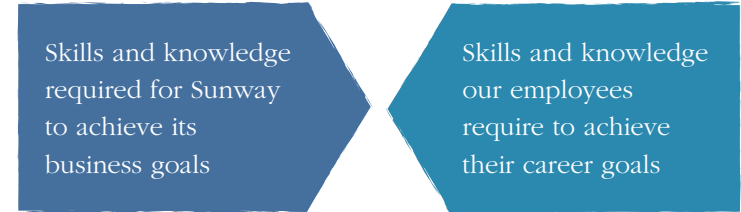


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Years of Continuous Service	No. of Employees	Award Value (RM)	Award Type
10	189	1,000	Gold pendant
20	109	10,000	Gold coins or gold necklace & gold bracelet
30	4	20,000	Gold coins or gold necklace & gold bracelet

Talent Development

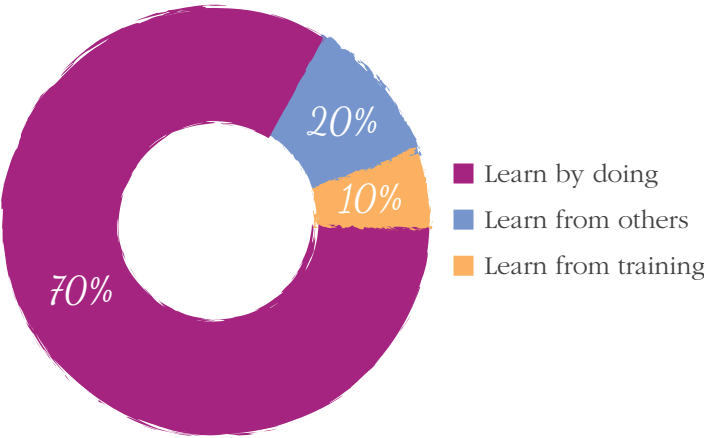
Developing and retaining our talented and highly-skilled professionals is one of our top priorities. Constant training and development drives innovation and increases the personal job satisfaction of our employees, helping us attract and retain talent over the long term. Having a diverse workforce and as a conglomerate operating in diverse businesses, we acknowledge the importance of offering a tailor-made training and development programme.



Our Career Conversation Guide helps employee and managers understand their career aspirations and envisage how they can grow with the company.

We adopt a three-pronged approach to employees' training and development based on the following learning principles:

Sunway Signature Programmes Designed to Nurture Employees' Talents



SCOPE - Sunway Corporate Orientation Programme for Employees

This half-day programme acquaints new employees with Sunway. The EXCO members and senior management from various industries are introduced along with the Group's Vision and Mission, Credo and Core Values.

Managing For Excellence (MFE)

This programme familiarises employees with Sunway's performance management system and the key stages of its cycle.

Coaching For Excellence (CFE)

This two-day programme introduces Sunway's coaching process including the necessary skills required.

BUILD 1 Programme

BUILD 1 introduces the role of a Sunway manager. It covers how to drive the performance of others as well as planning and executing in line with the organisation's objectives. New managers learn how to motivate others through effective communication for better workforce engagement.

Our Learning Framework caters for the developmental needs of group-wide employees and contains a good mix of internationally-renowned and internally-developed programmes. Selected employees have been certified to deliver some of the renowned programmes within the organisation.

Learning Framework - SHAPER

We provide relevant talent development according to the assessment of individual talent needs

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Labour Practices and Decent Work

Target Participants: Recommended for all employees and frontline managers

	Core	Front Line Managers
First Month	SCOPE & MFE	
Second Month	Own your career	MFE for managers
Third Month		Effective performance coaching
Fourth Month	Goal setting, time management & prioritisation	
Fifth Month		
Sixth Month	Goal setting, time management & prioritisation	Build 1 (All newly appointed Front Line Managers)

Outcomes

- Development plans and feedback are personalised to the individual employee's learning goals and needs.
- The strategic method of combining performance assessment and personality assessment maximises the effectiveness and satisfaction of each employee in their roles.
- The involvement of Heads of Departments and the CEO in joint discussions of employees' performances creates a high level of motivation and ownership in employees' work and learning.

Employees desiring to further their education can take advantage of the educational assistance and tuition fee discounts at any of Sunway Education Group's 16 institutions. We also develop our senior managers through our collaborations with prestigious institutions. In 2016, our senior managers attended the Premier Business Management Programme, Advanced 3-D Negotiation and Mastering the Marketing - Innovation Nexus taught by renowned professors.

In 2016, we launched our own leadership centre as a dedicated hub for learning. It is fully equipped with facilities to carry out employee training programmes all year round.

Examples of Our Business Units' Key Development Programmes in 2016

<b>Sunway Resort Hotel &amp; Spa</b> <ul style="list-style-type: none"><li>Culinary courses</li><li>Halal industry workshop</li><li>Food handling</li><li>Sous vide cooking techniques</li><li>Excellent guest services</li><li>Grooming</li></ul>	<b>Sunway Lagoon</b> <ul style="list-style-type: none"><li>Quackling orientation programme</li><li>Personal development and soft skills</li><li>Occupational safety and health</li></ul>	<b>Sunway Medical Centre</b> <ul style="list-style-type: none"><li>Continuous medical education</li><li>Basic life support</li><li>Neonatal Resuscitation Programme (NRP)</li><li>Safe drug calculation</li><li>Drug allergies</li><li>Advance Cardiac Life Support</li><li>Understanding patient identification policy</li><li>Hand hygiene</li><li>Management of sharp injury</li><li>Management of blood and body fluid spillage</li></ul>	<b>Sunway Construction</b> <ul style="list-style-type: none"><li>Project Management Professional (PMP) Certification programme</li><li>Construction core programme</li><li>Trade supervisory training</li><li>Sunway Machinery Training Academy</li><li>Construction Safety and Hazard Identification, Risk Assessment and Risk Control (HIRARC)</li></ul>	<b>Sunway REIT</b> <ul style="list-style-type: none"><li>Risk and vulnerability of global markets</li><li>Behavioural finance - impact analysis on investors' decisions</li><li>Tax, GST and Customs Law</li><li>7 habits of highly effective people and effective communication</li></ul>
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Labour Practices and Decent Work

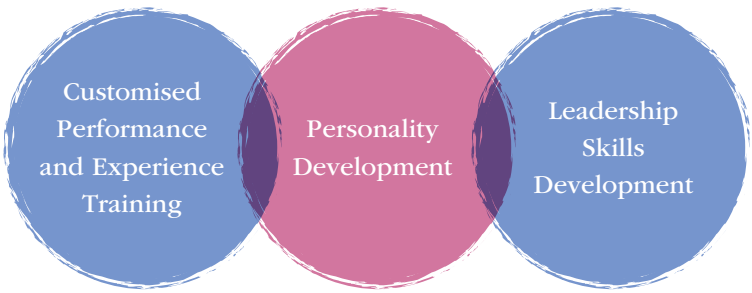
Identifying Talents Together with the Ministry of Youth and Sports

We signed a Memorandum of Understanding with the Ministry of Youth and Sports to mark the start of a collaborative partnership with Institut Kemahiran Belia Negara (IKBN). IKBN provides students with technical knowledge and character building while we offer them practical training and industry development. Students learn industry best-practice and the competencies required to excel in a technical role. Upon completion of the internship, we absorb the right talents into the workforce for continuous technical improvement.

Leadership Development Framework

90%  
of senior managers  
are developed and  
promoted internally

At Sunway, we do not merely require managers to oversee tasks; we create individuals who can drive the organisation forward with strong leadership capabilities. The Sunway Leadership Development Framework identifies candidates for leadership development. Leadership development is implemented across three pillars and candidates are measured on four Leadership Potential Indicators: Drive, Judgment, Influence and Agility.



The Talent Advancement Programme (TAP) was established to groom and develop those who have been identified as potential successors. Under TAP, talents are privileged to:

- Be funded for the MBA programme
- Gain membership in the Harvard Clubs
- Attend the prestigious Arbinger's Core at Work workshop

Executive Coaching and Mentoring are also provided to ensure that talents are on the right career track.

Reviewing Performance

Performance management is referred to as Managing for Excellence (MFE) in Sunway. MFE covers all permanent and non-executive employees within the organisation. Most employees now use our electronic system, eMFE.

We also conduct an Annual Talent Review (ATR) to identify the right talent to succeed in critical roles. It is a robust and objective approach to assessing and developing these potential talents through various development interventions.

Managing for Excellence (eMFE)

MFE is a consistent and systematic practice in differentiating employees' performance. The system ensures that employees are informed of their final performance rating. It is applicable to all permanent employees including executives and non-executives. The MFE performance matrix uses five scale ratings: unacceptable, below expectation, meets expectation, above expectation and exceptional. Parties involved in the review include employees, Heads of Department, Divisional Heads, Profit Centre Managers (PCM) and Human Capital.

Three Cycles of the MFE



A five-point Likert scale performance rating is used. The process also involves a career conversation session which helps employees and managers understand their career aspirations.

- Every employee is aware of the Company's yearly targets and achievements in order to:
- Align employees with common goals and targets
  - Foster a stronger sense of ownership and achievement

Incentives offered based on a fair performance assessment create mutual trust by ensuring that no good work goes unnoticed while strengthening employees' commitment to the Company.

Social (con'td.)  
Labour Practices and Decent Work

Biannual appraisals cover 100% of employees. They are self-evaluated by individuals before being evaluated by supervisors during the mid-year review. For the final year review, there is a moderation or calibration cycle involving the division heads and CEO. Performance review results affect bonuses and increments.

Performance Excellence Scheme

Our core values of integrity, humility and excellence mould the way we do business, interact with customers and work with our co-workers. A high-performance culture is part of Sunway's leadership and strategy which translates into people practices, total reward management, performance management and communication.

A performance-based incentive scheme is run annually against a business profitability target. Every employee, from blue-collar to top leadership, is familiar with the target and Sunway's plans to achieve them. This is revisited throughout the year and includes biannual Townhalls, one-on-one managerial discussions, monthly CEO-led production and sales meetings, and eMFE (electronic Managing for Excellence) performance management tools. Every employee is also given access to the performance of each region through our online platform. This creates healthy competition and maturity in performance culture.

Those meeting the profitability targets are rewarded through various incentives.



Safety and Health

Health and safety are absolute priorities for Sunway. We have implemented a stringent safety policy for our employees and subcontractors. We aim to be among the safest companies in all sectors we are involved in. We have established an Occupational Safety and Health Council that meets on a monthly basis to discuss areas related to the Group's safety performance. The report must include measures to be taken to avoid incidents from occurring.

Our commitment to safety is shared across all business units and all sites. For example, seven manufacturing plants under Sunway Building Materials have a collective 'zero accidents objective'. Near miss incidents are investigated by the safety committee and the results are submitted to the CEO in a monthly report.

Sunway Resort Hotel & Spa recently received the National Excellence Occupational Safety and Health (OSH) Award 2016, winning the Hotels and Restaurants category. This third-time win reflects our serious commitment to providing a safe environment for our employees and stakeholders.

Roles of Occupational Safety and Health Council

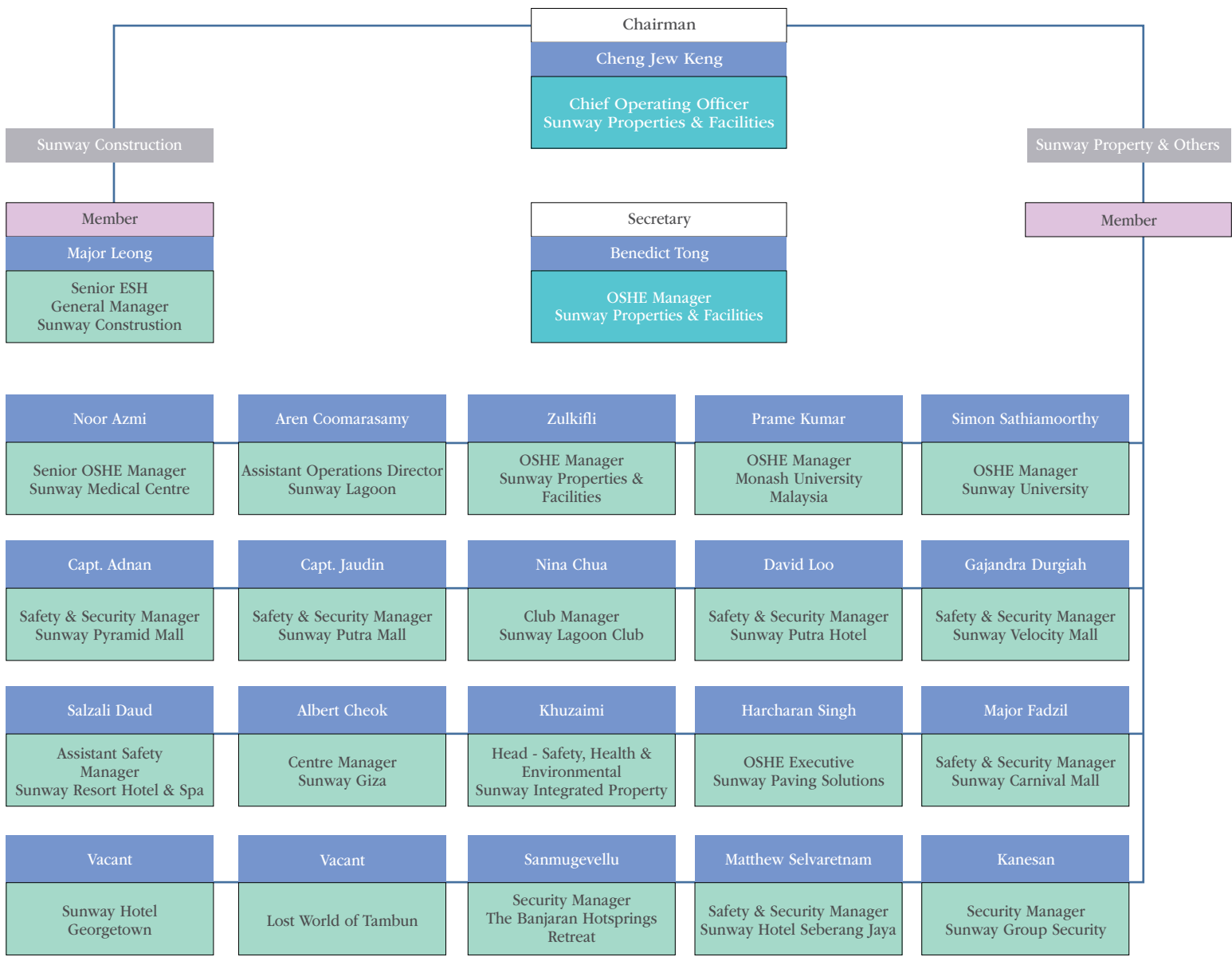




Social (con'td.)

Labour Practices and Decent Work

Sunway Group Occupational Safety and Health Council



Accident and Incident Reporting Process



We are required to maintain a record of all workplace accidents and diseases. Sunway Medical Centre must keep the Register of Accident, Dangerous Occurrence, Occupational Poisoning and Occupational Disease for five years to comply with Regulation 10 of the Occupational Safety and Health (Notification of Accident, Dangerous Occurrence, Occupational Poisoning and Diesase) Regulation 2004.

All accidents occurring in Sunway Medical Centre are reported in the e-Incident. All reported incidents are investigated in stages from the respective department level including the ESH Department and the CEO office.

Similar to other business units, Sunway Lagoon's in-house Emergency Response Team (ERT) acts as the first response in cases of fire or traffic, chemical and gas incidents.

Social (con'td.)

Labour Practices and Decent Work

Safety Measures

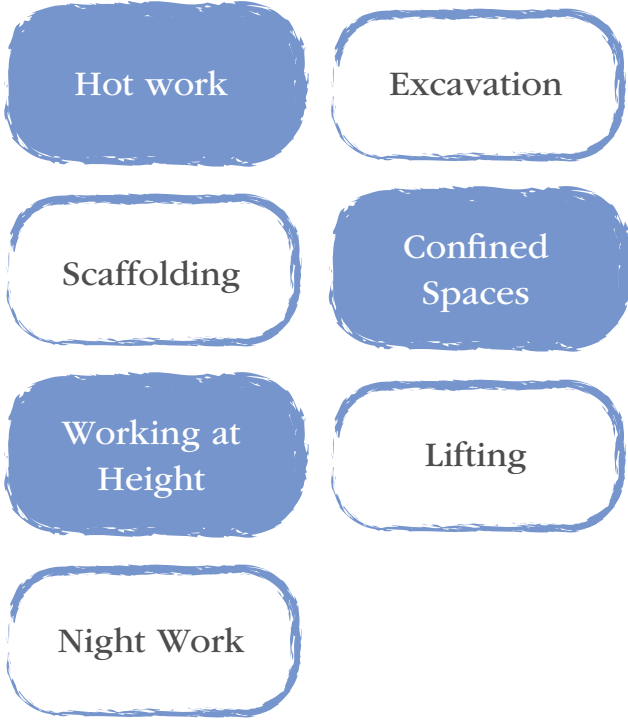
Safety and health issues are vital as we strive to live by our objective “To achieve ZERO life lost” at all project work sites. Sunway has implemented health and safety risk assessments for new and existing projects across all of its business units. Safety measures and guidelines that improve public safety during construction works include:

- Safety fencing within the machine perimeter
- Safety interlock device at the fencing
- Yellow lines to distinguish between passages and the operations area
- Scheduled inspection of safety device by the maintenance and HSE team
- Warning and mandatory Personal Protection Equipment (PPE) signage

Sunway Lagoon divides the theme park into zones with a zone leader being assigned to each. These personnel liaise with the ERT chairman on chairman on all safety matters.

Sunway Construction has implemented a Permit to Work system that requires a permit to be submitted before any high-risk work can commence. The Permit to Work system helps assess and minimise safety risks at all project sites.

High-risk Activities Requiring Permits



Sunway Safety Merit System (SSMS)

SunCon embarked on the journey of self-regulatory compliance with the applicable Environmental Safety & Health (ESH) regulations by establishing the Sunway Safety Merit System (SSMS) in 2012. This is consistent with the vision of Malaysia's Department of Occupational Safety and Health (DOSH).

Throughout the years, the SSMS has evolved from a simple programme promoting effective ESH awareness and compliance into a communication platform to inculcate ESH culture. The right to a safe and healthy working environment is respected at all levels in both SunCon and its business partners on the project sites.

The inspection score is computed quarterly and each winner receives a cash prize of RM20,000 and the champion trophy as recognition. Each year, total cash prizes amounting to RM80,000 are awarded to the quarterly winning construction site and an additional RM20,000 to the overall champion.

Average SSMS Score

80.83 %

Employee Wellness Programme

The Sunway Employee Wellness Programme is a part of all employees' benefits which include health facilities, health benefits and wellness initiatives. The Employee Wellness Programme entitles every employee to become a member of the organisation's social club. It also provides medical benefits including dental, health screenings, vision tests and outpatient treatment.





Social (con'td.)  
Society

11<sup>th</sup> Malaysia Plan Second Strategic Thrust



For more than four decades, sustainability has been embedded in Sunway Group’s business model, operating strategies and corporate culture as we actively engage with our stakeholders and the communities we serve.

Sunway approaches CSR through championing three key focus areas namely Education, Healthcare and C.A.R.E. (Community Aid, Reach-out and Enrichment) projects.

A sustainable community forms an integral part of our business framework and strengthens the sustainability of our businesses as we expand our presence worldwide. Intertwined with Sunway’s core values of Integrity, Humility and Excellence, we remain committed to creating a positive and far-reaching impact on the nation and mankind through our CSR programmes.

Education

Sunway Education Group, established as Sunway College in 1987, now comprises 16 learning institutions. It is the only education group in Malaysia with two SETARA Tier 5 Excellent Rating institutions of higher learning, namely Sunway University and Monash University Malaysia as well as a world-class medical school, Jeffrey Cheah School of Medicine and Health Sciences (JCSMHS), which is accredited by the Australian Medical Council.

Jeffrey Cheah Foundation

Jeffrey Cheah Foundation (JCF) is founded on the three guiding principles of giving to society, a vision in perpetuity and quality education, a philosophy that has governed the Sunway Education Trust Fund since its inception in 1997. JCF owns and governs the 16 educational institutions of Sunway Education Group and remains as Malaysia’s largest education-focused social enterprise. Through the unique not-for-profit structure of the Foundation, operating surpluses of Sunway Education Group are ploughed back into the institutions or disbursed as scholarships, research grants and expansion of faculty and facilities to ensure sustainable and quality education.

Detailed roles and contributions of the Foundation are described in the earlier section of this report and can be found on page 21.

Sunway’s Job Training Programme for Students with Special Needs

Kelas Khas, or the special education class, was established in 2000 at SMK Bandar Sunway. The class helps students with

learning disabilities and disorders such as Down syndrome, autism, hyperactivity and William’s syndrome. In 2006, Sunway Group started assisting the Kelas Khas to enrich the lives of students with special needs.

These students were also selected for the Sunway Job Training Programme for Special Students. This programme provides the students with job training and exposure, developing and equipping them with critical skills that help them in future employment. On-the-job training is also provided by Sunway Medical Centre, Sunway Pyramid Mall, Sunway University and Sunway Resort Hotel & Spa. This real-world experience, supervised by experienced personnel, improves the students’ confidence, independence and social skills.

To date, 100 students from various ethnic backgrounds have graduated from the programme.

Hearts of GOLD Project

Sunway Group and Jeffrey Cheah Foundation collaborated with GOLD (Generating Opportunities for the Learning Disabled), pledging RM100,000 to fund and develop an ongoing social enterprise business model for the learning disabled. Sunway University’s Sunway Institute for Social Entrepreneurship (SISE) has been assisting the Hearts of GOLD project on behalf of the Foundation. SISE develops programmes and business plans that help young people with special needs learn skills that will sustain them through life.

Teach for Malaysia Partnership

Jeffrey Cheah Foundation has partnered with Teach for Malaysia (TFM) with a sponsorship of RM150,000 since 2013. The money aims to end education inequity and assist the organisation in achieving its mission of reducing the education gap between rural and urban schools.

Sunway-Oxbridge Essay Competition

Sunway Group spearheaded the annual Sunway-Oxbridge Essay Competition under Sunway’s English Language Development Programme. The competition, endorsed by the Ministry of Education, is jointly organised by The Oxford & Cambridge Society Malaysia, the Jeffrey Cheah Foundation, Sunway University and Monash University Malaysia.

The competition aims to elevate education standards in Malaysian schools, particularly in English proficiency. It is open to secondary school students using the Malaysian syllabus.



Social (con'td.)  
Society

Healthcare

In line with the Ministry of Health’s vision of working towards a healthy nation, Sunway proactively seeks to raise healthcare standards in Malaysia. Sunway reaches out and educates members of the community on health issues so they can take charge of their health.

Smoke-free Sunway

Tan Sri Dr Jeffrey Cheah AO, Founder and Chairman of Sunway Group, is a strong advocate of smoke-free workplaces. He has delineated a plan to make Sunway-owned buildings within the 800-acre Sunway City 100% smoke-free by 2018, creating a healthy and smoke-free environment for its stakeholders.

Currently, Sunway Medical Centre, Sunway University, Monash University Malaysia, Sunway Pyramid Mall, Sunway Resort Hotel & Spa and Sunway Pyramid Hotel are smoke-free with designated smoking areas. Sunway Medical Centre and Sunway Education Group learning institutions organise smoke-free awareness campaigns and public health forums within and beyond Sunway City.

The smoke-free township is expected to free an estimated 200,000 residents, including 30,000 students, from the harmful effects of cigarette smoke.



Kidney and Liver Health

Tan Sri Dr Jeffrey Cheah AO, sits on the Board of Trustees of the National Kidney Foundation (NKF) of Malaysia and the Malaysian Liver Foundation (MLF). Sunway has collaborated with NKF Malaysia and MLF to raise more than RM3 million from fundraising dinners to help provide early detection and prevent kidney and liver disease. Our contributions have helped purchase two NKF LifeCheck Mobile Health Screening stations and establish an organ donation promotion unit. This organ donation promotion unit was launched at Sunway Pyramid Mall in October 2015, the first of its kind in a mall in Malaysia.

Since 1997, Sunway also supported MLF’s noble efforts in public education, training programmes for doctors and research into liver diseases.

Diabetes Awareness

Launched in 2012, the annual diabetes campaign “Let’s Take 5” was spearheaded by Sunway Medical Centre. Held in conjunction with World Diabetes Day, it focuses on five diabetes complications: brain, eyes, heart, kidneys and feet.

The Sunweigh Challenge was an internal programme under this campaign. This challenge was introduced to encourage Sunway employees to lead healthier lifestyles.

Sunway Medical Centre regularly organises public forums and symposia. During these events, medical specialists and consultants educate members of the public on various medical related issues including the diagnosis, symptoms, prevention and curing of illnesses.



Sunway Hotels

Over 1,000 guestrooms and suites, enclosed public areas and function venues within Sunway Resort Hotel & Spa, Sunway Pyramid Hotel, Sunway Clio Hotel and The Villas have been converted into smoke-free zones. Sunway Lost World Hotel in Tambun, Ipoh is the first hotel in Perak to be smoke-free.

Sunway Pyramid Mall

The Malaysian Health Promotion Board (MySihat) recognised and accredited Sunway Pyramid Mall as Malaysia’s first Health Promoting Mall (HPM). Visual messages and reminders supported with medical facts are displayed at key locations throughout the mall, staircases and the covered elevated Canopy Walk, connecting Sunway Pyramid Mall, Sunway University and Monash University Malaysia within Sunway City.

Sunway Medical Centre

Sunway conducts regular public health talks at Sunway Medical Centre that also benefit many of its 14,000 employees on the dangers of tobacco smoke at Sunway Medical Centre. A Smoking Cessation Programme, supported by Quit Smoking Clinics and telephone helplines, was conducted to help smokers commit to breaking the habit.



Social (con'td.)  
Society

Health Screening Roadshows

Sunway Medical Centre, along with its doctors and nurses, reach out to a host of communities. These medical professionals conduct health screenings that check blood pressure, blood glucose, BMI and cholesterol levels. More than 5,000 individuals from 60 organisations have been screened as part of this CSR effort.



C.A.R.E Projects

With the communities it serves throughout the nation in mind, Sunway continues to carry out a broad range of community projects under its C.A.R.E. Projects (Community Aid, Reach-out and Enrichment) umbrella.

Community Aid

Since its inception, Sunway has conscientiously supported many charitable bodies in the nation, particularly those that make a difference to the lives of the underprivileged. For example, Sunway has donated to the Alzheimer's Disease Foundation, Pusat Kreatif Kanak-Kanak Tuanku Bainun, Persatuan Kebajikan Anak-Anak Melayu Pulau Pinang di Selangor & Wilayah Persekutuan, and Pertubuhan Kebajikan Yesusvin Mahligai.

Sunway also makes cash or in-kind contributions to support various non-profit community-driven bodies. Recent examples include the Peninsular Malaysia Fire and Rescue Services Workers Union, the National Union of Journalists, The Malaysian Association Help for the Poor Terminally Ill and the Malaysian Nature Society.

Reach-out

Sunway's staff club, Kelab Sosial Sunway, takes the lead in driving many of the Group's socio-economic projects. The club supports flood relief and other humanitarian efforts across Malaysia and seeks to enrich the lives of the underprivileged and impoverished communities under the Reach-out programme.

Light of Hope Programme

The "Light of Hope" programme involves Sunway volunteers reaching out and touching the lives of those less fortunate, especially during major festivals. Sunway has hosted more than 80,000 underprivileged children, single parents and the elderly and has given practical gifts and goods. The recipients enjoyed days out at Sunway Lagoon and Sunway Lost World of Tambun theme parks, Sunway hotels and Sunway shopping malls.

Stop Hunger Now

In 2014, Sunway launched the Stop Hunger Now Meal Packaging Programme, a joint effort with the United States-based Stop Hunger Now to combat hunger.

Staff and students have packed 260,000 meals to date at Sunway locations across Peninsular Malaysia. This programme supports those less fortunate in communities across the central, southern and northern regions.

In total, Sunway has reached out to more than 1,000 individuals, predominantly children and poor families. This is an annual initiative organised by Sunway and is one of its largest volunteer efforts that encourage Sunway staff to reach out to the community.

Sunway Organisations Volunteering in the Stop Hunger Now Meal Packaging Programme



Sunway City Ipoh  
Group Security

Sunway City Ipoh  
Property

Social (con'td.)  
Society

Enrichment

Special care is extended to ensure the comfort and security of the community through our enrichment programme. Pioneering the Safe City Initiative in 2001, Sunway has also invested more than RM300 million in improving the connectivity and accessibility around Sunway City including greening and landscaping efforts.

We have built Malaysia's first dedicated and elevated Bus Rapid Transit system — the BRT–Sunway Line. We also expanded the roads and upgraded the infrastructure around Sunway City, Subang Jaya and USJ. Care is given to building an environmentally-friendly and sustainable green environment for local communities.





Social (con'td.)  
Society



Sunway Safe City Initiative

- Partnered with the Royal Malaysian Police and Malaysian Crime Prevention Foundation (MCPF)
- Spent RM1 million for the construction of Sunway Pondok Polis
- Purchased mobile police stations at a cost of RM280,000
- Constructed a new police station at a cost of RM3 million
- A new police station with state-of-the-art equipment is being planned at a cost of RM3 million
- Installed panic buttons around Sunway Pyramid
- Organised round-the-clock patrols alongside Royal Malaysian Police personnel
- Installed 3,000 CCTVs
- Have a security force of 1,000, 500 of whom are auxiliary police
- Launched Selangor MCPF website, a one-stop digital platform that shares useful crime prevention information and tips



Malaysia's First  
Dedicated and Elevated  
BRT-Sunway Line

- Public-private partnership (PPP) between Prasarana Malaysia Berhad (Prasarana) and Sunway Berhad
- Sunway has contributed RM123 million to the RM634 million BRT-Sunway Line project
- Use of eco and disabled-friendly electric buses which run on a dedicated and elevated 5.4km track
- Serves more than 500,000 commuters in the vicinity.

Social (con'td.)  
Society

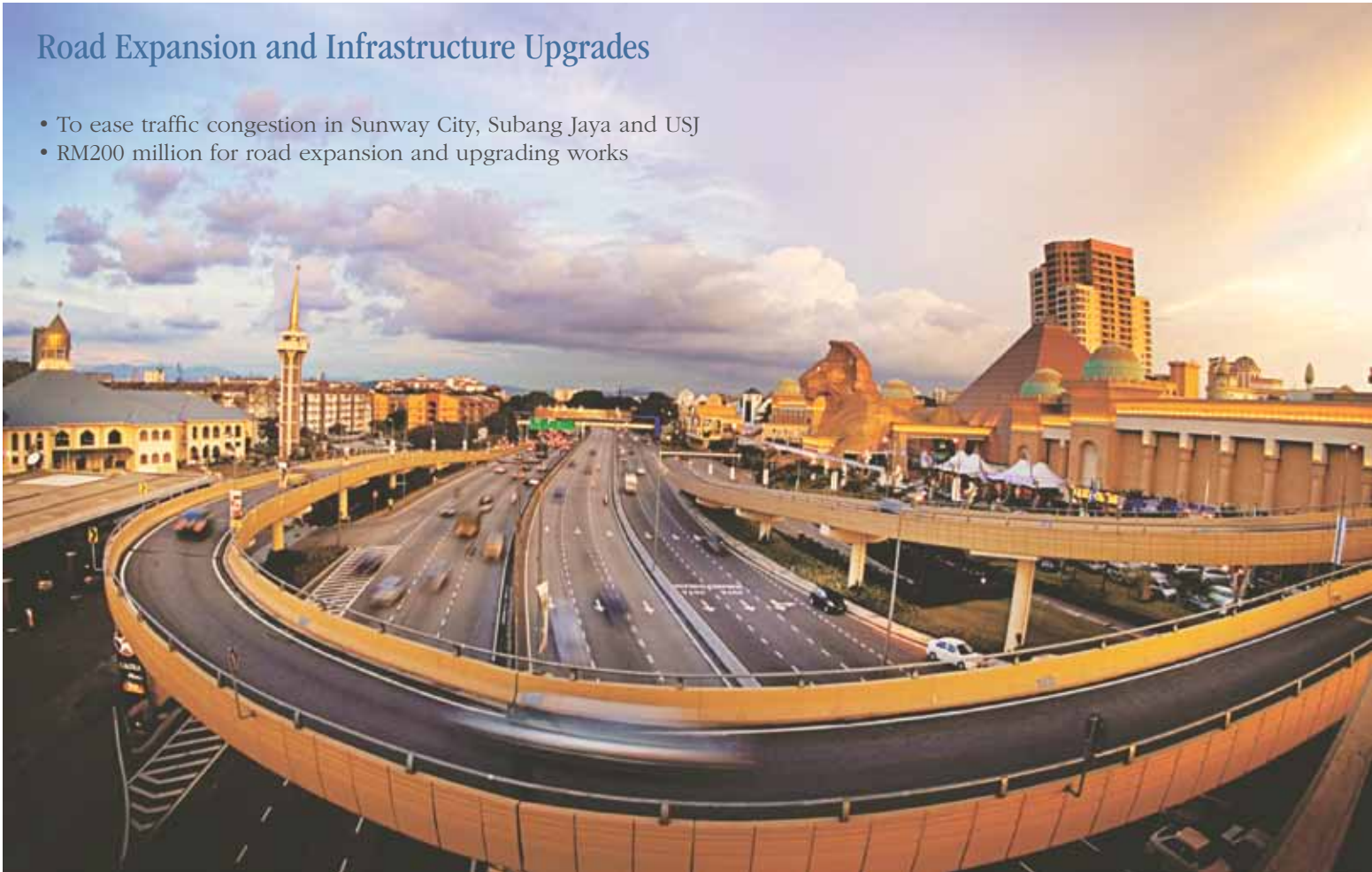
Elevated Covered Canopy Walk

- RM20 million investment
- 2.3km elevated covered canopy walk (will be extended to 4km in the future)
- Patrolled by Sunway's security personnel
- 59 CCTV cameras
- Connects Sunway Pyramid, Sunway University, Monash University Malaysia, Sunway Lagoon Station, Taylor's University and SunMed Station



Road Expansion and Infrastructure Upgrades

- To ease traffic congestion in Sunway City, Subang Jaya and USJ
- RM200 million for road expansion and upgrading works



Green Initiatives

- Sunway City is Malaysia's first fully integrated green township
- RM5 million spent on landscaping and beautification of Sunway City
- Styrofoam-free Initiative
- Recycling Programme
- Combined generation plant for Sunway City which uses natural gas to generate electricity, chilled water and hot water
- Construction of a water treatment plant in Sunway South Quay which produces approximately 10,000m<sup>3</sup> of water, lifting the equivalent of 15,000 households off the public water supply.



## Other Community Programmes

### Sunway Property Celebrates National Unity with the Less Fortunate

Over 400 underprivileged children from schools and homes in Johor came together to celebrate Hari Kebangsaan. The event was organised by Sunway Property and Care United Johor Bahru on 27 August 2016.

The children aged seven to 12 years were selected from 13 different homes and schools in Johor Bahru: Yayasan Pasir Gudang, Pertubuhan Kebajikan Pushpanesam, SJK(C) Kuo Kang 1 and 2, SJK(T) Ladang Sungai Plentong, SJK(T) Ladang Ulu Tiram, Sek Keb Perigi Aceh, Pertubuhan Kebajikan Shan De, Pertubuhan Social & Kebajikan Sari Saujana, Kampung Skudai Kiri, Villa Paulos, Persatuan Kebajikan Berkat (Berkat Home) and Persatuan Penganut Dewi Seri Maha Karumariamman.



### Chinese New Year Community Reunion with the Elderly and Single Mothers

Sunway Group and Yayasan Sin Chew brought festive cheer to more than 200 senior citizens and single mothers from across the Klang Valley.

The senior citizens from six homes, aged between 60 and 90 years, and single mothers from government flats gathered at Sunway Resort Hotel & Spa. They recreated reunion moments with the management teams and 120 volunteers from Sunway Group and Yayasan Sin Chew in conjunction with Chinese New Year.

In its fifth year, this annual initiative is part of Sunway Group's Light of Hope programme. In 2016, it was themed "Creating Reunion Moments" to foster the spirit of togetherness and spend meaningful time with the underserved community during the festive season.



“ Spending time on Hari Kebangsaan with the children reminds us all that we are here for a purpose – we are here for our future generation, for our nation's continued growth and progress, for a sustainable Malaysia. We hope that the children will remember this day as a day filled with love, joy and kindness from fellow Malaysians and one day, they too will be contributing to build a safer, healthier, happier and more caring Malaysia. ”

Gerard Soosay, CEO of  
Sunway Iskandar

“ Sunway remains committed to enriching the lives of the communities we serve especially the less privileged through our annual Light of Hope initiative, where we gather in the spirit of togetherness and spread some love and cheer during festive seasons. ”

Puan Sri Dr Susan Cheah,  
EXCO member of  
Sunway Group

### One Man's Wish

On 25 December 2014, Kerdau, a remote village in Pahang, suffered the worst flood in history. The water level rose to 13 feet and destroyed many parts of the village.

Mr Ng Tze Kiong, the president of the Parents Teachers Association of Sekolah Rendah Kebangsaan (C) Kerdau, requested a large reunion dinner for his fellow neighbours as it symbolises family unity in Chinese tradition.

The team from Sunway Pyramid Mall united to repair the village. The One Man's Wish team cleaned and repaired homes and community facilities in preparation for the Lunar New Year. A massive feast including a fireworks display was staged allowing thousands of local families whose lives had been affected by the natural disaster to celebrate New Year.

Sunway Pyramid Mall was recognised internationally for this humble initiative, winning Silver in the cause-related marketing category for the Asia Pacific Shopping Center Awards 2015 by The International Council of Shopping Centers (ICSC).

### iM4Ufm Fabrik Kasih Bersama Kumpulan Sunway

Sunway Group collaborated with iM4U, Kolej Vokasional Dato' Undang Mohd Sarip, Rembau, Kolej Vokasional Sepang, Kolej Vokasional Sultan Abdul Samad, Banting and Kolej Vokasional Setapak for iM4Ufm Fabrik Kasih bersama Kumpulan Sunway. This programme gave back to the residents of Pusat Jagaan Titian OKU Nur, Rumah Jagaan Orang Tua Al Ikhlas, Persatuan Ibu Tunggal Warga Sabah & Semenanjung and Rumah Anak Yatim Limpahan Kasih.

Students from the four vocational colleges sewed 275 *Hari Raya* outfits over a six-week period under the supervision of local fashion designer, Sazzy Falak. On 29 June 2016, the students were given an opportunity to showcase their designs.

During the event, 150 Sunway volunteers chaperoned the guests throughout the evening. Sunway Group's management team including Tan Sri Razman Hashim and wife Puan Sri Latiffah;

Sunway Group President Dato' Chew Chee Kin and his wife; and Sunway Group EXCO member Puan Sri Dr Susan Cheah gave food and beverages, prayer mats, prayer beads, *duit raya* and raya cookies to the homes' residents. Director of the Technical and Vocational Department, Ministry of Education, Mr Zainuren bin Haji Mohd. Nor was also present at the event.

This project was part of Sunway's Light of Hope Raya Cheer programme.

### Giving Light to Dialogue in the Dark

Ambassadors of song, the Harvard Krokodiloes, performed in Malaysia for the second consecutive year at two concerts: Concert in the Dark and Cuisine Theatre in the Dark.

Concert in the Dark was held on 28 June 2016 with the help of visually impaired guides. Guests were ushered into a carefully constructed dark auditorium that came to life with the Krokodiloes' unique brand of a capella harmony.

On 29 June 2016, guests were also ushered into a carefully constructed dining hall for Cuisine Theatre in the Dark. They enjoyed a fine-dining meal while being serenaded by the Kroks in complete darkness.

In collaboration with Dialogue in the Dark (DID), Sunway Education Group hosted 12 Harvard University undergraduates for the Malaysian leg of their 2016 World Tour. A first for both the Harvard Krokodiloes and DID, this evening was memorable as the 12 undergraduates could not rely on visual prompts for musical direction.

DID is a social enterprise with offices in Sunway University. Supported by the Sunway Institute for Social Entrepreneurship (SISE), DID highlights the struggles of the blind. Proceeds from both events were donated to DID. A total sum of RM60,000 worth of experiential tours with DID was pledged in addition to RM60,000 from table sales.





Social (con'td.)  
Society

Boosting Malaysia's Hospitality and Culinary Arts

In 2016, we contributed RM500,000 to the hospitality and culinary arts centre at SMK St Mary, Kuala Lumpur. SMK St Mary is the seventh adopted school of Sunway.

The Saleha Hospitality and Culinary Arts Centre will oversee the reintroduction of Home Economics for secondary school students. The centre complements traditional academic subjects, providing students with a well-rounded education and tangible life skills for the future.

Sunway designed and constructed the cafeteria, reception, suite and a gas connection to the kitchen for cooking appliances.

Sunway Property's Commitment to Living Sunway, Living Community

Under the 'Living Sunway, Living Community' campaign, Sunway Property improves its community engagement as part of its efforts to grow together and ensure the sustainability of Sunway's developments. Our long-term goal of fostering true communities in a liveable environment is achieved through various community-driven engagements with residents and the general public.

Steps to a better health - Sunway Medical Centre's Public Awareness campaigns

Sunway Medical Centre organises public forums to educate members of the public on various medical related issues including diagnoses, symptoms, prevention and cure of illness. Sunway Medical Centre also organises GP symposia where medical specialists and consultants focus on different topics to help familiarise general practitioners with current medical practices.

Malaysia's obesity rate is one of the highest in Asia, which is problematic as it can lead to diabetes, heart disease and other serious health problems. Sunway Medical Centre performs community screening for prevalent diseases and other risk factors. Doctors, nurses and other medical professionals tested blood pressure, blood glucose levels, BMI and cholesterol. More than 5,000 individuals from some 60 organisations have been screened as part of this social responsibility effort. The admissions for these sessions are free and open to the public.

Key Engagement Sessions Held During the Year

Events	Participants	Activities
Chinese New Year Celebrations	Sunway South Quay, Sunway Nexis SOHO, Sunway Eastwood and Sunway Velocity in Klang Valley; Sunway Iskandar in Johor; and Sunway Wellesley in Penang	<ul style="list-style-type: none"><li>• Traditional acrobatic lion dance</li><li>• Open house with delicious Chinese food</li><li>• Lucky draws</li><li>• Festive promotions</li><li>• Prosperity toss</li><li>• 24 drums performance</li><li>• Astrology reading</li></ul>
World Environment Day	Sunway South Quay, Sunway City Ipoh, Sunway Penang and Sunway Iskandar	<ul style="list-style-type: none"><li>• Ride with Nature</li><li>• Hike with Nature</li><li>• Discovery Race</li><li>• Discovery Walk</li></ul>
The Art of Recycling	Sunway Penang Sunway South Quay	<ul style="list-style-type: none"><li>• Donated 20 recycling bins</li><li>• Recycling campaign</li></ul>
Mid-autumn Festival	Sunway South Quay, Sunway Montana and Sunway Eastwood	<ul style="list-style-type: none"><li>• Dinner</li><li>• Lantern showcase</li></ul>
Movie outing	Sunway Property PALS and children from welfare homes	
Velocity Purchasers and Tenants Get Together	Get together events at Sunway Velocity	
Christmas Celebration	All residents and tenants were invited to a Christmas party hosted by Sunway Property at SunGeo	

Social (con'td.)  
Society



Sunway Construction Continues to Address Public Inconvenience

Sunway Construction maintains a strong rapport with stakeholders at project sites and has introduced a dedicated hotline to receive, record and respond to every concern raised by members of the public. We engage effectively with the authorities and local community members and encourage feedback during site walks and meetings.

Transparency and Anti-corruption

Sunway is firmly opposed to corruption in all forms and is committed to following the highest ethical standards. Anti-corruption is not merely a legal obligation and an ethical standpoint. Corruption is a threat to business and society in all countries, undermining legitimate business activities and distorting competition. It ruins our reputation and exposes individuals to risks. At Sunway, we are all responsible for understanding the important legal and ethical issues that affect our business and for acting with integrity at all times.

Corruption includes bribery and trading in influence. Any corrupt activity, either in the public or private sectors, is prohibited. Offering, giving, requesting, accepting or receiving any bribes or facilitation payments is forbidden. Sunway's zero tolerance to corruption and ethical standards are set out in its Code of Conduct, Group Policy Anti-Corruption and other governing documents, which are implemented across all business units. All suppliers and third parties that have a direct contractual relationship or offer products or services to Sunway must comply with our Supplier Conduct Principles. These principles set out the minimum standards that we expect to see achieved over time including ethics and anti-corruption.

Heads of business units are briefed on the implementation of the quarterly risk report and are signed off by each business unit on a quarterly basis. Reporting, investigations and the handling of corruption cases are dealt with by Group Internal Audit (GIAD) and the individual business units.

Public Education Sessions Held in 2016

Public Awareness Session	Date(s)
Sunway Mini GP Symposium – Wound Care	6 March 2016
In-Vitro Fertilisation Public Forum 2016	16 April & 12 June 2016
A HEARTy Diet: Food For the Heart	30 April 2016
Good for Baby, Good for Mom. A breastfeeding talk	6 August 2016
Foresight in Ophthalmology – Sunway GP Symposium	7 August 2016
Community Health Screening	25-27 October 2016
SunMed Carnival including health screening, eye screening and a dance marathon	11-13 November 2016
World Diabetes Day Public Forum	26 November 2016



Social (con'td.)  
Human Rights

Sunway's respect for human rights is integral to our business. We are committed to respecting human rights as set out in the UN Guiding Principles on Business and Human Rights and the UN Global Compact 10 Principles. These principles, along with Sunway's Code of Conduct, Policies, Supplier Conduct Principles, Vision and Values, provide the Sunway Group with a common approach to treating one another and serving our customers. They govern how we run our business and our role in the societies in which we operate.

We respect our employees' rights and emphasise the following best practices in our workplace:

- 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 or mental disciplinary practice
- Respecting workers' right to freedom of association
- Ensuring compliance with laws governing working hours and wages

These practices ensure consistent and fair employment practices across Sunway nationwide.

Labour Rights

As a responsible employer, Sunway recognises 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. These conventions are reflected in our Code of Conduct.

We recognise and respect employees' freedom to form or be part of unions of their choice and the right to collective bargaining, in accordance with national law and regulations. We do not interfere with employees' decisions to associate.

Current Unions Representing Our Employees

Business Unit	Names Of Union	No. Of Union Members	No. Of Employees Covered By CA
Sunway VCP Sdn Bhd	Non-Metallic Mineral Products Manufacturing Employees' Union	15	15
Sunway Lagoon Club Sdn Bhd	Club Employees Union Peninsular Malaysia	9	9
Sunway Hotel Seberang Jaya	National Union Of Hotels, Bar & Restaurant Workers Peninsular Malaysia	46	96
Sunway Hotel Georgetown	National Union Of Hotels, Bar & Restaurant Workers Peninsular Malaysia	29	63

Social (con'td.)  
Product Responsibility

Ensuring Great Experience with Us

Stakeholders' expectations are at the core of everything we do. Beyond listening to their feedback, we strive to perceive feelings and expectations. Solutions are then based on their perspective. Our aim is simple – we want to offer an experience that delights our stakeholders and this vision is shared across all businesses.

Sunway Property conducts a customer satisfaction survey through SMS that targets:

- Prospects who visited Sunway Property's sales galleries
- Buyers who signed a sales and purchase agreement
- New owners who have recently received their keys
- Owners who have had their keys for six months

Recent survey results showed that property owners are extremely satisfied with Sunway Property's services and will definitely recommend Sunway Property to their friends and family.

Satisfaction surveys at Sunway Resort Hotel & Spa are conducted through email. Once a guest completes a survey, management is notified of guests' feedback and concerns. A monthly summary report is prepared to study complaint trends and an action plan is developed with the operations team to address any complaints. The hotel has maintained a satisfaction level of over 85% for the past three years with a score of 86.9% as at 31 December 2016.

Sunway Lagoon's Guest Service Department regularly invites random theme park visitors to complete a quick satisfaction survey. Walk-in, group or tour visitors are asked to rate customer service, cleanliness and ticket price and also choose their favourite park. In 2016, the satisfaction measuring system was improved by adding two metrics: the Visitor Retention Index and Net Promoter Score. The surveying system is also being revamped so it can be administered using tablets and the questions have been redesigned to generate measurable indices. Our recent survey conducted in 2016 showed a visitor retention index of 78.4 and net promoter score of 30.8%.

Sunway Medical Centre also conducts regular satisfaction surveys by distributing customer feedback forms to all inpatients and outpatients. The latest tabulated Customer Satisfaction Index (CSI) showed an overall score of 94.53%.

Unique Experience with Sunway

Child-Friendly Malls

In line with Sunway REIT's retail malls' positioning as family-oriented lifestyle malls, we provide a child-friendly ambience at our shopping malls with special attention being given to safety facilities.

Baby Rooms

All shopping malls have built-in nursing rooms, baby wash, hand soap and diaper changing stations.

Baby Strollers

Baby strollers are available at all our shopping malls. These are available free of charge although a small refundable deposit is required.

Child Distance Monitors

These monitors keep track of shoppers' children to make sure they are always in sight of their parents.

Child Monitoring Wristbands

Children are encouraged to carry the contact details of their family members. Child monitoring wristbands are available to all shoppers at the concierge.

Sunway Pyramid Mall Mobile App

Sunway Pyramid Mall developed an interactive pocket guide for the mall's visitors. Using the enhanced navigation trail, users can find their favourite store, save the location of their car park space and browse the latest promotional highlights. We hope to replicate the application in the other malls within our asset portfolio.

SunMed Kid's Club

All babies born in Sunway Medical Centre from 1 July 2014 onwards are entitled to be a SunMed Kid's Club member. Benefits for members include:

- Exclusive invitations to children's activities and special events
- Discounted room rates, medication and vaccinations

SunMed@Home

SunMed@Home is a home nursing service that caters to clients' expectations of safety, commitment and compassion when delivering care. Sunway Medical Centre's team of skilled professionals provide support and nursing care in patients' homes. This is part of our holistic integrated care, providing patients with long-term follow-up care and engaging with caregivers.

Home Skilled  
Nursing

Home Nursing  
Respite Care

Mom & Baby  
Postnatal Care

Home Rehab &  
Nutrition Therapy

Home Care  
Facilities



Social (con'td.)  
Product Responsibility

Safety and Security at Our Properties

A vigilant security system at our assets is extremely important. Tenants and their employees, shoppers, hotel guests and patrons must feel safe and welcomed while patronising our premises. The management has been working closely with the Royal Malaysian Police to ensure the safety of our premises and vicinity.

Our auxiliary police are highly trained to keep tenants, shoppers, hotel guests, car park and the surrounding vicinity safe. Armed auxiliary police regularly patrol the perimeter of our assets' premises and the pedestrian bridges connecting to our assets.

Safety Approaches at Our Properties

Minimum Training for Auxiliary Police

- Monthly training organised by Group Security
- At least two shooting courses organised by PDRM
- At least 48 hours of foot drill training and BOMBA training a year
- At least 16 hours of classroom training each year
- Two months training at our Police Training Centre

Ensuring Safety at Our Properties

- Patrolling on a personal transporter at all sections of the mall, with special attention given to crime-prone areas such as jewellery shops
- Panic buttons around our shopping malls and car parks for quick emergency response
- State of the art escalator safety equipped with anti-unintentional reversal control and an intelligent brake system

Delivering Quality

Sunway is committed to delivering excellence with passion. Our ISO 9001-certified Quality Management System challenges us to continually improve our processes and approaches in order to deliver the best possible results in each field we are involved in.

Sunway Property, just like other business units under the Group, has systematic quality assurance processes that ensure the delivery of our commitment to quality and satisfaction.

Pre-delivery Inspection (PDI) Before Properties are Handed Over to Customers



Social (con'td.)  
Product Responsibility

Processes Involved to Ensure a Top Quality Development



Sunway Property has been certified with ISO 9001:2008 Quality Management System since 26 September 1997 and ISO 14001:2004 Environmental Management System since 30 December 2010.

Sunway Property Quality Processes

<b>Sunway Quality Merit System Assessment</b> <ul style="list-style-type: none"><li>• Based on Construction Quality Assessment System (CONQUAS)</li><li>• Assessment on product workmanship</li><li>• Applies to all SIP's Projects</li><li>• Quarterly basis</li><li>• Monetary reward to contractor</li></ul>	<b>Sunway Safety Merit System Assessment</b> <ul style="list-style-type: none"><li>• Based on Safety and Health Assessment System in Construction (SHASSIC)</li><li>• Assessment of ESH implementation and compliance with legal act</li><li>• Applies to all SIP's Projects</li><li>• Monthly basis</li><li>• Monetary reward to contractor</li></ul>	<b>Internal Audit</b> <ul style="list-style-type: none"><li>• Yearly basis</li><li>• Prerequisite to external audit</li><li>• Assess compliance with ISO 9001 &amp; ISO 14001 by all departments and projects</li></ul>	<b>External Audit</b> <ul style="list-style-type: none"><li>• Yearly basis</li><li>• Carried out by SIRIM QAS International (Certification Body)</li><li>• Assessment of compliance with ISO 9001 &amp; ISO 14001 by Sunway Property</li></ul>	<b>CONQUAS</b> <ul style="list-style-type: none"><li>• Construction Quality Assessment System by External Assessor - BCA Singapore</li><li>• Only applicable to selected projects</li><li>• Assessment of product workmanship</li></ul>
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On 25 October 2016, Sunway Quarry also received an outstanding contribution award from the Institute of Quarrying Malaysia Berhad for its achievements and excellence.



Social (con'td.)  
Product Responsibility

All services at Sunway Medical Centre have at least two performance indicators. These quality performance indicators are monitored monthly and submitted to a head of division before being sent to the Quality Resources department for final endorsement. The indicators are reviewed and the bench target is revised accordingly by the Quality Resources team, heads of division and heads of department. For example, one performance indicator is to ensure that at least 80% of all admitted patients are given a bed within two hours.

Sunway Construction places strong emphasis on quality management. Its Quality, Environment, Safety and Health (QESH) Management System is in accordance with the ISO 9001:2008, ISO 14001 and OHSAS 18001. Its Total Quality Management (TQM) prioritises QESH in all of its operations. Sunway Construction Quality Assurance Support Team (QAST) was introduced in 2016 and is responsible for creating a safety awareness culture and developing quality assurance skills.

- Sunway Quality Merit System**
- The Sunway Quality Merit System (SQMS) measures the project system and product quality performance at every stage of construction. The assessment is based on:
- the QCLASSIC requirements for the measurement of product workmanship; and
  - ISO 9001 standards to measure the effectiveness of inspections and tests, and document/record management practices.

Projects with low SQMS scores are identified for immediate improvement.

Objectives of SQMS

- Benchmark all projects
- Measure project quality performance systematically and objectively
- Standardise good practices across all projects
- Raise greater awareness of product quality as per QCLASSIC requirements in all staff and subcontractors
- Achieve a minimum QCLASSIC score of 75% for all projects

Monthly SQMS assessments are performed for all projects, covering all trades including piling, reinforced concrete, precast installation, steel structures, brickwork, plastering and pointing.

Rewarding Loyalty

We thank our stakeholders for their loyalty and trust in us. Sunway PALS is a loyalty programme that rewards our customers with points and other special privileges on all spending at our participating merchants and selected Sunway businesses. With Sunway PALS, customers can enjoy privileges and redeem their points at 460 merchants at Sunway Pyramid Mall and over 110 merchants at Sunway Putra Mall.

Sunway Property appreciates its loyal customers by organising various get-together events and treating them to exciting and fun outings. In 2016, movie nights, bowling and badminton tournaments were hosted for Sunway Property PALS holders. Festive celebrations such as a mid-autumn festival celebration and Christmas party were held at several of its properties.

Enhancing Experience

Over the past years, we have worked hard to create an organisation that looks after its stakeholders better than any other. We continually look to the future, pursuing new ideas and projects that will transform Sunway into the best organisation it can possibly be. There is always room for improvement and we are serious about enhancing our customers' experience.

In 2016, we introduced various initiatives and innovations to meet the demands of our customers and communities. Upgrading works at our shopping malls' facilities, such as baby rooms, have helped provide shoppers with a great experience.

In February 2016, we opened a new 4-star hotel - Sunway Clio Hotel - linked to Sunway Pyramid Mall's newest retail expansion where hotel guest can look forward to a greater number of food and beverage offerings at the hotel's newest retail expansion.

This hotel complements the existing cluster of hotels within Sunway City, namely the 5-star 468-room flagship Sunway Resort Hotel & Spa and the 4.5-star 564-room Sunway Pyramid Hotel. Guests can take advantage of extensive business and leisure facilities within the 800-acre integrated resort development. These hotels offer a choice of 1,433 guestrooms, suites, duplexes and pool villas for any conceivable budget and experience.

Customer Privacy

Sunway is committed to protecting its customers' privacy. Consistent with our privacy policy adopted across all business units, we do not use data to track our customers and no data is wirelessly transmitted without our customers' consent. We ensure that access to our customers' personal information is restricted to employees who are contractually required to process their personal information in accordance with their respective job requirements.

Sunway Medical Centre holds visits to the shredding facility and inspects the destruction process, regularly. A certificate of destruction is also produced.

The Medical Records Department is monitored with six CCTVs and is only accessible by authorised personnel.

Social (con'td.)  
Product Responsibility

Residential and Accommodation Types	Property Names
Low Cost Flat	Bandar Sunway Low Cost Flat
Terraced House	Ritz, Maxwell
Semi-Detached House	Sunway Utama
Bungalow	Sunway Utama, Bayrook
Townhouses	Sunway Tiara
5 Storey Apartments	Sunway Court
High-rise Condominiums	Palmville Condo, Lagoon View, Sun-U Residences
Serviced Apartments	Resort Suites
Hotel Rooms	Sunway Resort Hotel & Spa, Sunway Pyramid Hotel, Sunway Clio Hotel and The Villas

Unique Marketing

Sunway Pyramid Mall and Sunway Putra Mall teamed up with Disney's Marvel and 20th Century Fox respectively to create various themed attractions. These attractions included out-of-mall activation, character appearances, a life-size characters display, movie set-inspired decorations and interactive sessions in their experiential marketing campaigns.

As shopping malls increasingly become a focal place for the public, it is imperative that we develop marketing ideas that resonate and connect with shoppers at emotive and experiential levels.

The campaign in Sunway Pyramid Mall led to a 9.7% increase in traffic with 1.2 million shoppers interacting over the 24-day campaign period. Social engagement metrics achieved a reach of

27.6 million with RM250,000 worth of publicity being generated.

Sunway Putra Mall's footfall reached 800,000 during the campaign with RM200,000 worth of publicity being generated with a social media reach of 2 million.

Awards Won by Sunway Malls

- Sunway Pyramid Mall**  
Gold in Category C (malls above 1 million sq ft net lettable area) for its "Captain America: Civil War" marketing campaign
- Sunway Putra Mall**  
Top Category B (malls with 500,001 to 999,999 sq ft nett lettable area) for its "Kung Fu Panda Pawsome March"
- Sunway Resort Hotel & Spa**  
Top 10 Hotels for Families in Malaysia in TripAdvisor's Travellers' Choice Hotel Awards 2016
- The Banjaran Hotsprings Retreat**  
Trip Advisor's 2016 Traveller's Choice Awards in the following categories: Top 25 Small Hotels, Top 25 Hotels for Romance, Top 25 Luxury Hotels and Top 25 Hotels for Services, in Malaysia.





# Our Pledge Moving Forward

At Sunway, Social Responsibility continues to underscore our commitment to enriching the lives of the communities we touch and serve. Social responsibility forms an integral part of our business framework as we conscientiously take impactful actions that address important social and environmental challenges.

Intertwined with Sunway Group's core values of Integrity, Humility and Excellence, we remain committed to creating a far-reaching impact on the nation and humankind through our social responsibility programmes.

Our commitment to corporate citizenship and sustainability reflects both our rich heritage and values and our company-wide attitude. We are unrelenting in improving not only our business performance, but also how we conduct our business, how we serve our local communities and our role as global stewards of the environment. Sustainable practices underpin the way we work and operate to create value for all our stakeholders. It is an important catalyst for the company's growth and success. As we continue to evolve and move forward, so does our pledge deliver the highest standards of quality and excellence for the betterment of the community and environment we build, own and operate.





For further information, please contact

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