

Building a Better Tomorrow



SUNWAY BERHAD | SUSTAINABILITY REPORT 2019

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ABOUT SUNWAY BERHAD

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

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

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

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

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

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

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

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

VISION

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

MISSION

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

CORPORATE CORE VALUES

Integrity

We believe in doing the right thing at all times

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

Humility

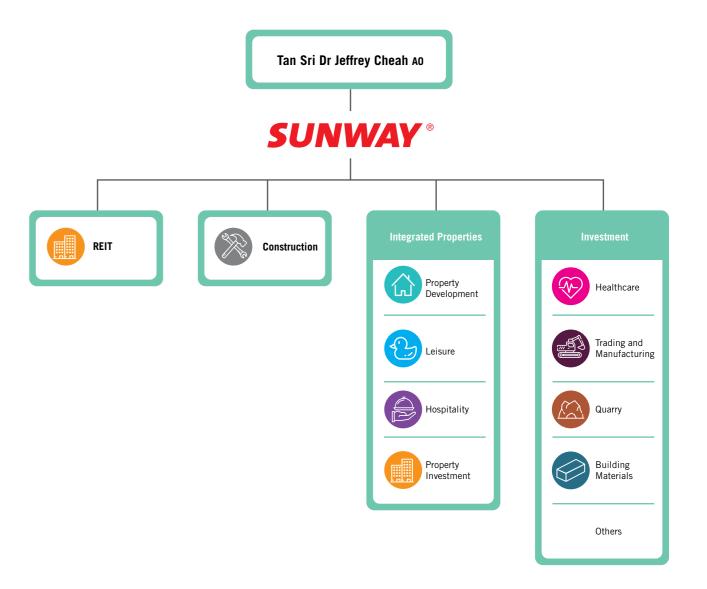
We believe in being humble, polite and respectful

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

Excellence

We take pride in all that we do

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



PROPERTY DEVELOPMENT



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

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

PROPERTY INVESTMENT AND REIT



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

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

ABOUT SUNWAY BERHAD (CONT'D)

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

LEISURE

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



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

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

HOSPITALITY

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



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

CONSTRUCTION

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



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

HEALTHCARE

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



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

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

TRADING AND MANUFACTURING

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



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

QUARRY



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

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

BUILDING MATERIALS



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

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

OTHERS

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

WHERE WE ARE

P CHINA

THAILAND

VIETNAM

MYANMAR

SINGAPORE

WHAT WE DO

[GRI 102-4, 102-6]





MALAYSIA (HQ)

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

SINGAPORE

- Construction
- Healthcare
- Trading and Manufacturing
- Property Development

CHINA

- Property Development
- Trading and Manufacturing
- Building Materials

AUSTRALIA

- Property Development
- Trading and Manufacturing

VIETNAM

- Hospitality
- Building Materials
- Trading and Manufacturing

THAILAND

• Trading and Manufacturing

CAMBODIA

Hospitality

INDONESIA

• Trading and Manufacturing

MYANMAR

Construction

INDIA

- Property Development
- Construction

UNITED KINGDOM

Property Investment

08

UNITED KINGDOM

CHAIRMAN'S **MESSAGE**

[GRI 102-14]

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

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

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

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

to act collectively to overcome these challenges? My personal view is that this is no longer an option, but an urgent imperative as we have only ten years remaining to realise the 17 Sustainable Development Goals adopted by the United Nations under its "Transforming our world: the 2030 Agenda for Sustainable Development." This requires action from more than just nations and governments. It requires the commitment of all components of society -- the private sector, academia, civil society, and, of course, every single individual. We are all in this together.

At Sunway, we are doing our part towards building a Excellence is about delivering high-quality products sustainable future for all in this part of the world that and services in whatever sector we are engaged in. we call home. For more than four decades, our team
It is about constantly pursuing the highest standards has worked to develop the skills, strength, knowledge in all that we do. and technology for us to achieve this goal.

shareholders and business partners – are all deeply markets across the world. We have developed deep involved and committed towards this agenda. We and lasting partnerships with our masterplanned constantly strive to incorporate sustainability into communities where we have stayed as co-investors our business practises, processes and operations. through our Build, Own, Operate model.

We approach our mission in a holistic and We have developed partnerships across the globe comprehensive manner with a focus towards with the United Nations, with governments, and developing sustainable cities and thriving with world-renowned educational institutions such communities, enhancing healthcare and education, as the University of Cambridge, Harvard University, as well as providing opportunities for the University of Oxford and University of California, underserved through our #SunwayForGood corporate Berkeley. We believe in working with the best, and responsibility initiatives.

on providing a "hands up" rather than a "hand out." of the United Nations Global Compact, renewing our It is about empowering individuals and communities five-year pledge to continue creating a just, safe, fair to cultivate their own entrepreneurial skills to better and equitable society. themselves rather than relying solely on charity.

that we believe are crucial to ensure the success convinced that we can make a difference. of these efforts. At Sunway, our core values are Integrity, Humility and Excellence.

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

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

Our businesses have a presence in the most socio-Our stakeholders - including customers, staff, economically significant urban centres in 11

learning from the best.

Let me be clear though that our philosophy is based I also reaffirm Sunway's commitment as a signatory

In this coming decade, it is incumbent upon us all to We are also committed to promoting the right values work together to build a better tomorrow. I am fully

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

Tan Sri Dr Jeffrey Cheah Founder and Chairman Sunway Berhad

PRESIDENT'S MESSAGE

[GRI 102-14]

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

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

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

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

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

CHAMPIONING SUSTAINABLE DEVELOPMENT

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

- Peace and partnerships
- People
- Planet
- Prosperity

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

Strengthening Governance And Partnerships

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

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

In support of the National Entrepreneurship Policy, Sunway iLabs, our incubator and accelerator, has set up a fund with Gobi Partners and Malaysia Venture Capital Management Berhad to malls, 7 hotels, 5 office towers and both of our theme parks. As of explore technology-related high growth areas.

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

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

Developing People

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

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

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

Doing Our Part For The Planet

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

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

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

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

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

Prosperity And Progress

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

scheme to help more Malaysians own a home, with guaranteed 95% financing for eligible buyers that are financially responsible yet find it challenging to qualify for conventional mortgages.

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

Looking Ahead

further meaningful and responsible growth. Our progresses against our targets are outlined in this report.

Dato' Chew Chee Kin President

LEADERSHIP COMMITMENT AND SUSTAINABILITY **MANAGEMENT**

[GRI 102-19, 102-20]

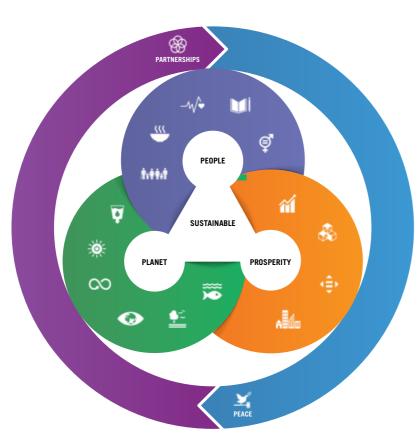
Sunway's Founder and Executive Chairman, Tan Sri Dr Jeffrey Cheah, ensures the effectiveness of leadership of the Board. He is responsible for setting the visions, values and standards of the Company.

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

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

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

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



United Nations Sustainable Development Goals structured around the 2030 Agenda

CO-CHAIRMAN (Tan Sri Dr Jeffrey Cheah) **PRESIDENT MANAGEMENT TEAM**

SUNWAY GROUP SUSTAINABILITY DEPARTMENT

SUSTAINABILITY COMMITTEE ACROSS

ADVISORY PANEL

- Jeffrey Sachs Center (JSC) in Sustainable Development
- Sunway University
- Monash University

BUSINESS UNITS WITHIN SUNWAY GROUP

SUNWAY'S STAKEHOLDERS

[GRI 102-21]

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

STAKEHOLDER GROUPS	ENGAGEMENT METHODS	FREQUENCY	ADDRESSING EXPECTATIONS
CUSTOMERS Expectations: • Product quality • Timely and transparent information about Sunway's business operations • Loyalty and rewards programme	 Complaints resolution Customer satisfaction surveys Events and activities Focus groups Loyalty programmes Roadshows 	Throughout the year	Upholding brand promise and product quality excellence
EMPLOYEES Expectations: • Benefits • Career developments • Employment equality • 2-way communication	 Employee engagement programmes, trainings and townhall sessions Employee engagement survey Kelab Sosial Sunway activities 	Throughout the year	 Career development programme Employee Assistance Programme (EAP) a 24-hour hotline Fair and safe workplace practices
GOVERNMENT & INDUSTRY AFFILIATES	ESG materiality study	Annually	Compost food waste for community use or urban farming to build resilience Partnerships with others who use waste streams as input
Expectations: • Compliance with regulations • Support for policies of national	MeetingsProject site visitsSite inspectionsTechnical committees	As and when	
 interest including sustainability initiatives and innovation Private partnerships to drive national agenda Sharing of best practices for industry progress Implementation of policies and requirements by relevant agencies or professional bodies 	 Engagement sessions Engagement with Department of Occupational Safety and Health (DOSH) Report submissions Site visits and audits Training, seminars and demonstrations 	Throughout the year	
	• Dialogues	Ongoing	

STAKEHOLDER GROUPS	ENGAGEMENT METHODS	FREQUENCY	ADDRESSING EXPECTATIONS	
Expectations: The interests of the community need to be met in order to promote healthy economic, environmental and social outcomes in society. We deliver value to the communities in which we operate through various community initiatives.	Community engagement through social activities Corporate advertisements Upholding the interests of stakeholders	Throughout the year	Community enrichment initiatives Initiatives in line with Malaysia's Shared Prosperity Vision and United Nations 17 Sustainable Development Goals	
Expectations: • Effective business strategies focused on growth • Effective communications and timely reporting • Prudent risk management • Market performance, business outlook and strategies	Annual general meeting ESG materiality study	Annually	 Prudent risk management and high financial return to our investors on top of ensuring transparency through reporting and timely communication Roadshows, quarterly and annual presentations on results, with clear strategic directions, goals and intended outcomes, broad risk exposures and targets 	
	Extraordinary general meeting (if required)	As and when		
	Corporate IR website Email communications One-on-one meetings Small group analyst briefings Site visits	Throughout the year		
SUPPLIERS / VENDORS Expectations: Fair treatment Professional and transparent	ESG materiality study Supplier feedback forms	Annually	Procurement registration form and terms & conditions are published on the website	
	Tender and bidding	As and when	Utilise the Esker software for payment processes for timely	
procurement • Timely payments	Day-to-day support engagements Meetings	Ongoing	payments	

OUR STAKEHOLDER'S MATERIAL CONCERNS

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

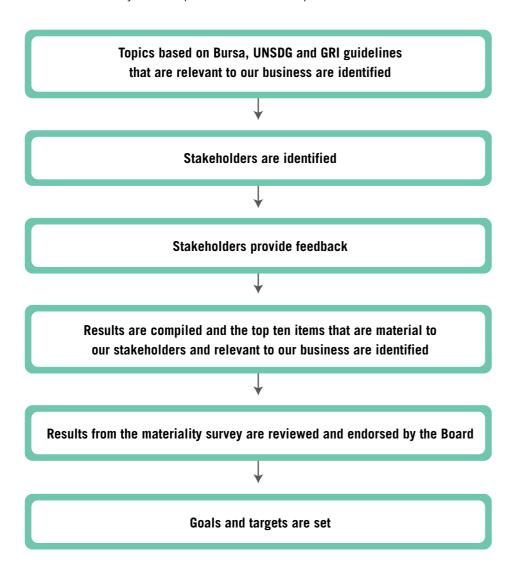
MATERIALITY ASSESSMENT In 2019, we conducted an in-depth stakeholder engagement and materiality assessment exercise. Based on our analysis of the output (in terms of quantitative and qualitative data), we identified 10 material topics. Respondents of the survey were asked to rate each item under the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

PRIORITISATION

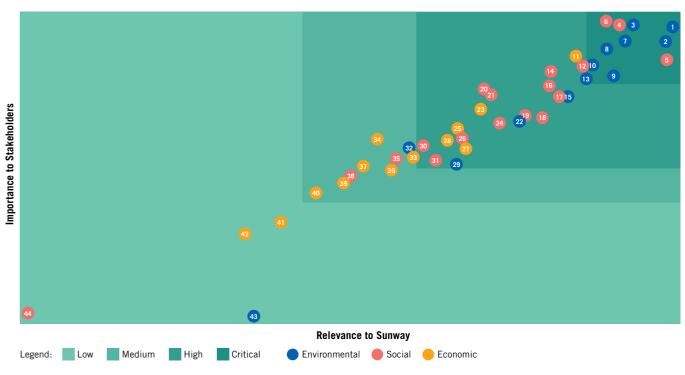
To address the material topics strategically, we have set goals and targets to be achieved by 2025 and 2030. Moving forward, we will progress along these goals and targets, based on our commitment to contribute towards advancing the UNSDG, current performance on leading market indices and material relevance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

TARGET SETTING

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



SUNWAY GROUP MATERIALITY SURVEY MATRIX 2019



TOP 10 MATERIAL ITEMS

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

OTHER MATERIAL ITEMS

- 11. Anti-corruption issues
- 12. Discrimination at workplace
- 13. Land pollution
- 14. Violation of human rights
- 15. Biodiversity
- 16. Workforce upskilling
- 17. Equal opportunity for all employees
- 18. Family-friendly policies at workplace
- 19. Forced labour
- 20. Product marketing, labeling and quality
- 21. Child labour
- 22. Supplier environmental assessment
- 23. Anti-competitive behaviour, anti-trust, and monopoly practices
- 24. Human rights training and practices
- 25. Risk management (EES issues)
- 26. Employee engagement score
- 27. Financial performance
- 28. Corporate governance
- 29. Use of renewable materials

- 30. Rights of indigenous people
- 31. CSR activities
- 32. Supply chain management
- 33. Indirect impact to the economy (job and business opportunities)
- 34. Financial penalty (due to non-compliance to environmental regulations)
- 35. Supplier social assessment
- 36. Procurement practices
- 37. Financial penalty (due to non-compliance to social regulations)
- 38. Public policy
- 39. Financial penalty (due to non-compliance in corporate governance)
- 40. Investor concerns
- 41. Increased cost of waste management
- 42. Increased cost of utilities (energy / water)
- 43. Using brownfield land or brownfield development for future development
- 44. Participation of trade unions

RISK, OPPORTUNITIES, AND MANAGEMENT APPROACH

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

MATERIAL ITEMS	RISKS	OPPORTUNITIES	IMPACT & BOUNDARIES	GRI TOPIC- SPECIFIC DISCLOSURES	LONG-TERM MANAGEMENT APPROACH
1. WATER SECURITY 12 WATER SECURITY 13 WATER SECURITY Pages 96-101	Disruptions to businesses and operations	Leverage Build, Own, Operate business model to increase community resilience	Customers, builders and suppliers, government and regulators, investors, community and media	Water	 Identification of high-risk areas and building redundancy All landscape to be irrigated by recycled supply by 2030 50% of water supply in commercial buildings located in Sunway City Kuala Lumpur to be sourced from recycled supply by 2030 Develop new solutions with our young entrepreneurs and to test it in our cities/developments
2. WATER POLLUTION 3 WATER POLLUTION 13 WATER POLLUTION Pages 96-101	Health risks to humans and biodiversity, affecting social license to operate Fines that affect finances and reputation	Compost food waste for community use or urban farming to build resilience Partnerships with others who use waste streams as input	All stakeholders across our value chain	Water, Waste and Effluent	 Stormwater management, silt trap and particle monitoring for all developments as a standard practice Waste management policies Urban farming to develop entrepreneurs, build community resilience, and reduce urban heat
3. AIR POLLUTION (IMPACTING HEALTH) 3 ***********************************	Health risks to surrounding communities, affecting social license to operate Fines that affect finances and reputation	Develop competitive advantage for property products with homes catering towards well-being	All stakeholders across our value chain	Emissions, Occupational Health & Safety, Customer Health and Safety	 Total Suspended Particles (TSP) measurement for all worksites Built-in well-being features in all new property products
4. CUSTOMER HEALTH AND SAFETY Page 67-68	Business and reputational risks	New solutions for township and development security as competitive advantage	Customers, community, government and regulators and media	Customer Health and Safety	Test-bedding scalable and replicable new security solutions at township levels
5. OCCUPATIONAL HEALTH AND SAFETY Pages 63-66	Safety and health of workers affect productivity Fines that affect finances and reputation	Partnerships with leading authorities and academics to pilot industry leading standards	Employees, government and regulators and media	Occupational Health and Safety	Build track-record as a competitive advantage for construction division
6. CUSTOMER PRIVACY Page 38	Cyberattacks can harm business and erode trust	Develop talent and test-bed new solutions	Employees, government and regulators and media	Customer Privacy	Develop new talent in Sunway University and test-bed new solutions that can be implemented or commercialised
7. ENERGY SECURITY 13 *** Pages 91-95	Electricity tariff hikes increases operational costs	Develop competitive advantage in the construction division and implement in developments to save energy for managed assets and as a competitive advantage for build-to-sell products	Customers, builders and suppliers, government and regulators, investors, community and media	Energy, Emissions	Develop competitive advantage in construction division Increase renewable energy in energy mix to save operational costs and implement in new products as competitive advantage
8. AIR POLLUTION (GLOBAL WARMING) Pages 82-87	Health risks to surrounding communities, affecting social license to operate Fines that affect finances and reputation	Leverage on improving the public network transportation system in Malaysia to deliver transit-linked development as competitive advantage	All stakeholders across our value chain	Emissions	 Landbank acquisition strategy to include consideration for emissions 40% waste diverted from landfill by 2030 Test-bed replicable and scalable solutions in our cities
9. BIODIVERSITY (ECOSYSTEM POLLUTION)	 Health risks to surrounding communities, affecting social license to operate Fines that affect finances and reputation 	Build track-record and capabilities as a sustainable development leader with governance for pollution management through value-chain	Builders and suppliers, community and the media	Biodiversity	Implement policies and create systems for ecosystem pollution management
Pages 83 & 85					
10.CLIMATE CHANGE 11 CONTROL OF THE PROPERTY	Damage to assets, environment and society	Leverage Build, Own, Operate model to build resilience Leverage private security team as first-line of defence to strengthen safety and security of the community	All stakeholders across our value chain	Emissions	 Construction division to develop Virtual Design Construction models that takes into account climate resilience Develop urban farms to build robustness Built-in climate resilience in managed assets and built-to-sell-assets All sites of more than 50 hectares must conduct the Environmental Impact Assessment ("EIA") and consist of 40% open space All new townships and buildings completed from 2025 onwards to have green certifications

THE FUTURE IS URBAN

[GRI 203-2]

Today, more than half the world lives in cities and and social benefits of those investments, such as by 2050 it has been estimated that two-thirds of all improvements in citizen health, jobs generated, humanity will be in cities.

In a unique way, cities are the world's biggest challenge, but they are also potentially our largest Sunway's urban transformation endeavours had potential for climate co-benefits.

Cities are potentially centres for green growth. In through 2050, just from the direct energy savings assets in our communities. alone. A follow-on research found that the economic

poverty and inequality eliminated, were many times greater even than the US\$17 trillion value.

solution.On one hand, cities consume much of the begun in 1974 with the transformation of an world's energy and produce 70% of the world's abandoned land of disused mining pools caused by emissions. On the other hand, cities produce 80% destructive mining activities, devoid of vegetation, of the world's GDP and therefore are the centre of population and economic life into a thriving city. gravity for economic growth. Cities are where people Henceforth, we have deepened our commitment to can innovate and progress, and where efforts to sustainability by embedding it into a unique Build, mitigate impacts of climate change and resilience Own, Operate business model that is powered by our building will have a disproportionate effect. This capabilities across a full real estate value chain. This is because cities are densely populated areas with includes landbanking, urban masterplanning and economies of scale and can deliver significant design, through to construction and development, leasing, sales and marketing, as well as management and long-term ownership.

East Pacific Asia alone, the International Finance Our integrated capabilities have been our competitive Corporation has estimated that there is a cumulative advantage, ensuring recurring diversified income climate investment opportunity of US\$17.5 trillion and growth, enabling us to grow our capacities and across six urban sectors in emerging markets cities capabilities to grab potential opportunities to be a to 2030 across six urban sectors¹. A New Climate catalyst for urban transformation. To date, we have Economy study found that US\$1 trillion spent per built, and now own and operate masterplanned year by cities on 11 types of low carbon projects would communities where we grow alongside our produce US\$17 trillion in net present financial value communities as we continue to hold up to 40%



Aerial night view of Sunway City Kuala Lumpur

THE TIME FOR TRANSFORMATION IS NOW

Eight years from the merger of Sunway City Berhad are. Harnessed correctly, we can put our resources to bigger, better, stronger than before, and more well- and co-create a sustainable future for all. positioned to capture one of the biggest opportunities to transform ourselves and the world.

Simultaneously, everywhere across the world five enable us to drive the achievement of the United megatrends are changing the way we live. Rapid Nations 17 Sustainable Development Goals urbanisation is concentrating people in cities, (UNSDG) in our hands. technological advancements are putting the power of change in our hands, and the economic powershifts There is no better time than now to make tremendous are concentrating financial capital in Asia where we transformation.

and Sunway Holdings Berhad in 2011, we are now work to combat the rising threats of climate change

We believe that all the capitals that we have amassed and circulated in our urban areas of influence now

HARNESSING THE POWER OF TECHNOLOGY TO DELIVER **URBAN TRANSFORMATION**

[GRI 203-1, 203-2]

One of the key enablers that we have identified build-for-sale properties, we continue the digital to exponentially magnify our impact towards the journey by integrating digital technologies into our achievement of the UNSDG is the deeper integration customer journey map across touchpoints to drive of technology into the way we build, own, operate and awareness, consideration, purchase, and transform serve our communities. By setting targets aligned to the way we serve our customers. This is in line the UNSDG, we can drive innovation, increase our with our promise to deliver lifelong value to our regulatory resilience, strengthen investor confidence communities. In our cities, we are exploring ways and credibility as well as gain a competitive to enhance security through the integration of Al advantage for us in a low-carbon future.

In our journey of transformation into a digital urban mobility. innovation enterprise, we have integrated private cloud, big data and analytics integration, and We expect our digital initiatives to drive our harnessed the power of Moore's law to deliver benefits warming to 1.5°C above pre-industrial levels. to the environment, society and the economy. In our

technology and installing electric vehicle charging bays across our townships to encourage green

Esker e-invoicing to drastically reduce our carbon top line and bottom line growth to enable us to footprint and increase productivity, effectively continue to recycle capital into delivering game enables our people to focus on things that matter changing solutions that produce far-reaching urban the most - producing innovative solutions for urban transformation. This will enhance our contribution transformation. Across our value-chain, we have to the aim of the Paris Agreement, to limit global

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

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

[GRI 203-1, 203-2]

INDUSTRY / I	DIVISION /	TECHNOLOGICAL SOLUTIONS FOR URBAN TRANSFORMATION
PROPERTY DEVELOPMENT		 For our landbanking and masterplanning activities, we acquire lands which are transit-oriented or suited for compact, mixed developments to mitigate our carbon footprint when we build, own and operate. We continue to explore industrialised building systems where we aim to deliver a wide-range of socio-economic as well as environmental benefits.
PROPERTY INVESTMENT	ROPERTY WESTMENT In Sunway Pyramid Mall, our flagship mall, where we are test-be we have rolled out a cashless parking system and license plate reshoppers can have a seamless experience. To enhance security, we are working on a pilot project to enhance integration of Smart CCTVs that include facial recognition. We are currently testing out a self-service kiosk in Sunway Pyramic experience to our customers. Sunway Malls has been working closely with Google and Apple, level to offer indoor positioning via individual mall's shopper mobile ap	
	HOSPITALITY	Alongside Sunway Pyramid Mall, Sunway Resort Hotel & Spa's Cluster of hotels were also able to extend the cashless parking system and license plate recognition system, providing guests with a seamless experience.
	HEALTHCARE	• As we are expanding our healthcare services to deliver quality healthcare across the nation, we are piloting electronic medical records and have launched the SunMed Go application to book the services patients want, effectively eliminating the need for queues and have their medications delivered to their homes.
LEISURE		In our theme parks, we have integrated AI monitoring and counting of visitors.
CONSTRUCTIO	N	 We have integrated building information management and 6D virtual design construction which allows us to save time, minimise wastage and improve quality – be it in our nation-building projects across Asia, in spaces where people live, learn, work or play. We are currently progressing our virtual design construction to 7D models which are capable of performing efficient energy, heat emission, light and sun path analyses on buildings in compliance to the Green Building Index (GBI). We have integrated solar capabilities into our suite of integrated services so that we can integrate renewable energy when we build for ourselves and others. In Singapore, we are investing in an Integrated Construction and Prefabrication Hub (ICPH). The virtual design construction and solar capabilities will translate to better and greener cities, homes and businesses for people through our property-construction collaboration that we have deepened through our merger exercise in 2011.

INDUSTRY / DIVISION / ACTIVITIES	TECHNOLOGICAL SOLUTIONS FOR URBAN TRANSFORMATION
QUARRY	We have improved site connectivity and communications infrastructure which improved operational efficiency while enhancing the way we serve our customers.
TRADING AND MANUFACTURING	We are now using Global Positioning Systems (GPS) tracking for service vehicles and machines, and have implemented a Warehouse Management System (WMS), as well as digitalised our quality control services.
BUILDING MATERIALS	 We have implemented a WMS and GPS tracking service for vehicles and maintenance systems, creating efficiency in delivery to our customers. Continuing on our innovation journey of the production of permeable pavers, we are currently also researching the development of solar pavers and conducting research to reduce sulphur content, CO₂ emissions, promote the usage of rubber and increase the durability of our asphalt pavements.

WAREHOUSE MANAGEMENT SYSTEM (WMS)

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

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

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

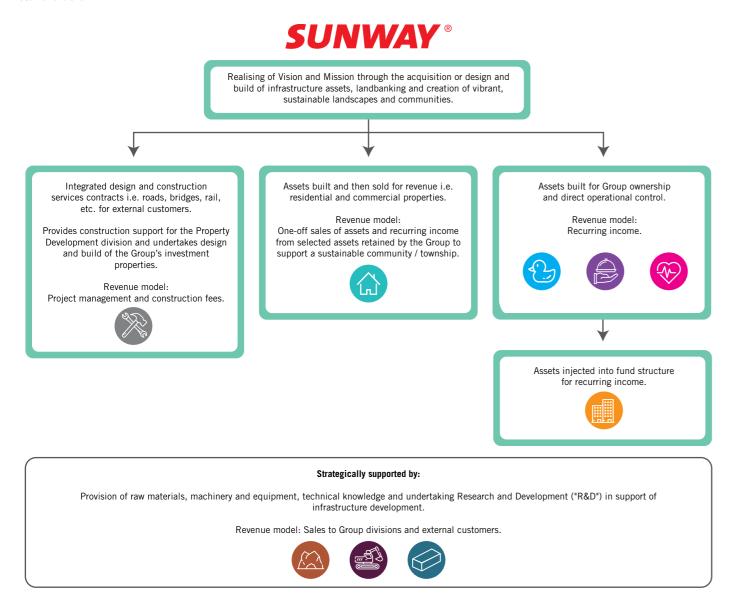
- Optimising the warehouse space utilisation and turn-around time for the whole supply chain process which reduces electricity consumption.
- Reducing the need to print.



BUILD, OWN, OPERATE BUSINESS MODEL

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

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

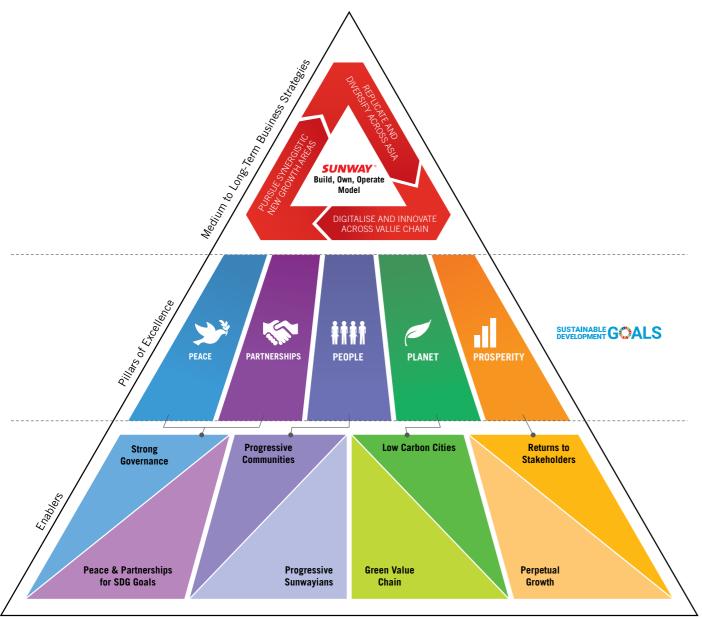


SUNWAY'S BUSINESS DIVISIONS INCLUDE:



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

TO BE ASIA'S MODEL CORPORATION FOR SUSTAINABLE DEVELOPMENT

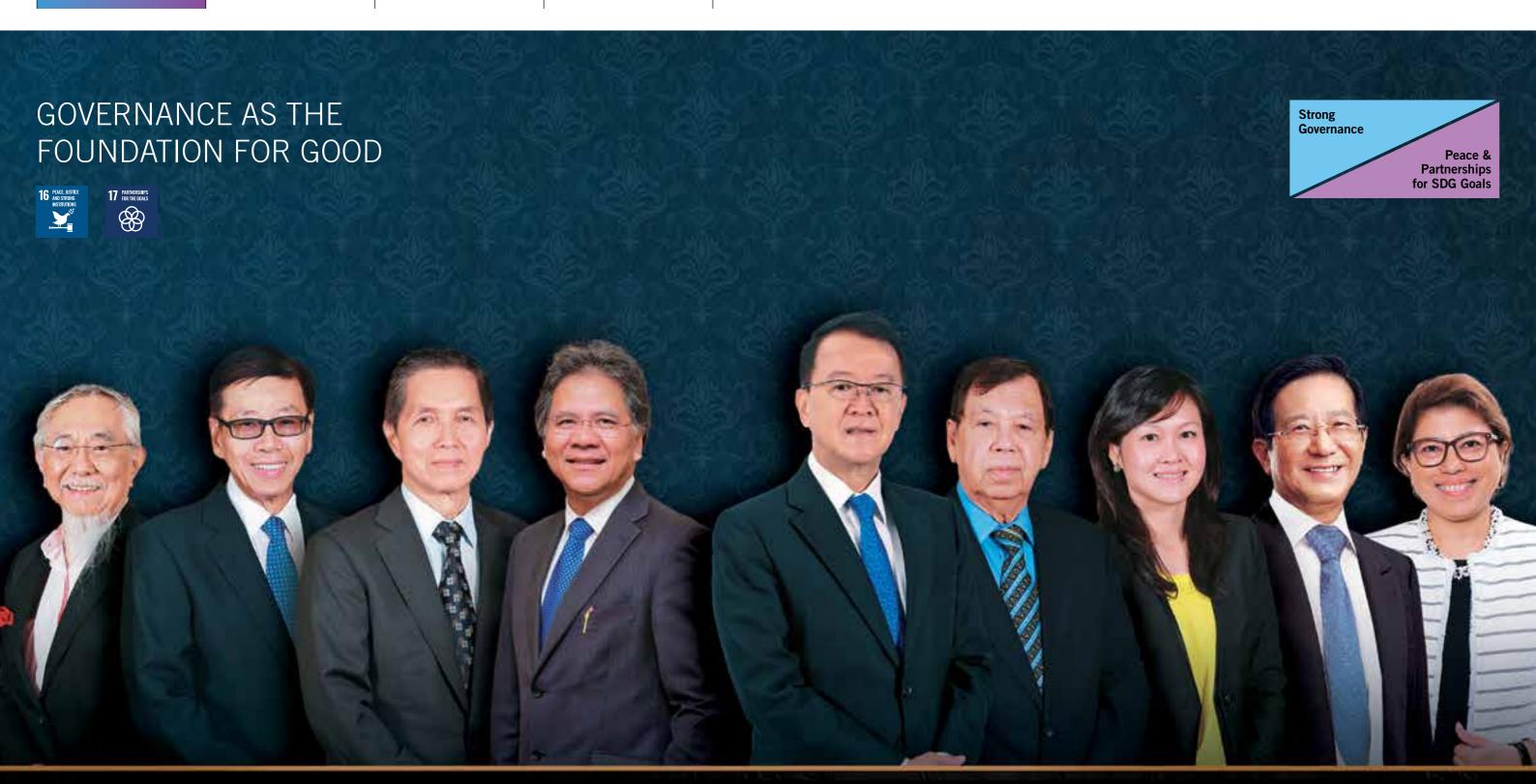


[GRI 102-22, 201-1, 305-2, 305-3, 306-2, 404-1, 413-1]

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



Sunway City Kuala Lumpur



At Sunway, corporate governance goes beyond us guiding principles on business conduct and regulations and compliance. We view it as the ethics to all our board members, employees, foundation for sustained competitive advantage and suppliers underscoring our commitment to that strengthens our business as well as sustainable business. Our corporate governance management of sustainability-related risks. practices are set out in our Annual Report. Our corporate governance framework consists Strong governance is our commitment to of policies and control systems which provides uphold peace, justice and strong institutions.

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

THE UNDERLYING FOUNDATION FOR GOOD

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

LEADING OUR TRANSFORMATIVE ENDEAVOURS

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

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

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

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

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

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

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

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

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

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

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

GOVERNANCE FRAMEWORK

INDEPENDENT NON-EXECUTIVE DIRECTOR

Dato' Sri Idris Jala

ENSURING EFFECTIVENESS OF THE OVERALL BOARD, BOARD COMMITTEES & INDIVIDUAL DIRECTORS

- World-renowned transformation specialist
- Bloomberg's top 10 most influential policy makers in the world
- Founder and Executive Chairman of The Global Transformation Forum
- Served on the advisory panel of the World Economic Forum (WEF) on New Economic Growth and also on the Advisory Panel of World Bank.

BOARD OF DIRECTORS NON-INDEPENDENT EXECUTIVE DIRECTOR

Tan Sri Dr Jeffrey Cheah

STRATEGIC LEADERSHIP

- Leading philanthropist in Asia by Forbes
- Founder and Trustee of the Jeffrey Cheah Foundation, Malaysia's largest social enterprise for education
- Chairman of the United Nations Sustainable Development Solutions Network (SDSN) Malaysia chapter
- Established Jeffrey Sachs Center for Sustainable Development as regional hub for research and policy practice, creating world-class programmes to train new generation of students, practitioners and policy leaders
- Chairman of the Malaysian Crime Prevention Foundation (Selangor Chapter)



PRESIDENT

Responsible for meeting the Group's business performance targets and implementing the Board's strategies and policies



MANAGEMENT TEAM

AUDIT COMMITTEE

• Fully non-executive Audit Committee

Malaysia Institute of Accountants

- Oversees and monitors the internal control systems, financial and accounting reporting, compliance, operation and financial risk management
- Guided by the Policy on Selection of External Auditors
 Our company commits to the regular rotation of auditors in compliance with the requirements of the
- Our external auditors rotate their engagement partners and engagement quality control reviewer assigned to the Group every 7 years
- We provide for fines and settlement specified for ESG issues in our audited accounts.

NOMINATION COMMITTEE

- Evaluates the Board's and Board committees' effectiveness including Independent Directors' performances and contributions
- Ensures Independent Non-Executive Directors' continuing independence
 Provious board size, composition and training people of Directors.
- Reviews board size, composition and training needs of Directors
- Sets selection criteria for appointment of new Director(s) and evaluating performances of retiring Directors and recommending their re-election
- Ensures management succession planning

REMUNERATION COMMITTEE

- Fully non-executive Remuneration Committee with independent members
- Ensures that Directors are fairly remunerated for their responsibilities and contributions to the Company's overall performance and the levels of remuneration should be sufficient to attract and retain Directors of high calibre

RISK MANAGEMENT COMMITTEE

- Ensures a sound system of risk management and internal controls
- Determines and identifies key material risks with quantifiable impact to bottom line
- Sets risk tolerance levels within the Group in achieving the Group's strategic goals

EMPLOYEES' SHARE OPTION SCHEME ("ESOS") COMMITTEE

- Reviews the By-Laws of the ESOS and sets criteria for allocation of options under the ESOS
- Ensures that actual allocation of options under the ESOS is in accordance with the rules of ESOS By-Laws
- Approves new allocation of options under the ESOS to new qualified employees and employees who have been promoted

ENCODING PEACE AND JUSTICE IN STRONG INSTITUTIONS

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

In 2014, it was found that companies with the most ethnically diverse executive teams, not only with respect to absolute representation but

also of variety or mix of ethnicities are 33% more likely to outperform their peers on profitability.

- (McKinsey, 2018)

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

- (McKinsey, 2018)

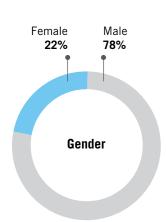
Women's leadership is linked to reduced greenhouse gas emissions. stronger worker relations and reduced incidence of fraud, insider trading, and other unethical practices.

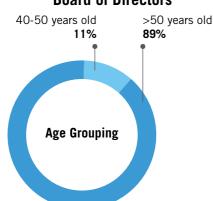
- (International Finance Corporation, 2019)

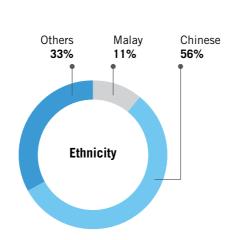
Empowering women and girls could contribute up to US\$28 trillion to global GDP by 2025.

- (McKinsey Global Institute, 2015)

2019 **Board of Directors**







OUR COMMITMENT

institutions is addressed through a series of organisation as a core value we uphold - integrity.

Our Code of Conduct and Business Ethics provides applicable to their positions and / or work. an ethical framework to guide actions and behaviours of all our Directors and our employees and promote Our fraud response plan includes our fraud policy effectiveness.

The Group will comply with all applicable laws, rules conducted effectively.

Our commitment to peace, justice and strong and regulations of the governments, commissions and exchanges in jurisdictions and countries within codes, and policies, and is deeply ingrained in our which the Group operates. Each of us is responsible for taking appropriate actions to understand and comply with the laws, rules and regulations that are

transparency while at work. The core sections of and establishes standard procedures to guide our this conduct is guided by several corporate policies. management personnel within Sunway on how to The Code of Conduct is reviewed time to time for respond to allegations or suspicions of fraud. This is to ensure that all cases of suspected or alleged frauds are reported promptly, and investigations are

ZERO TOLERANCE FOR FRAUD **BRIBERY AND CORRUPTION**

managing risks of fraud, bribery and corruption.

that all employees must not engage in any form of fraudulent acts or dishonest conducts involving Fraud Response Plan which establishes standard procedures to guide our management personnel and investigations are conducted effectively and independently.

2023 (NACP) launched by the Prime Minister of Malaysia on 29 January 2019 and the new office. corporate liability provision in section 17A of the Malaysian Anti-Corruption Commission (MACC) Act 2009 which will take effect on 1 June 2020, the and practices on anti-corruption.

In November 2019, the Board approved the Anti- local laws of other jurisdiction.

We are committed to conducting our business with Bribery and Corruption (ABC) Policy which outlined utmost integrity. We want to build and maintain our anti-bribery and corruption strategies and action a workplace of high integrity with zero tolerance plans in preventing, detecting and managing bribery towards all forms of fraud, bribery and corruption. and corruption issues. The policy provides guidance Our Board maintains oversight of our approach in to Sunway employees and associates on how to deal with bribery and corruption and related issues that may arise in the course of business. The policy Our Code of Conduct and Business Ethics sets out reaffirms our pledge to a workplace of high integrity clearly our behavioural standards and emphasises with zero tolerance for all forms of bribery and corruption. Under the policy, Sunway has adopted a "No Gift" stance whereby it is prohibited to offer or property or assets, and/or on financial reporting receive gifts, whether cash or other gratifications, to and accounting. We have already put in place a or from any person or company except for customary gifts of modest nature during festive occasions to avoid conflict of interest situations and to comply within Sunway on how to respond to allegations with anti-bribery and corruption laws. The policy also or suspicions of fraud, ensuring that all cases of outlines our commitment to ensure all entertainment suspected or alleged frauds are reported promptly, and hospitality expenses adhere to strict approval guidelines and all sponsorships and donations are not used as a subterfuge for bribery. As standard practice, Sunway does not make or offer monetary In line with the National Anti-Corruption Plan 2019- or in-kind political contributions to political parties, political party officials or candidates for political

Through this policy, employees are reminded that they will be subjected to stern disciplinary action Board established an Anti-Bribery and Corruption including dismissal as well as civil and criminal Task Force ("Task Force") to implement policies liabilities if found in violation of this policy. The and procedures for the anti-bribery and corruption Group and its associates will comply with principles programme and to strengthen our internal processes set out in this policy in all jurisdiction of operations, even where compliance with this policy prohibits conduct that may otherwise be permitted by the

PEACE & PARTNERSHIPS

PEOPLE

PLANET

PROSPERITY

SUSTAINABILITY REPORT 2019

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

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

WHISTLEBLOWING PROCEDURE

resources.

We have established a Whistleblowing Policy and All faxes and emails to these channels will be available to address the matter.

the whistleblowing policy and procedures.

We encourage all our employees and stakeholders knowledge or is aware of any improper conduct within of the Group to report suspected inappropriate the Group is encouraged to disclose through the behaviour or misconduct relating to fraud, corrupt Whistleblowing hotlines at the telephone number practices and / or abuses involving the Group's +603 5639 8025, or email to whistleblowing@ sunway.com.my, or fax to +603 5639 8027.

Procedures. The objective of this is to provide a directed to the Head of Group Internal Audit mechanism for all employees and our stakeholders Department (GIAD) and the Chairman of the Audit including contractors, joint ventures partners or Committee. If the reporting individual is unsure of parties who work with the company as well as the type of evidence needed for the GIAD to begin an members of the public to report concerns about investigation, the employee is encouraged to make any suspected wrongdoing, inappropriate behaviour use of the Whistleblowing Report Form provided in the or misconduct relating to fraud, corrupt practices Company's portal under the Governance Portal. The and / or abuse on a timely basis for management employee may send this form via local postal service action. The whistleblowing procedure is intended to if he/she wishes to remain anonymous. The Head of be used as an ultimate remedy, if no other means are GIAD will maintain a record of the complaints and will track their receipt, investigation and resolution. GIAD will investigate each claim independently For Sunway employees who wish to raise a specific based on standard internal audit practices and concern, they are encouraged to try and solve the fraud response procedures. Upon completion of matter through existing procedures and discuss the each investigation, GIAD will prepare a report to the matter first with their line supervisor(s) or head of Chairman of the Audit Committee for further action. department or profit centre manager before initiating The Head of GIAD shall prepare a summary report and present it to the Audit Committee on a quarterly basis. GIAD did not receive any report through the Any employee or member of the public who has whistle blower channel in the financial year 2019.



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

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

MANAGING OUR RISKS

[GRI 102-30, 418-1]

PARTNERSHIPS FOR THE FUTURE

RISK MANAGEMENT (CLIMATE RISK AND **RESILIENCE**)

Enterprise Risk Management ("ERM") into key audited accounts. activities, initiatives and processes of the Group. This enables the Group to identify, evaluate, mitigate Our Board has approved a set of groupwide goals effective given the present business environment.

PEOPLE

compliance.

The Group's risk management framework is Details of the ERM framework which covers ESG benchmarked against the ISO31000:2018 Risk risks is located in our Annual Report. We provide for Management – Guidelines and is designed to embed fines and settlements specified for ESG issues in our

and monitor risks that may prevent the Group from and strengths, Group Risk Management Department achieving its objectives. In doing so, the stakeholders ("GRMD"), continues to review the quarterly risk are assured that their interest is protected. During reports in identifying and mitigating all major risks the financial year, the Group constantly reinforces its of the operating subsidiaries under the Group. The risk management framework to remain relevant and quarterly risks from all operating subsidiaries are consolidated and updated to the Chief Financial Officer, President and RMC, highlighting major risks Our Group Risk Management Department (GRMD) and mitigating controls carried out. All goals, targets, sets a corporate-wide approach to non-compliance policies and procedures are constantly communicated procedures to investigate and follow up on any to directors and employees via various platforms such non-compliance identified as well as reporting the as training sessions, induction programmes and our number of substantiated claims or incidents of non- website. It is our goal to progressively demonstrate sustainability leadership across our Asian footprint.

CYBERSECURITY AND DATA **GOVERNANCE**

information risk management processes.

stringent series of codes, policies and security adequate protection of personal data within its controls. Customer data is protected from control in compliance with the Personal Data intrusions and unauthorised access. Employees are Protection Act 2010. subjected to the strictest standards of privacy and

Our Information Technology Shared Services Centre confidentiality. We take this responsibility seriously adheres to ISO 27001:2013 international standards and have established a company-wide governance which focuses on Information Security Management infrastructure to take a holistic approach to data System (ISMS). ISMS is a framework of policy and privacy and security. This practice is applied across procedures that includes all legal, physical and all our business units including protecting the technical controls involved in an organisation's privacy of all stakeholders including shoppers in our malls and medical centre patients.

We manage cybersecurity challenges through a Sunway is committed to ensuring proper and

PARTNERING OUR COMMUNITIES

This unique business model aligns our interests attainment of the UNSDG. with those of our communities as we work together

We invest in long-term partnerships with the to co-create a pathway towards a progressive future. communities in our masterplanned developments by As owners and operators, we engage them regularly holding up to 40%-60% of the total assets within through our CSR initiatives, events and launches the communities we build, own, operate and serve. to create strong networks to drive towards the

URBAN LIVING LABORATORY

To exponentially drive urban transformation towards corporate funds into Sunway Ventures to invest in the achievement of the sustainable development synergistic urban solutions. We have set-up SunSEA goals, we are transforming Sunway's cities into urban Capital to search and invest in the best ideas across living laboratory - loci for action - where we can Asia. We have also set up Sunway iLabs to nurture build on what we have amassed to catalyse further the brightest youths to develop next generation innovation and affect greater transformation for transformative ideas within our cities, encouraging ourselves and our world.

we have built ecosystems where our Sunway Venture Capital; Management Berhad (MAVCAP) team, consisting of engineers, architects, doctors, to launch the Malaysia SuperSeed Fund to explore researchers, and educators can further game change key sectors such as artificial intelligence, big data, urban transformation by working together with the cloud services, e-commerce, FinTech, Internet of best minds across the globe alongside governments, Things, marketplace, the circular economy as well academia, industry and non-profit organisations.

Berkeley to create new ideas for a better world.

create the future we all want. We have allocated programme.

them to become job creators instead of job seekers. Sunway iLabs has set up a fund with regional In our cities from where we predominantly operate, venture capital firm, Gobi Partners and Malaysia as TagwaTech.

We have cemented partnerships with the United In our healthcare division, together with Sunway Nations through the Sustainable Development University, we have partnered with Harvard Medical Solutions Network as well as one of the world's best School (HMS) to develop a one-year HMS Southeast minds for sustainable development, Professor Jeffrey Asia Healthcare Leadership (SEAL) Certificate Sachs, to progress our efforts. We have set up the Programme to help emerging healthcare leaders Jeffrey Sachs Center on Sustainable Development at develop expertise in leadership management, Sunway University and the Future Cities Research healthcare finance and human resource management Institute (a collaboration between Sunway University in order to maintain excellence in service and private and Lancaster University) to deliver the next care. This world-class training provides a platform generation urban solutions. In our partner education for healthcare leaders and frontline clinicians from institutions (Sunway University, Monash University) the Asia Pacific region to sharpen their skills in we are conducting research alongside the best minds their quest to ensure the safest, most appropriate from University from Cambridge, Harvard University, and highest quality standards of care as the current University of Oxford and University of California, healthcare ecosystem increases in complexity. We have jointly committed RM1 million with Sunway University to extend scholarships to some 100 Simultaneously, we are harnessing the youthful drive intakes of qualified healthcare professionals each for change inherent in start-ups and the power of year. The third cohort of HMS SEAL in 2019 saw digital native youths to come together with us to 46 participants benefit and graduate from the

PEACE & PARTNERSHIPS

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SUSTAINABILITY REPORT 2019

PARTNERSHIPS FOR THE FUTURE (CONT'D)

In line with the rising demand for evidence-based In the realm of medical education, a joint practice, we have also set up the Sunway Clinical collaboration has been developed with the University Research Centre to conduct and coordinate all of Cambridge, Royal Papworth Hospital and Royal research involving human subjects which are College of Physicians (London). The programme related to pharmaceutical products, medical will enable the sharing of academic excellence devices, medical radiation and imaging, surgical through regular academic visits and exchanges, and products, medical records, biological samples, as offer scientific and clinical training for outstanding well as epidemiological, social and psychological postgraduates from Sunway.

investigations.

medicine and medical education. In 2017, the of the Royal College of Physicians (MRCP) Practical Sunway Clinical Research Centre was established Assessment of Clinical Examination Skills (PACES) Clinical Medicine of the University of Cambridge. This is a valuable platform for future physicians to Centre aims to develop an integrated approach to trained surrogates as well as valuable feedback from healthcare, clinical trials and research in Malaysia accredited examiners from the UK and Malaysia. for the prevention, earlier diagnosis and improved treatments suited to the Asian genetic composition.

Specifically, together with the Royal College of As the world of medicine transforms, collaboration Physicians (London), Sunway Medical Centre was is the answer to our commitment to excellence in the first private hospital to organise the Membership as the sole Regional Site Partner of the School of preparatory course and mock exam in the country. Together with Cambridge, Sunway Clinical Research get hands-on practice with real patients and highly

SUSTAINABLE **INTELLIGENT TRANSPORTATION ECOSYSTEM (SITE)**

The Sustainable Intelligent Transportation Ecosystem The factors that encourage and hinder people to traffic flow for any given condition. The simulation and environment. model and vehicle count data will be used to evaluate the effectiveness of any proposed algorithm.

(SITE) project has developed algorithms to modify choose public transport (such as BRT, free shuttle traffic light signals to reduce waiting time, as well bus, and elevated walkway) were also assessed, and as algorithms to count vehicle flow based on camera several recommendations were made to increase footage by using Sunway City Kuala Lumpur as the their usage. Concentrations of NOx, CO2, CO, PM2.5 live laboratory. A detailed traffic simulation model and PM10 air pollutants were also measured, and was also developed, which can be used to predict correlated with factors such as daily traffic patterns

A FUTURE FOR ALL

us, or implemented as solutions for others.

In the next ten years, we look forward to Sunway's cities future that leaves no one behind. becoming engines and catalysts for transformative

The solutions developed in the cities can drive change where we can produce everlasting progress sustainability by creating new revenue streams for in better cities that cradle economic growth, improve the likelihood of communities, and win the battle against climate change, thus creating a progressive

MEMBERSHIP IN **ASSOCIATIONS**

[GRI 102-13]

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

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PROSPERITY

GOALS & TARGETS

MEMBERSHIP IN ASSOCIATIONS (CONT'D)

[GRI 102-13]

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

PROGRESS
TRACKING

O○ Targets are set; Data compilation in progress est; Baseline yet to be set

Targets are set; Baseline is set

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

SUSTAINABILITY REPORT 2019



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

SUSTAINABILITY REPORT 2019

ACHIEVEMENTS AND AWARDS 2019

CORPORATE GOVERNANCE AWARDS for Sunway Berhad

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

LEADERSHIP AWARD for Tan Sri Dr Jeffrey Cheah

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



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



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



OUR COMMITMENT TO HUMAN RIGHTS

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

FOUNDATIONAL PRINCIPLES

Global Compact 10 Principles and upholding its workplace. The commitment to these conventions are principles with respect to human rights, labour, reflected in our Code of Conduct and Business Ethics environment and anti-corruption. Its principles are and our Supplier Code of Conduct. Our company part of our strategy, and day-to-day operations of our policy regarding labour standards is communicated company.

We are committed to respecting human rights as Sunway Berhad is governed by the Employment Act set out in the UN Guiding Principles on Business 1995 and all other relevant labour laws of Malaysia. and Human Rights. These principles, along with These laws underline principles that reflect the Sunway's vision, mission, core values and policies protection of human rights through fair working provide us with a common approach to treating one hours, fair payment of wages and fair treatment to all another. They govern how we run our business and without differentiation on gender, race and religion. our role in the societies in which we operate.

We recognise the International Labour Organisation's associated to human rights and provides a (ILO) eight fundamental conventions concerning confidential and anonymous channel and is freedom of association and the recognition of the available to both internal and external stakeholders. right to collective bargaining, the elimination of Independent arbitration is confirmed.

GLOBAL OPERATING PRINCIPLES & LAWS

• UN Global Compact 10 Principles

- Human rights, labour, environment and anticorruption
- UN Guiding Principles on Business and Human ETHICS Rights

• International Labour Law

- Prohibiting child and forced labour
- Ensuring non-discrimination and egual opportunity - Supporting a harassment-free and violence free
- workplace - Prohibiting retaliation or any form of physical and
- mental disciplinary practice
- Respecting worker's right to freedom of association
- Ensuring compliance with laws governing working hours and wages

LOCAL LAWS AND REGULATIONS

Since 2012, we have been participating in the UN forced labour, child labour and discrimination in the to all Sunway employees.

Our Whistleblowing channel covers grievances

SUNWAY'S VISION, MISSION AND CORE **VALUES**

SUNWAY'S CODE OF CONDUCT & BUSINESS

SUNWAY'S SUPPLIER CODE OF CONDUCT

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

*Local community refers to Malaysians

ZERO TOLERANCE FOR CHILD LABOUR AND FORCED **LABOUR**

outlined in the United Nations Global Compact. We education and protection against abuse.

We are committed to upholding the children's rights comply with child labour laws in all the countries and Business Principles within our operations. Our we operate in. Beyond, we address children's rights adherence to children's rights are reflected in our through a series of social programmes that cover the alignment to the human rights and labour principles basic needs for physical protection, food, healthcare,

WORKERS RIGHTS

The rights of workers matter to our organisation. As a collective freedom in accordance with local law and and compulsory labour, the effective recognition of the rules of the trade union. the right to collective bargaining and the elimination also comply to minimum wage defined under Section 1956/63 of Malaysia. 2 of the Employment Act 1955 (Act 265), Sabah Labour Ordinance and Sarawak Labour Ordinance.

operations or projects as well as existing operations or projects and have taken action to address issues such as prevention of child labour, prevention of and support a living wage.

We believe and acknowledge that in addition to Sunway employees' civil freedoms such as the collective agreements. right to life, security, integrity, and personal and

signatory to the United Nations Global Compact, we regulations. Employees are free to join a trade union uphold the principle of eliminating all forms of forced of their choice provided they abide by local law and

of discrimination in respect of employment and The freedom of association in Malaysia is instituted occupation. We also eliminate excessive working according to and within the Trade Union Act 1959. hours to comply with local laws on working hours. We Industrial Relations Act 1967 and Immigration Act

Where the right to freedom of association and collective bargaining are restricted under the We carry out risk assessment for potential new law, Sunway will allow its workers to choose their representatives freely.

Our representatives meet with the respective unions forced labour, reduction of excessive working hours, every three years to finalise a collective agreement. The notice period and provisions for consultation and negotiation is three months.

being a right, freedom of association enables us We have provisions for medical benefits and to protect our respective economic interests and compensation for medical boards in all of our

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

WE ARE PART OF THE COMMUNITIES **WE SERVE**

we serve. This view is reflected in our co-investor from local communities attesting to our commitment proposition. Every masterplanned community we that we are truly a part of every community we serve build is a long-term partnership with the local and are invested in the growth, well-being and health

Aligned to this, we are committed to hiring locally.

We are of the view that we are part of the communities In 2019, we recorded 94% of senior management as well as economic growth of our communities wherever we are.

Senior management includes employee with job grade of EG09 and

FOSTERING A DIVERSITY OF IDEAS FOR TRANSFORMATION

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

CONDUCIVE WORK ENVIRONMENT

Board of Directors, our 11,430-strong team equal opportunities and reduce discrimination. The comprises diverse people with different experiences framework to deliver our diversity and inclusion and skillsets of different in gender, age groups, objectives focuses on talent, workplace and ethnicities, cultures and geographies who come community as three key areas that are essential to together to generate transformative ideas, deliver our long-term business success, competitiveness sustained environmental, economic and social and growth. impact for ourselves and our communities at large.

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

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

Expanding on the diversity that starts from our We have taken action to improve workforce diversity,

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



Conducive working space in Sunway iLabs

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

TABLE 1: SUNWAY'S WORKFORCE

SUNWAY'S WORKFORCE				2019	
GENDER DIVERSITY	NO	N EXECUTIVES	EXECUTIVE		
	Male	Female	Male	Female	
	71%	29%	42%	58%	
Total		100%		100%	
AGE DIVERSITY	NO	N EXECUTIVES		EXECUTIVES	
<30 years old		44%		37%	
30-40 years old		30%		33%	
40-50 years old		16%		19%	
>50 years old		10%		11%	
Total ETHNIC DIVERSITY	NO	100% N EXECUTIVES		100% EXECUTIVES	
Malay	NO	50%		32%	
Chinese		6%		49%	
Indian	16%			13%	
Others	7%			4%	
Foreigners	21%		3%		
Total		100% 100			
AVERAGE BASIC SALARY FOR WOMEN TO MEN 2019	0.89:			0.89:1	
AVERAGE BASIC SALARY FOR WOMEN TO MEN 2019 (INCLUDING FOREIGN HIRES)	0.95:1			0.95:1	
CEO ANNUAL TOTAL COMPENSATION TO MEDIAN ANNUAL TOTAL COMPENSATION	142:1				
ANNUAL TOTAL CEO COMPENSATION (RM'000)				8,171	
MEAN PAY (ANNUAL) (RM'000)				87	
MEDIAN PAY (ANNUAL) (RM'000)				57	
LOWEST TOTAL PAY (ANNUAL) (RM'000)				15	
HIGHEST TOTAL PAY (ANNUAL) (RM'000)	2,811			2,811	
DISCRIMINATION CASES REPORTED	0			0	
NEW EMPLOYEE HIRES	2,916			2,916	
FULL-TIME STAFF TURNOVER RATE	17.9%				
PERCENTAGE OF CONTRACTORS / TEMPORARY STAFF	18.7%				
INTERNSHIPS PROVIDED				369	

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

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

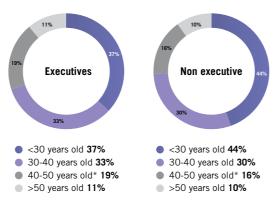
[GRI 102-8, 401-1, 405-1, 405-2, 406-1]

2019

EMPLOYEE DIVERSITY (GENDER) Executives Non executive Female 42% Male 58% Male 71%

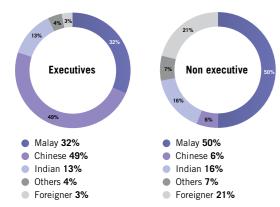
Note: Includes daily workers & foreign workers

EMPLOYEE DIVERSITY (AGE GROUP)



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

EMPLOYEE DIVERSITY (ETHNICITY)



YEARS OF SERVICE BY JOB GRADE



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

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

TABLE 2: NUMBER OF EMPLOYEES RECEIVING LONG SERVICE AWARDS

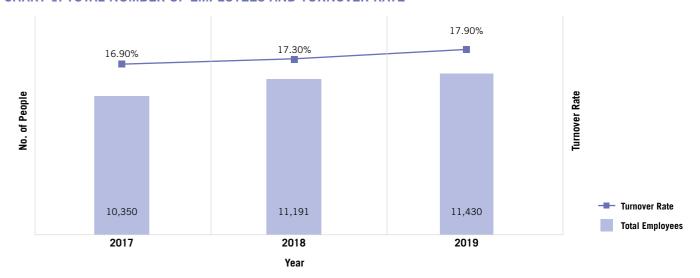
LONG SERVICE AWARDS	NO. OF EMPLOYEES			
	2017	2018	2019	
10 YEARS	255	256	231	
20 YEARS	105	38	67	
30 YEARS	3	9	18	

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

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

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

CHART 1: TOTAL NUMBER OF EMPLOYEES AND TURNOVER RATE



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

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

PROSPERITY

CHART 2: TOTAL NUMBER OF NEW EMPLOYEE HIRES BY GENDER

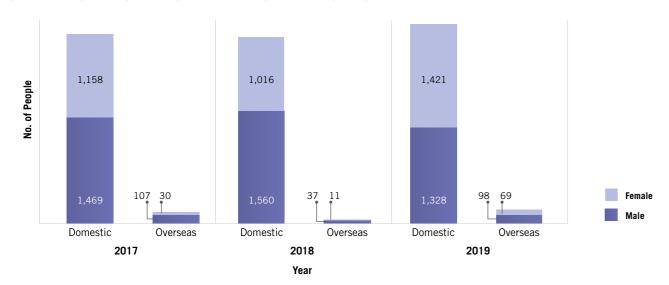
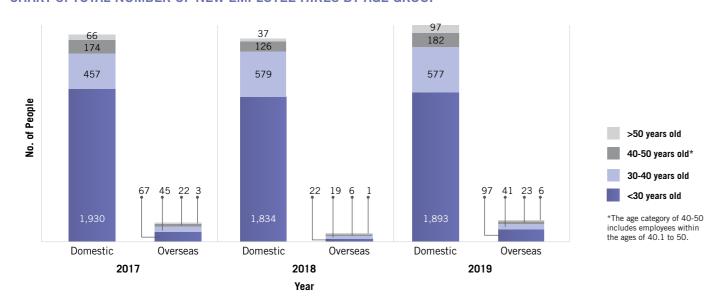


CHART 3: TOTAL NUMBER OF NEW EMPLOYEE HIRES BY AGE GROUP



ZERO TOLERANCE FOR HARASSMENT

We have zero tolerance for direct or indirect Sunway is committed to and strongly supports discrimination, victimisation, intimidation, bullying a policy that allows employees to work in an or harassment in the workplace.

to Group HR and can be subjected to disciplinary harassment as a serious misconduct that undermines action. Our standards for labour standards is the integrity and respect of the working relationship communicated to all employees. Our talent policies of employees in the workplace. Sexual harassment is and initiatives are aimed at strengthening our team also regarded as a serious violation of the company's as well as creating an equitable, and safe workplace rules and regulations. We also recognise the fact that where our team can thrive and work together for sexual harassment is considered a criminal offence high-impact urban transformations.

environment free from unwelcomed harassment by its employees or any external party such as Any non-compliance incidents can be reported vendors, visitors or guests of Sunway. We view sexual as categorised in the Criminal Procedure Code of Malaysia.

THE JOURNEY TO GOLD

In 2006, we engaged with students from SMK rate, a heightened sense of appreciation for people both as part of an awareness development exercise abilities at work. as well as a social inclusion project.

students for on the job training at different Sunway tokens, and featured their projects at our corporate establishments including Sunway Medical Centre, events, and malls. In 2010, Sunway Berhad pledged Sunway Pyramid, Sunway Resort Hotel & Spa and RM100,000 alongside the Jeffrey Cheah Foundation Sunway University.

valuable job skills that made them employable. Sunway Group included the development of a Since 2016, of the 151 graduates that were trained, large showcase at Kompleks 3C including one unit 80% were employed.

training programme reported a higher job satisfaction students.

Bandar Sunway under the Sunway-GOLD (Generating with different abilities and an understanding of Opportunities for the Learning Disabled) programme how they can be of service to people with different

As a result, our employees started purchasing baked Every year, we select some of the differently-abled goods and other art projects from GOLD as corporate to start a social enterprise for the students of GOLD.

Students who took part in the programme developed In 2015 and 2016, sponsorship to GOLD from of kiln for production of decal mugs, equipment for sublimation of decal printings, and a four-Sunway employees who were part of this on-the-job day outbound school experience in Lumut for 40

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

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

A HEALTHY WORKPLACE TO THRIVE

[GRI 401-2, 401-3]

OPPORTUNITIES FOR YOUTH

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

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



Students of Sunway-GOLD programme

HEALTHY **PRODUCTIVITY**

Our Kelab Sosial Sunway anchors both the Group's available to all Sunway employees. All information aim to cultivate a positive organisational culture and conveyed via the EAP is confidential forwards the Group's sustainability agenda.

We conducted 14 health awareness activities for include common cancers, insomnia, varicose veins, and vaccination.

Our human resources division collaborated with an 2019.

judgemental and confidential channel for Sunway mental and emotional well-being. The 24-hour EAP Hotline (+6018 389 3220) has been set up and is

In line with our commitment towards Goal 3: In 2019, we had 9,363 employees as members. Good Health and Well-Being as well as Goal 12: Responsible Consumption and Production, Sunway Sunway's employees in the same year. Topics The Good Run was held to raise awareness on the importance of doing good for the community and the depression, heart disease, fatty liver, colon cancer, world. Held in conjunction with the 20th anniversary pneumonia in children, hybrid medicine, nutrition, of Sunway Medical Centre, the recent Sunway The Good Run held in October 2019 brought more than 7,000 participants together. The run is an initiative aimed at motivating individuals to contribute to a independent consultant "The Mind" to introduce healthy, sustainable community and living space, the Employee Assistance Programme (EAP) in July by serving as a platform to bring the community together to advance the United Nations Sustainable Development Goals. The run also promotes awareness The programme intends to provide a safe, non- about cancer. The gross collection of approximately RM275,000 went towards supporting medical employees to speak out about issues that affect their treatment costs for cancer patients of the B40 group via the Media Prima-NSTP Humanitarian Fund.



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

A HEALTHY **WORKPLACE TO** THRIVE (CONT'D)

[GRI 401-2, 401-3]

PROGRAMMES	DESCRIPTION
Care for Working Mothers	 Our premises offer designated car parks and escort assistance by the security officers. Mother's rooms provide convenience to working mothers and other visitors. Mother's rooms are present in our malls, education buildings, office (Menara Sunway) and hospital (Sunwa Medical Centre).
Childcare Subsidy	 Sunway partially subsidises the tuition fees for R.E.A.L. Kids Sunway and The Parenthood if parents a employees. This subsidy is available for up to two children per family for a maximum of RM200 per month per child. Child care subsidy of up to RM2,400 are tax exempted.
Employee Health Screening	Employee health screenings are available at the Group function level as well as in selected business units. Confirmed executives of Sunway Berhad with minimum of 6 months service may undergo the Health Screening Programme as follows: i. Below 40 years of age: Once every two years ii. 40 years and above: Once a year Confirmed executives are eligible to apply for subsequent health screening upon either one year (for those above 40 years of age) or two years (for those below 40 years of age) from the date of the last health screening. The Health Screening Programme is also extended to all confirmed non executives of Sunway Berhad aged 4 and above with a minimum of 6 months service. They may undergo the Health Screening Programme once a year and will be eligible to apply for subsequent health screening upon one year from the date of their last health screening.
Kelab Sosial Sunway	Social Club for Sunway employees that organises various activities such as: • Blood donation drives • CSR activities • Donations drives • Health Talks • Local and overseas trips • Sports and Recreational activities
Other Leaves	 Annual leave Emergency leave Extended Maternity Leave Maternity leave Medical / Hospitalisation leave No-pay leave Parental / Childcare leave Paternity leave Prolonged Illness Leave Study leave Special leave (e.g. compassionate leave, marriage leave)
Staff Discounts	 We act as a co-investor in our integrated communities and we manage our assets within them. As part of our long-term co-investor proposition, we encourage Sunway employees to be part of the communities they serve and live, learn, play and be healthy alongside our communities. Live: discounts on property purchases Learn: discounts for selected educational programmes in all our Learning institutions Play: discounts for theme park tickets, hotel room rates and food & beverage Health: discounts for healthcare services

Summary of Employee Leaves



Parental / Childcare Leave 2019 No. of applications No. of days applied



Maternity Leave 2019 No. of applications 222 No. of days applied



Paternity Leave 2019 No. of applications 257 No. of days applied

SUNWAY LEADERS CONFERENCE

now in its 19th year is one of our key events. Centred represented four generations. around health and wellbeing, 2019's conference brought together about 2000 Sunway managers At the Conference, themed "Good Health and Welland identified senior executives from all Sunway Being," our leaders, including Sunway's Founder businesses.

Paralympian and Guinness World Record holder who closed the Conference. spoke on the mental health challenges he faced and how he overcame them, as well as the importance of The Sunway Leaders Conference started since 2000. physical and moral support. Melissa Idris, Assistant The number of attendees on average was 800 people Vice President and Editor of Astro Awani moderated from 2000 - 2009, 1,500 people from 2010 a power talk about Intergenerational Perspectives on 2015, and 2,000 people from 2016 – 2019. Healthy Living and Work.

Our annual Sunway Leaders Conference which is The panellists were Sunway employees and

and Chairman, Tan Sri Dr Jeffrey Cheah and President Dato' Chew Chee Kin also shared their In 2019, we invited some of the best minds including mid and long-term vision for our organisation and iconic leader, Tan Sri Dato' Seri Rafidah Aziz, strategic imperatives for each of our business units Chairman AirAsia X to speak on Leadership and Good to drive Sunway's transformation and achievement Health, including physical, emotional and mental of the Sustainable Development Goals. Our Deputy health. Dr William Tan, Physician Neuroscientist, Chairman, Tan Sri Datuk Seri Razman M. Hashim



Sunway employees at Sunway Leaders Conference 2019

LEADERSHIP AND **CONTINUOUS LEARNING** FOR SUSTAINABILITY

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

EVERYONE IS A LEADER

challenges to affect transformation, we provide and globalisation affect their businesses and their guidance and tools for every Sunway employee to work. This empowers them to lead the change develop an understanding of how global issues such towards a better future.

To enable our team to capture opportunities from as poverty, the environment, demographic change

SENIOR EXECUTIVE **LEADERSHIP TRAINING**

The Centre of Asia Leadership's training in Adaptive that go beyond managerial expertise into the realm of theory of change and real-life case examples. Each of transformation. our leaders are equipped with paradigms and skills

Leadership provides our leaders with the skills creative problem-solving to orchestrate meaningful and mindsets to lead agile workforces for the 21st progress and lead and agile workforce. Our leaders century. Developed at the Harvard Kennedy School, also participate in leadership programmes that the Adaptive Leadership framework features both the covers topics related to leading teams and business

EMPOWERING LEADERSHIP

talents to facilitate our core leadership programme.

trained 744 employees on leadership skills and and a focused development journey. further built on our organisation's capability.

People Department. Each was given an opportunity ensure consistency in standards and expectations. to maximise their potential through training and onthe-job stretch opportunities that complemented and Our other leadership competencies training includes extended their existing skills and responsibilities.

Sunway is committed to continuous learning and

Sunway offers a series of leadership programmes development. In 2018, the Group launched the pilot that aligns with Sunway's Leadership Competencies. phase of the Excellence in My Career and Leadership (ExCeL@Sunway) to support Sunway employees Suitable candidates are identified for the "Train in their leadership and career development. This the Trainer" approach, with the aim to get the best platform identifies growth areas in both personal and professional capacities, facilitates more frequent and meaningful career conversations with leaders and With the "Train the Trainer" approach, we have delivers more personalised learning opportunities

ExCeL@Sunway is open to all highly motivated Continuous learning is critical to maintaining Sunway employees who are interested in charting a competitive, skilled, productive and engaged their career paths and improving their leadership workforce. In 2018, 100% of Sunway employees development. Growth areas are identified through received performance and career development our Leadership Development Centre with a concerted reviews, conducted by their managers and our effort from Sunway leaders across the Group to

> First-Time Manager, Situational Leadership® II and 7 Habits of Highly Effective People.

DIGITALISING LEARNING **EXPERIENCES**

employees.

experiences that help employees achieve their own platform. goals and our collective goals as an organisation.

Management System that allows our employees related posters are displayed in Sunway office to complete courses online at their own pace. lifts and on staff computer desktop wallpapers. A majority of the online learning hours are from The visuals are updated every month to educate compliance courses. The content of the training employees on what each goal is about. This enables covers key compliance policies. Core online learning the employees to support the organisation's efforts in programmes for all employees are Code of Conduct advancing the SDG agenda. and Business Ethics, Conflicts of Interest, Sunway E-Policy, Information Security @ Work, and My Performance.

We believe that the way to affect sustained Learners are required to complete assessments transformation for ourselves and the world is to at the end of each training to successfully mark provide regular learning opportunities to Sunway their completion. In 2019, 10% of total learning hours collected are from online learning courses on mandatory training, onboarding, and UNSDG. To We transformed our people management by further improve learning experiences, we continue to digitalising SAP SuccessFactor® to deliver improve the user experiences on the online learning

In order to raise awareness on the importance of the We use the SAP SuccessFactor® Learning UNSDG amongst Sunway employees, SDG theme-



30.7 hours

Average training hours per employee (Executive level and above)

BERITA SUNWAY

social inclusion efforts, employees and services.

from different parts of the communities we serve as nationally by our government as well. well as our own efforts towards the UNSDG.

Our newsletter, Berita Sunway, established since and thoughts on pressing issues through Voices of 2000, is an in-house magazine which highlights Sunway (one of the sections in Berita Sunway), a wider socio-economic and environmental challenges mainstay segment of our magazine for the past three and how divisions and teams across Sunway editions. The magazine also sheds light and helps are discovering and implementing solutions for increase awareness on pressing issues affecting our these challenges. The newsletter highlights our country and to spur honest conversations among employee volunteerism efforts, #SunwayforGood colleagues. Among the challenging topics we have covered include gender equality (Issue 63), dangers of plastic (Issue 64), and mental health (Issue The magazine also highlights compelling stories 65) - timely topics that have also been discussed

We had circulated 11,400 copies of the tri-annual It provides Sunway employees the liberty, publication throughout our establishments. Digital empowerment and platform to share their concerns version is also available on www.sunway.com.my.

PEACE & PARTNERSHIPS

PEOPLE

PLANET

PROSPERITY

SUSTAINABILITY REPORT 2019

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

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

OUR CULTURE

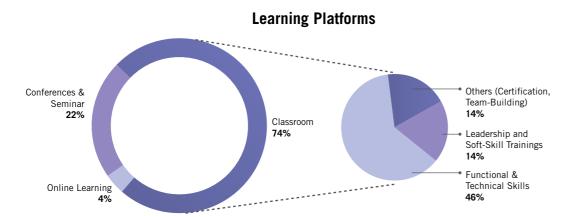
SAFETY IS

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

LEARNING PLATFORMS

We believe that upgrading employee skills is and knowledge. Functional and technical skills make learning. These platforms cover a wide range of 5-days study leave and wellness lunch talks. learning topics, to equip employees with various skills

fundamental to a dynamic and efficient workforce. up the most of the learning topics available, followed The three main types of learning platforms provided by leadership and soft-skills training and other forms to Sunway employees include online learning, of learning including professional certification, conferences and seminars as well as classroom team-building, assessment centre, entitlement of



Areas of Focus

- Customer Services Training
- Safety & Health Training
- ISO / Quality Assurance

- First-Aid Competencies Training
- Microsoft Excel Training
- Functional Specific Training

REWARDING EXCELLENCE

We strive to compensate, recognise and develop our employee vesting a higher proportion of options. employees to keep them engaged and productive. We provide compensation and benefits that are A high-performance culture is part of Sunway's competitive or are in accordance with local laws. leadership and strategy which translates into people in line with general industry practice. Periodically, we monitor the market by performing benchmarking are directly linked to bonuses and increments. to ensure that our total remuneration remains competitive.

Each business units may offer specific benefits package that is relevant to their respective business units.

Examples of Discounts for Sunway Staff:

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

Option Scheme (ESOS). The ESOS structure Employees will first perform self-evaluation before the respective employees with higher performing heads and the CEO.

Sunway Group reviews its salary structure each year practices, performance management and total rewards management. Results of performance reviews

Key Focus Areas of Sunway's My Performance:

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

The performance management process also involves a career conversation session which helps employees Employees also benefit from the Employees' Share and managers understand their career aspirations. promotes a culture of reward based on merit. The being evaluated by their supervisors. A moderation or vesting amount depends on the performance of calibration cycle in the final review involves division

SAFETY ON WORKSITES

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

practices.

ISO45001:2018 is a standard about improving Several efforts have been made to improve public employee safety, reducing workplace risks and creating better, safer working conditions. In 2019, • Safety fencing within machine perimeter Sunway Lagoon Theme Park was certified with ISO45001.

Our building materials division has implemented a programme to prevent any incidences or high risk of specific diseases. The division has engaged the Department of Occupational Safety and Health (DOSH) and participated in the Systematic Occupational Help (SO Help) enhancement level programme. SO Help is a national platform for • Catch platforms strategic and synergistic cooperation between • Safety net and peripheral net the government, employers, OSH practitioners • Passageway with overhead protection and employees to enhance industrial hygiene standards in the workplace. The division received Some of the high-risk activities that require permits a Level 5 excellent mark across all categories include: hot work, excavation, scaffolding, confined including ergonomics improvement, chemical spaces, working at heights, lifting and night work.

Sunway operates with an objective, "To achieve ZERO life lost", at all project work sites. Health We have an Occupational Safety and Health and safety risk assessments are established for new Committee from the respective business unit and existing projects across all of its business units. divisions that meet on a regular basis to drive Improving safety and health is vital. Mandatory continuous improvement on our safety and health training is delivered for new workers and refresher training for longer-serving employees.

safety during construction works:

- Safety interlock device at fencing
- Yellow lines to distinguish between passages and operations area
- Scheduled inspection of safety devices by the maintenance and Health, Safety and Environment (HSE) team
- Warning and mandatory Personal Protective Equipment signage
- Movement of vehicular traffic

PROGRESSING SAFETY STANDARDS

In 2019, our property division has cemented an the OSHCIM Guideline. The OSHCIM guideline has Health Construction Industry Management number of fatalities. (OSHCIM) Pilot Project for the implementation of

external collaboration with Universiti Teknologi been established to ensure every stakeholder in the Malaysia, DOSH & CIDB: Occupational Safety construction industry works together to minimise the

SAFETY IS OUR CULTURE (CONT'D)

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

WORKING WITH OTHERS

[GRI 204-1, 307-1]

SUNWAY'S SAFETY CULTURE

BOARD OF DIRECTORS

HEALTH (QESH) SYSTEM

Integrated management system conforming to international standards

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

LOCAL LAWS AND REGULATIONS

SUPPLIER CODE OF CONDUCT

PROCUREMENT POLICY

GROUP RISK MANAGEMENT DIVISION

SUNWAY'S QUALITY, ENVIRONMENT, SAFETY AND OCCUPATIONAL SAFETY AND HEALTH COUNCIL

CHAIRMAN

SUNWAY BUSINESS UNITS

RISK ASSESSMENT AND CONTROL

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

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

Upon an accident/ incident. communication is carried out among all stakeholders

OSH personnel investigates incident to identify the root cause with help from the safety committee

An accident report is sent to appropriate division heads for their review and further action

Monthly accident statistics prepared

Yearly accident statistics are submitted to the Department of Occupational Safety and Heath Council

We continue to ensure our compliance with the Occupational Safety and Health Act 1994

TABLE 4: HEALTH AND SAFETY

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

TARGETS

Sunway Safety Merit System 80%3

³ Only applicable to Sunway Integrated Properties and Sunway Construction projects

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

PROCUREMENT **POLICY**

Our overall procurement practices are guided by and practices. the Integrity Pact and is applied across all of our business units.

meet high standards in areas such as ethical conduct, human rights, workplace standards and environmental management.

All suppliers have equal access to purchasing opportunities.

A tendering and bidding process screens for Sustainability Report 2020. credibility before purchases are made. This online

Sunway is committed to conducting its business in and offline screening process is performed by an ethical, legal and socially responsible manner. following clear and transparent procurement policies

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

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

WORKING WITH SUPPLIERS

achievement of the UNSDG.

chain management and the transparency of our the builders. value chain. By working closely with our extended teams, we seek to ensure responsible operations. Once a contract has been awarded, our builders throughout the value chain and that the materials and consultant teams will be briefed on our Quality, and components we procure are in compliance with Environmental, Safety and Health requirements. The relevant local and global regulations and standards. Environmental, Safety and Health (ESH) performance

standards in compliance to local laws.

the surrounding environment and safety at the throughout the construction stage. construction sites. All contracts require our builders

We view our builders, consultants, and suppliers to comply with the Environmental Quality Act 1974, as our extended team that will drive us towards the Occupational Safety & Health Act 1994, Factories and Machinery Act 1967 and all other relevant legislation and regulations. In the event of any non We have ongoing initiatives to improve our supply compliance, penalties are imposed accordingly to

of any development project is monitored through Due to our diverse businesses, we source products Sunway Safety Merit System (SSMS) Assessment and services from thousands of suppliers worldwide. where the target is to achieve 80%. The SSMS is Our Supplier Code of Conduct is communicated to an internal assessment established based on the suppliers in all our operations. The code supports Malaysia Environmental, Safety & Health statutory the right to freedom of association and collective requirements. The assessment criteria emphasises bargaining in compliance with local laws. We hold on site implementation requirements. It is conducted our suppliers to a high-level of health and safety to ensure compliance of Environmental, Safety & Health (ESH) standards at project sites. In order to achieve a rating of 80% and above, compliance Our building contracts address the need to of our builders with the Malaysia Environmental mitigate the impacts of construction activity on Safety & Health statutory requirements is required

¹ LTIFR refers to Lost Time Injury Frequency Rate

^{&#}x27;Health surveillance' refers to any examination and investigations which may be necessary to detect exposure levels and early biological effects and responses, and includes biological monitoring, biological effect monitoring, medical surveillance, enquires about symptoms of occupational poisoning or occupational disease and review of records and occupational history (Source: http://www.dosh.gov.my/index.php/legislation/guidelines/occupational-health-1/658-05- guidelines-on-medical-surveillance-2001/file)

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

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

WORKING WITH OTHERS (CONT'D)

[GRI 204-1, 307-1]

COMMUNITY SAFETY

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

SUNWAY'S PROCUREMENT POLICY

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

SUPPLIER CODE OF CONDUCT

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

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

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

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

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

• Stipulates how information is being managed, monitored and reviewed

SAFEGUARDING **OUR COMMUNITIES**

Costs to crime for individuals include property losses, auxiliary police and security personnel to keep our income losses, and healthcare costs. Ultimately stakeholders safe. In all our townships, we have crime could cause the loss of lives.

Crime also depletes tax revenues by discouraging operations.

Sunway acts as a co-investor in its masterplanned Our security personnel are able to provide assistance (CPTED) principles in all our integrated townships, labour and children's rights. integrated developments and buildings.

concept is applied in all our integrated townships and evacuation exercises. and development. We have a total of 1,400

centralised security systems to manage township security.

tourism and foreign investors as well as creating. We have installed more than 10,000 CCTVs across a need for more expenditure on the prevention, our developments in Malaysia and overseas and detection and prosecution on crime that could be work closely with the Royal Malaysian Police better used for development. Preventive measures (PDRM), NGO bodies, such as the Malaysian Crime in mitigating crime remain our top priority in our Prevention Foundation (MCPF) and other community stakeholders to make our premises and vicinity safe.

communities. At the design and planning stage, we in reporting any incidences of non-conformance to employ Crime Prevention by Environmental Design our policies for human rights, forced labour, child

We engage our tenants on social issues through As community guardians, Sunway's Safe City townhalls as well as other events such as fire drills

CHILD **PROTECTION AND EDUCATION**

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

PROPERTY	INITIATIVES
SUNWAY PYRAMID MALL	 In Sunway Pyramid Mall, each child is entitled to a complimentary safety pack that includes temporary tattoos with the concierge numbers for when a child is lost, child-safe wristlets that link the parents to their children. The mall also opened Leo's Junior Kids Toilet & Baby Room in LG1, specially-designed to cater to kids and nursing mothers, taking into consideration the hygiene and aesthetic factors. The bright and colourful walls and facilities in the room are all given a sanitising nano coating and the air is freshened and ionised for a clean and pleasant experience. The room also serves to educate young children on the proper use of toilet facilities and train them to be independent. This facility is the pilot project for Sunway Malls with similar restrooms to be set up in Sunway Velocity Mall, Sunway Putra Mall, Sunway Carnival Mall and Sunway Giza Mall in the near future.
SUNWAY VELOCITY MALL	• In 2019, Velokiddie Club hosted 11 events. These events include a mall safety tutorial to educate parents and children on mall safety. Another event was a prevention campaign for Hand Foot and Mouth Disease.
SUNWAY PUTRA MALL	• Sunway Putra Mall became the first autism-friendly mall in Malaysia with privileges such as reserved parking, dimmed lights, low volume music and assistance. Every Tuesday is also allocated as an Autism Friendly Shopping Day. Permanent facilities include a calm room and sensory walls.

COMMUNITY SAFETY (CONT'D)

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

COMMUNITY SAFETY AND **SECURITY**

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

MEASURES	DESCRIPTION
CRIME PREVENTION BY ENVIRONMENTAL DESIGN (CPTED)	 Natural surveillance Natural access control Territorial reinforcement Maintenance
EMERGENCY RESPONSE PLAN	 Panic buttons around our shopping malls and carparks for a quick emergency response Every commercial building carries out at least one fire drill / evacuation exercise annually aligned to the requirement by BOMBA. Failure to comply will affect the renewal of fire certificate for Sunway's buildings Sunway Group Security has formed 2 SWIFT Teams (Sunway Immediate Forward Team) to respond to any kind of emergencies or disasters within Sunway City Kuala Lumpur and Sunway City Iskandar
ENFORCEMENTS OF CLEAN AIR	In 2019, the Ministry of Health has empowered Sunway's auxiliary police to issue notice to summons for those caught smoking at non smoking zones at Sunway City
ESCALATORS	All new escalators will have additional auxiliary brake, in accordance with British Standard EN 115 We conduct inspection on all escalators and travellators
MINIMUM TRAINING FOR AUXILIARY POLICE & ALL SECURITY PERSONNEL	 Sunway's Group Security division organises monthly trainings for our security personnel PDRM runs at least two gun shooting courses with our auxiliary police A minimum of 48-hour foot drills and BOMBA training is held each year At least 16 hours of classroom training is delivered each year Two months of training is conducted
SECURITY AI	Sunway has partnered with NEC to test-bed new security solutions in Sunway Iskandar which will include biometrics and video analytics, making Sunway Iskandar a smart, secure and sustainable township
SECURITY AND CRIME PREVENTION	 Partnership with the PDRM and MCPF Our 1,400 security force personnel include auxiliary police, in-house security and out-sourced Nepalese guards Our auxiliary police personnel have undergone a 2-months intensive training programme at PDRM's training centre (PULAPOL)

UPLIFTING THE **VULNERABLE FOR** SUSTAINABLE GROWTH

SOCIAL INCLUSION

At Sunway, we pledge to continue to do good and believe in doing well by doing good, and strives one is left behind. We actively take actions to curb people, planet, and prosperity. inequalities and embark on long-term sustainable projects to benefit the underserved through our Through #SunwayforGood initiatives, we target to always been at the core of our business strategy.

#SunwayForGood initiatives which focuses on three partner with various government bodies and nonkey pillars which are Education, Healthcare, and prpfit organisations to ensure that we are helping Community Enrichment. These pillars are aligned those who need it the most in the communities we with our commitment to the UNSDG. We believe serve. in giving back in all forms - food, scholarships, job opportunities and more, all of which are in Since 2015, we have impacted 404,901 beneficiaries line with the #SunwayForGood pledge to promote in our communities. We target to improve 1 million sustainability and social responsibility efforts. We lives by 2030.

to stand alongside all Malaysians to ensure that no to establish a positive, far-reaching impact for the

Corporate Responsibility. Corporate Responsibility is reach out to the poor, marginalised, differentlya model that upholds the belief that organisations abled, youth, women and senior citizens in the B40 must add long lasting impact and value to society, category. Our focus is on giving "hands up" instead the environment and the economy, and this has of "hand out" by teaching them skills, or providing trainings and opportunities to enable them to independent work towards a fulfilled life. To identify We are able to champion this through our the people who needs our assistance the most, we

EMPLOYEE VOLUNTEERISM

Sunway believes that the its core values of integrity, In 2019, Sunway's volunteers contributed time, active employee volunteerism.

Through volunteerism, Sunway's volunteers cultivate an understanding of the communities they serve and Our volunteers can participate in #SunwayforGood how they can do better to advance development for initiatives during working hours, as well as receive all. Volunteering promotes relationship building, replacement hours if they participate in the projects develops leadership and soft skills, while cultivating during their rest days. a sense of identity and belonging in the communities.

Sosial Sunway has been reaching out to the most investments. vulnerable in our communities.

humility and excellence can be cultivated through effort and funds to support various community projects organised by Sunway and a total of 7,612 volunteerism hours was recorded.

In 2019, we contributed a total of RM2.8 million Since our inception, Sunway's employee club, Kelab for non-profit organisations and for community

TABLE 5: SOCIAL INVESTMENT AND VOLUNTEER CONTRIBUTIONS

SOCIAL INVESTMENT AND VOLUNTEER CONTRIBUTIONS	2015	2016	2017	2018	2019
TOTAL INVESTMENT ("RM" MILLION)	1.26	1.01	2.13	3.65	2.8
TOTAL BENEFICIARIES (NO. OF PEOPLE)	6,335	5,360	53,127	114,311	225,768
TOTAL MAN-HOURS	3,725	3,535	4,521	16,8011	7,612

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

PEACE & PARTNERSHIPS PEOPLE PLANET **PROSPERITY**

#SUNWAYFORGOOD

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

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

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

The month-long event included bubur lambuk distribution to the homeless and Raya Cheer (shop for baju Raya and buka puasa) with B40 families spread across Kuala Lumpur, Selangor, Perak, Penang and Johor, where we have built, served, and remain as part of the communities.

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

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



distribution, installation of rice automated teller Sunway employees and Sunway Group Deputy Executive Chairman Tan Sri Datuk Seri Razman M. machines (ATM), iftar barakah sessions, packed food distribution to the homeless and Raya Cheer (shop distribution to the homeless and the homeles



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

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

SUSTAINABILITY REPORT 2019

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

Locations of the Beras ATM were::

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

Bubur Lambuk Distribution

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

• Sunway Berbuka Puasa with 22 Families in B40

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

• First Corporation in Malaysia to Sponsor Beras ATM • Distributing Packed Food to The Homeless in **Anjung Singgah**

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

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

A Cheerful Ramadhan for Underprivileged Children

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

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#SUNWAYFORGOOD (CONT'D)

NO.	EVENTS	DESCRIPTION			
FEST	IVITIES (SOCIAL	INCLUSION)			
1	CNY campaign	2019			
1.1	CNY Cheer				
1.2	Hakka Gathering	This year's Chinese New Year celebration was brought up to a much bigger scale with many fun activities due to support from the Hakka Association.			
1.3	A Hokkien Heritage Celebration	On the 12 th day of the Chinese Lunar calendar this year, the staff of Sunway Carnival Mall, Sunway Hotel Seberang Jaya and Sunway Hotel Georgetown joined hands to spread a Lunar New Year cheer to the residents of Rumah Sejahtera Permatang Tinggi. About 80 residents and helpers received Chinese New Year goodies such as mandarin oranges and other food items. Additionally, Mr. Chai Wen Yew, the General Manager of Sunway Carnival Mall and Mr. Woo Hing Siang, the Finance Director of Sunway Hotel Seberang Jaya distributed customary red packets in conjunction with the Chinese New Year tradition.			
2	Hari Raya 2019	9			
2.1	Raya Shopping Spree	A total of 300 orphans and stateless children were treated by Sunway Group to a Raya shopping spree at Sunway Pyramid to purchase their baju Raya. The children, who are selected by Selangor Youth Community (SAY) and Yayasan Islam Darul Ehsan are from Pertubuhan Pendidikan Anak-Anak Yatim Selangor, Rumah Kebajikan Raudhatul Al-Faeez, Pertubuhan Kebajikan Anak Yatim Darul Ehsan Malaysia, Pusat Jagaan Pertubuhan Kebajikan Ehsan Ash-Shakur and Sekolah Jalinan Bimbingan Kasih. After a fruitful two-hour shopping, the kids were then led to Sunway Resort Hotel & Spa to enjoy fun and educational activities as well as a scrumptious Ramadan buffet spread with SAY founder and royal patron, DYTM Raja Muda Selangor, Tengku Amir Shah Ibni Sultan Sharafuddin Idris Shah Alhaj. To wrap up the programme, each child received duit raya, a prayer mat and cookies.			
2.2	Feeding Families CSR	Sunway Velocity Mall hosted a "Feeding Families" initiative this year for the underprivileged in conjunction with Ramadan and as part of its Bunga-Bunga Raya festive campaign. Hinged on the belief that everyone should participate in efforts for the betterment of the community, every redemption made by the mall's valued shoppers resulted in a RM5 donation to the Feeding Families initiative. At the event, 50 families from the Cochrane Perkasa People's Housing Project (PPR) in Cheras received RM200 worth of daily essentials such as rice, condiments, cooking oil and other necessities that would help for food preparation during the Ramadhan and Raya period, in addition to being treated to a buka puasa dinner.			

NO. EVENTS DESCRIPTION

FESTIVITIES (SOCIAL INCLUSION)

Mid-Autumn Festival

3

Lanterns are an important element during the festival and carries a significant meaning in Chinese culture. Sunway Velocity Mall hosted its annual lantern making contest with bigger and better prizes worth up to RM150,000 in conjunction with the Mid-Autumn Festival. This year, it was open to the public of all ages. Special categories were created for children aged below 12 and for youths between 13 and 25 years old. Participants submitted their lanterns to be displayed at the mall, and judges were invited to score the lanterns based on workmanship, creativity, colour and lighting of the lantern for those 12 years and above, while those 12 years and below were graded according to theme, creativity, colour and structure.

The grand prize winner walked home with a travel package for two to Tokyo, Japan, a ITSU massage chair, and a RM3,000 cash prize. The first runner-up also walked home with a ITSU Massage chair and a RM2,000 cash prize while the second runner-up won a ITSU massage chair and RM1,000 cash prize. After the prize-giving ceremony, shoppers went for a lantern walk around the mall to celebrate the Mid-Autumn Festival.

Earlier, 80 children from Yayasan Sunbeams Home, Projek Perumahan Rakyat, OrphanCare Foundation, and Persatuan Anak-Anak Yatim Dan Ibu Tunggal Kampung Medan were treated to activities such as sushi making by Sakae Sushi, meals by O'Briens and 4Fingers and screening of The Lion King at TGV cinema. The children also joined in the lantern walk, led by the Chinese traditional dragon dance.

Sunway Putra Mall also celebrated Mid-Autumn Festival by creating more than 8,888 origami rabbits using recycled decorative papers. This effort was recognized by The Malaysia Book of Records for the most number of origami rabbits. The origami were later distributed to Biji-Biji Initiative for decorative purposes and half of it was recycled into note books.

OTHERS (EDUCATION, HEALTH, AND SOCIAL INCLUSION)

4 Earth Hour Lights Off 2019

In conjunction with Earth Hour, all non-essential lights facing the main driveway were turned off, which includes the iconic lion head, all dome and pelmet lights as well as street lighting on Saturday 30 March, 8.30pm - 9.30pm. Tenants facing the main driveway were also encouraged to turn off all their lights for the one hour earth event.

5 Blood Donation

In line promoting good health and well-being, we support blood donation initiatives due to how they are instrumental in saving and sustaining the lives of those with critical medical conditions. By lending our building space for blood donation drives, we provide an avenue for the public and staff to donate their blood to ensure sufficient blood supply in the medical sector. This year, two of our office buildings, Sunway Geo and Wisma Sunway did just that, consequently enabling successful blood donation drives in their respective locations.

Sunway The Good Run

Sunway The Good Run was held to raise awareness on the importance of doing good for the community and the world. Held in conjunction with the 20th anniversary of Sunway Medical Centre in 2019, all collections from the run were channeled to a cancer-focused organisation.

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#SUNWAYFORGOOD (CONT'D)

GOALS & TARGETS

[GRI 306-4]

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

PROGRESS
TRACKING

O○ Targets are set; Data compilation in progress
Data

FUTURE VALUE GOALS	TARGETS (EFFECTIVE FROM 2019)	FY 2019 PERFORMANCE
PILLAR 2: PEOPLE		
	Employee Engagement: To be the best employer by 2025 in Malaysia	OO● Work in progress to improve Employee Engagement Score (EES)
Goal 3: Progressive Sunway Employees	Occupational Health and Safety: All business units (where relevant and applicable) to be ISO 45001 certified by 2025	•OO Sunway Lagoon Theme Park has been certified ISO45001:2018
	Employee Training Hours: 40 hours of training per employee	○○●30.7 hours per employee (Executive level and above)
Goal 4: Progressive Communities	Customer Health and Safety: All integrated townships, integrated developments and buildings to be designed in accordance with Crime Prevention Through Environmental Design (CPTED) by 2025	All property developments designed since 2014 strives to achieve disabled-friendly and child-friendly access in our projects with minimal or no step within the unit. The height to all light switches in Sunway properties were also reduced to enable reach by the elderly on wheelchair or children.
	CSR Activities: To impact 1,000,000 beneficiaries by 2030	00● 404,901 beneficiaries (cumulative from 2015-2019)

PLANET

KEY PERFORMANCE INDEX

PROSPERITY

INDICATOR	UNIT OF MEASUREMENT	2017	2018	2019
PEOPLE				
Total number of employees	Number	10,350	11,191	11,430
Total number of new employees	Number	2,764	2,624	2,916
Turnover rate	%	17	17	18
i. Board Diversity - Gender				
Male directors	%	89	80	78
Female directors	%	11	20	22
ii. Board Diversity - Age Grouping				
Directors between 40 to 50 years old	%	11	10	11
Directors more than 50 years old	%	89	89	89
iii. Board Diversity - Ethnicity				
Malay directors	%	11	10	11
Chinese directors	%	67	60	56
Directors of other ethnicity	%	22	30	33
iv. Employee Diversity - Gender	,	1		
Male executives	%	47	44	42
Female executives	%	53	56	58
Male non executives	%	71	74	71
Female non executives	%	29	26	29
v. Employee Diversity - Age Group		1		
Executives less than 30 years old	%	37	37	37
Executives between 30 to 40 years old	%	34	34	33
Executives between 40 to 50 years old	%	18	18	19
Executives more than 50 years old	%	11	11	11
Non executives less than 30 years old	%	45	47	45
Non executives between 30 to 40 years old	%	28	28	30
Non executives between 40 to 50 years old	%	17	16	15
Non executives more than 50 years old	%	9	9	10
vi. Employee Diversity - Ethnicity		1		
Malay executives	%	28	31	32
Chinese executives	%	49	49	48
Indian executives	%	12	12	13
Other races executives	%	3	4	4
Foreigner executives	%	8	4	3
Malay non executives	%	50	47	50
Chinese non executives	%	6	5	6
Indian non executives	%	17	15	16
Other races non executives	%	8	7	7
Foreigner non executives	%	19	26	21

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

ACHIEVEMENT AND AWARDS 2019

PEOPLE

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

INCLUSIVITY AWARDS

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



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



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

PEACE & PARTNERSHIPS PEOPLE PLANET PROSPERITY SUSTAINABILITY REPORT 2019



PEACE & PARTNERSHIPS PEOPLE PLANET PROSPERITY

OUR STRATEGY TOWARDS DECARBONISATION

[GRI 203-1]

SUNWAY'S APPROACH

OPTIMISE EFFICIENCY

DECARBONISE POWER

ELECTRIFY FUELS

RELATED POLICY

ZERO PLASTIC USE POLICY

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

OPTIMISE OUR OPERATIONS

CORPORATE DATA CENTRE

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

- The private cloud computing transition will be followed by the replacement of remaining older / obsolete servers/computers to lower our Greenhouse Gas (GHG) emissions.
- Replacements will take into consideration embodied emissions from physical hardware required to be estimated based on the weight and material composition of each component.
- Once completed, we estimate to save 4912.56 kwh / month which translates to saving 44.2 tonnes of CO₂ emission per year.

E-INVOICING

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

GPS TRACKING SYSTEM

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

TRANSITIONING TO NATURAL GAS

- In 2019, our quarry division replaced burning source of light fuel oil with natural gas for asphalt manufacturing plant in Kemaman, Terengganu translating to savings of RM1.50 / tonne on burning cost.
- This resulted in lowered plant maintenance cost, and savings of 452 tonnes of CO₂ emissions per year.

EURO 5 VEHICLES

- \bullet For 2019, 186 company-owned machinery used Euro 5 diesel with lower carbon / $\mathrm{CO_2}$ emissions.
- Euro 5 limits pollutants that are considered harmful to human health such as carbon monoxide (CO), hydrocarbons (HC), nitrogen oxides (NOx) and particulate matter (PM).

GOALS AND TARGETS 2030

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

OPTIMISE OUR VALU	JE CHAIN
LANDBANK ACQUISITION	EFFICIENT BIODIVERSITY MANAGEMENT Conservation and rehabilitation efforts in Sunway's cities as well as urban farms for climate resilience and efficient land use
DESIGN AND MASTERPLANNING	We continue to acquire transit-linked land in populous areas for development We continue to reinvest and grow in our integrated, compact townships minimising urban sprawl and the need for transportation We continue to plan for mixed developments We are setting in place news guidelines for our build to sell properties
CONSTRUCTION AND SUPPLY CHAIN MANAGEMENT	EFFICIENT MATERIALS MANAGEMENT We continue to develop our virtual design construction capabilities to 7D We continue to use green construction methods such as IBS and system formwork We continue to source for green building materials such ALC blocks, and eco pavements We are setting in place new guidelines for our new buildings to be constructed green Our construction division has the capacity to build solar photovoltaic farms
MARKETING & SALES	EFFICIENT TECHNOLOGY FOR SERVICE DELIVERY Continue to digitalise the consumer journey Annual water, energy and waste audit and initiatives
PROPERTY INVESTMENT AND BUSINESS OPERATORS	 Green buildings Maintain urban forestry in our integrated cities of Sunway City Kuala Lumpur, Sunway City Ipoh and Sunway City Iskandar Rapid adoption of innovative technologies Turnover of outdated equipment
REIT AND REIT MANAGEMENT	Retrofitting assets with efficient fixtures Build urban farms as natural carbon sequestration sites

SUSTAINABILITY REPORT 2019

DECARBONISE POWER

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

ELECTRIFY FUELS

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

OUR STRATEGY TOWARDS DECARBONISATION (CONT'D)

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

TABLE 6: CO₂e EMISSIONS AND CO₂ EMISSIONS AVOIDED

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

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

- Scope 1: Direct GHG emissions from sources that are owned, such as company-owned vehicles
- Scope 2: Total CO₂ emitted refer to indirect emissions from purchased electricity using the location-based and market-based methods.
- Scope 3: Total CO₂ emitted refer to indirect emissions such as our business travel, waste generation and outsourced services.

CO_ae avoided:

- Scope 1: None
- Scope 2: Total CO₂e avoided figure is obtained from solar energy and energy savings.
- Scope 3: Total CO₂e avoided figure is obtained from waste which is diverted from the landfill.

15 tree seedlings grown for 10 years will offset 1 tonne of CO₂e

Percentage of CO₂ Emission by Sector in 2019



EFFICIENT LAND AND MATERIALS **MANAGEMENT**

SUNWAY'S APPROACH

OPTIMISE EFFICIENCY

VALUE CHAIN AREAS: BUILD

LANDBANK ACQUISITION

DESIGN & MASTER PLANNING

CONSTRUCTION & SUPPLY CHAIN

EFFICIENT BIODIVERSITY MANAGEMENT Besides maintaining urban forestry in our townships, we are propagating urban farms within our integrated township. Urban farms creates greens spaces, recycles waste, cuts traffic, provide employment, prevents erosion and act as natural carbon sequestration system, building resilience. We do not build on critical sites.

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

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

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

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

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

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

EFFICIENT LAND ACQUISITION

We focus our new land bank acquisition on lands that which reduces distances between places where

are suitable for compact and mixed-development in people live, learn, work and play to mitigate GHG high-density urban areas to mitigate urban sprawl. emissions. Six of our largest mixed developments are Transit-oriented walkable developments promote car- on brownfield sites. Brownfield site redevelopment lite urban mobility and encourage the use of public may lead to a net GHG reduction of 51.9 Mt CO₂ eq. transportation. We plan for mixed developments over a 70-year period, or 0.74 Mt CO₂ yr⁻¹.

EFFICIENT LAND AND MATERIALS MANAGEMENT (CONT'D)

[GRI 102-9, 417-1]

PROSPERITY

EFFICIENT COMMUNITIES

New Communities

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

• Future Communities

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

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

EFFICIENT CONSTRUCTION

7D Virtual Design Construction (VDC)

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

System Formwork

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

• Industrialised Building System

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

SUSTAINABLE CONSTRUCTION MATERIALS

Sustainable construction material in buildings in the world market. In our Build, Own, Operate the similar purpose. This also increases industry sustainable consumption of materials. efficiency as such materials are readily available

require less use of natural resources and greater projects, we manage materials by adopting a reusability of such materials and products for structured management strategy as a guide to ensure



impacts. We also monitor the amount of building building materials.

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

ENVIRONMENTALLY FRIENDLY BUILDING MATERIALS

Autoclaved Aerated Concrete (ACC)

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

• Pavement with Environmental Perks

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

• Low Volatile Organic Compounds Paint as Eco Option

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

EFFICIENT SUPPLY CHAIN

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

• Building Materials

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

External suppliers

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

NEW BUILDS 2020

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

PEACE & PARTNERSHIPS PEOPLE PLANET PROSPERITY

EFFICIENT CITIES AND BUILDINGS

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

SUNWAY'S APPROACH					
OPTIMISE EFFICIENCY DECARBO	ONISE POWER ELECTRIFY FUELS				
VALUE CHAIN AREAS: BUILD					
LANDBANK	ACQUISITION				
DESIGN & MASTER PLANNING CONSTRUCTION & SUPPLY CHAIN					
GREEN CITIES AND BUILDINGS					

GREEN CITIES AND BUILDINGS

two of our masterplanned communities and at least onwards. 13 of our buildings have been certified green. From

We see green masterplanned communities and 2020 onwards, we aim to have all our buildings buildings as some of the most effective ways to certified at vacant possession. Currently at least reach a range of global goals, create sustainable seven assets under our management are certified communities, drive economic growth and address green and we aim to have all our new assets within climate change. As a result of our lifecycle approach, our portfolio to be certified green from 2025



Sunway Senai's Precast Plants

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

SUSTAINABILITY REPORT 2019

PEACE & PARTNERSHIPS PEOPLE PLANET PROSPERITY

EFFICIENT CITIES AND BUILDINGS (CONT'D)

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





Townships Certified Green

GREEN STANDARDS FOR NEW BUILDS 2020

ALL RESIDENTIAL AND NON-RESIDENTIAL BUILDINGS IN 2020

FOCUS AREAS	FEATURES
Energy Efficiency Decarbonise	 Enhance overall thermal performance of building envelope Natural ventilated design or energy efficient mechanical ventilation system Energy efficient lighting in common areas Energy efficient lifts with AC variable voltage and frequency drives, regenerative drives and sleep mode features Energy efficient features such as motion and daylight sensors, lifts with regenerative drives, Energy Efficiency Index (EEI) for buildings Renewable energy – Solar PV
Indoor Environmental Quality	 Computation of building energy efficiency index to determine the energy savings for building energy consumption Air-conditioning system is designed with indoor temperature between 23°C to 26°C and relative humidity between 50% to 70% Good ambient internal noise level Use of low VOC paints certified under local / international certification body
Water Efficiency Optimise	 Water efficient fittings which are certified under water efficiency products labelling scheme Water sub-meters to monitor water usage Non-potable water including rainwater harvesting for landscape irrigation Drought tolerant plants that require minimal irrigation Non-chemical water treatment to building cooling towers Using recycled water for fire test Herb garden as landscape
Optimise Electrify	 Efficient concrete usage for building components Products that are environmentally-friendly and sustainable Planting of greenery and restoration of existing trees to reduce heat island effect Adoption of environmental friendly practices during construction and building operations Good access to public transport network with covered walkway Provision of electric car charging stations Treatment of stormwater runoff through provision of infiltration before discharge to public drainage Air-conditioning refrigerant gas with Ozone Depleting Potential (ODP) of zero or with global warming potential (GWP) of less than 100 Non-chemical (salt-chlorinator) swimming pool

EFFICIENT ENERGY MANAGEMENT

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

SUNWAY'S APPROACH

SUSTAINABILITY REPORT 2019

OPTIMISE EFFICIENCY

VALUE CHAIN AREAS: OWN AND OPERATE

PROPERTY INVESTMENT AND BUSINESS OPERATORS

REIT AND REIT MANAGEMENT

LIFECYCLE THINKING : NEW BUILDS						
LIFECYCLE	STAGES	FOCUS EXAMPLE INITIATIVES				
Planning (Potential Energy)	Target energy efficiency during the design stage using Building Information Modeling (BIM)	Target energy efficiency during the design stage using BIM				
Design (Embedded Energy)	 Utilising energy savings design to achieve energy optimisation All our non-residential buildings are built adhering to MS1525 standards which is Malaysia's code of Practice for Energy Efficiency in non-residential buildings. Our residential buildings are built adhering to MS2680 standards which is the code for Energy Efficiency and User of Renewable Energy for Residential Buildings Code of Practice. Both are voluntary building codes. 	 Building orientation Building envelope Heating and cooling Insulation Natural ventilation in common areas Motion sensors Green roofs Vertical gardens 				
Build (Operational Energy)	Achieve energy savings during building operations	Energy efficient lighting, fixtures, lifts and escalators				
Operate (Sustainable Energy)	Energy savings through optimising operational building performance	 Annual energy audit and review Preventive maintenance Retrofits including LED light replacement, chiller plant optimisation and Building Energy Management Systems (BEMS) 				

EFFICIENT ENERGY **MANAGEMENT** (CONT'D)

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

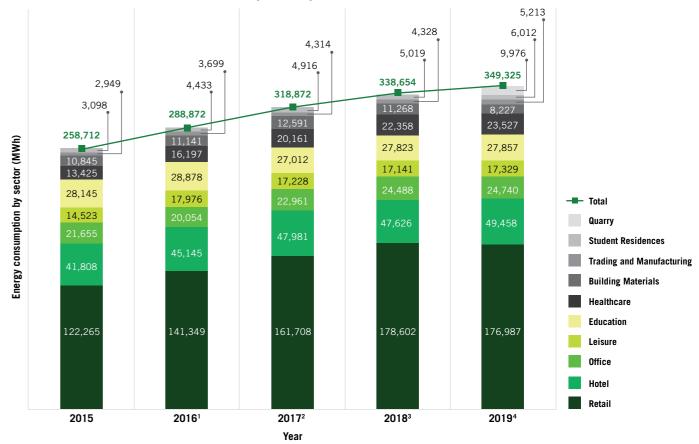
ANNUAL ENERGY EFFICIENCY AUDITS

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

PEOPLE

ENERGY EFFICIEN	CY RETROFITS 2019		
SECTOR	ENERGY INITIATIVES	BUILDINGS	ENERGY SAVINGS (MWh)
Retail	LED Light Replacement	Sunway Pyramid Sunway Giza Mall Sunway Carnival Mall	62,262
	Chiller Plant Optimisation	Sunway Pyramid Sunway Carnival Mall	
	Building Energy Management System (BEMS)	Sunway Pyramid	
	Solar PV	Sunway Big Box Retail Park	
Hotel	LED Light Replacement	Sunway Resort Hotel & Spa	460
Office	LED Light Replacement	Menara Sunway Sunway Tower The Pinnacle Sunway Putra Tower	2,467
	Chiller Plant Optimisation	Menara Sunway Wisma Sunway	
Leisure	LED Light Replacement	Sunway Lagoon Club	344
Education	LED Light Replacement	Sunway University & College	3,712
	Solar PV	Sunway University & College Monash University	
	Chiller Plant Optimisation	Sunway University & College	
Healthcare	LED Light Replacement	Sunway Medical Center	177
	Solar PV	Eco-walk	307
Building Materials	Solar PV	Sunway VCP	1,307
Total		,	71,036

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



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

⁴ New properties added: Sunway University Apartment, Sunway Quarry

TOTAL ENERGY CONSUMPTION GENERATED FROM SOLAR ENERGY				
2019	2020 (Target)			
1%	3%			

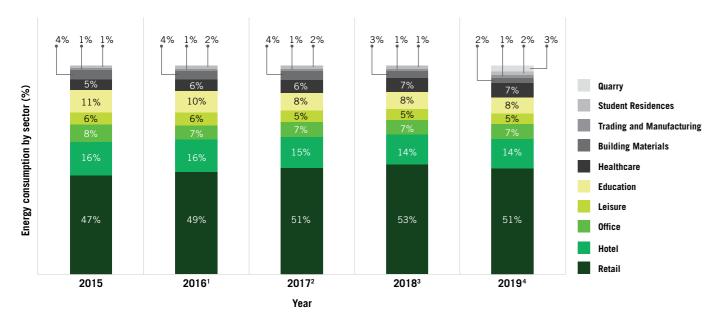
TARGETS FOR SOLAR PANEL INSTALLATION IN 2020			
Sunway Pyramid Mall – Phase 1	Tambun Agro Solar	•••	
Sunway Medical Centre	Spun Pile and Paving Solutions		
Sunway Monash Residence	Sunway Velocity Mall		
Sunway International School Iskandar	Sunway Big Box Retail Park		
	SAVING OF ELECTRICITY CONSUMPTION 11,234 MWh equivalent to avoiding 6,572 TONNES CO ₂ e		

² New properties added: Sunway Citrine Retail, Sunway Geo Avenue, Sunway Iskandar International School, Sunway Velocity Hotel
³ New properties added: Sunway Medical Residence

EFFICIENT ENERGY **MANAGEMENT** (CONT'D)

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

CHART 5: TOTAL ENERGY CONSUMPTION (%) BY SECTOR



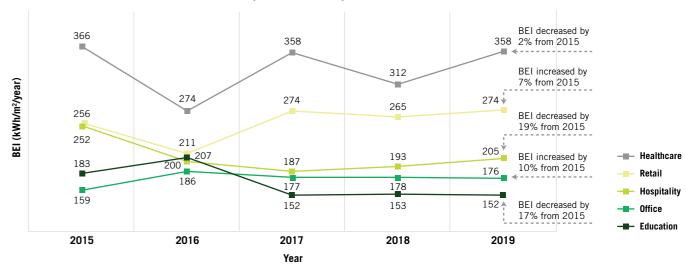
- 1 New properties added: Sunway Clio Property (Hotel), Sunway Pyramid West, Sunway Giza Mall, Sunway Velocity Mall, Sunway Medical Centre 3
- New properties added: Sunway Citrine Retail, Sunway Geo Avenue, Sunway Iskandar International School, Sunway Velocity Hotel
 New properties added: Sunway Medical Residence
- ⁴ New properties added: Sunway University Apartment, Sunway Quarry

CHART 6: TOTAL ENERGY CONSUMPTION (MWH) AND TOTAL GFA (M2)



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

CHART 7: BUILDING ENERGY INTENSITY (KWH/M²/YEAR)



SUSTAINABILITY REPORT 2019

CHART 8: ENERGY USE INTENSITY (MWH/PERSON/YEAR)

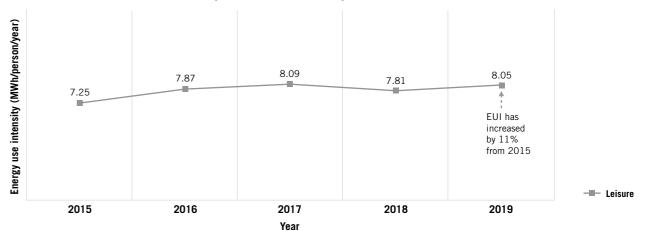
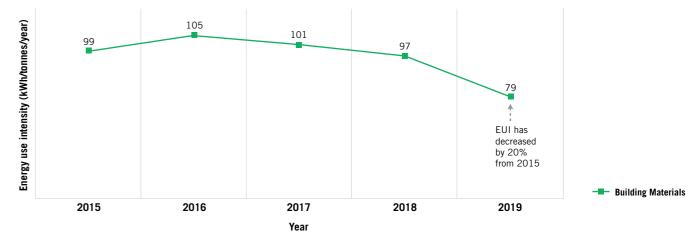


CHART 9: ENERGY USE INTENSITY (KWH/TONNE/YEAR)



PEACE & PARTNERSHIPS PEOPLE PLANET PROSPERITY SUSTAINABILITY REPORT 2019

EFFICIENT WATER MANAGEMENT

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

SUNWAY'S APPROACH

OPTIMISE EFFICIENCY

VALUE CHAIN AREAS

PROPERTY INVESTMENT AND BUSINESS OPERATORS

REIT AND REIT MANAGEMENT

LIFECYCLE	THINKING: NEW BUILDS	
LIFECYCLE	FOCUS	FOCUS EXAMPLE INITIATIVES
Planning	Target water efficiency during the design stage	Adoption of green building codes to conserve water Water distribution modeling for the most efficient design
Design	Utilising water efficient fittings during design	Implement water efficient fittings
Build	Achieve water savings during building operations	Worksite water management TSS levels to remain within the 50-150 mg/L threshold Silt traps to control erosion particulates from entering waterways
Operate	Water savings through optimising operational building performance	 Focused management in high priority areas Annual water audit Retrofits including rainwater harvesting and water-efficient fittings Water usage monitoring Irrigation and landscaping

HIGH **PRIORITY AREA MANAGEMENT**

In Malaysia where we predominantly operate, in the state, we have invested mitigation measures nationwide incidents in 2017.

RM629,000 per month (276,000 m³ x RM2.28 per purposes. m³). In our highest-density and largest developments

according to the latest available figures by the Ministry for water-related risks. In Sunway City Kuala Lumpur of Water, Land and Natural Resources' (KATS) latest and Sunway South Quay, we invested RM18 million available figures, Selangor is consistently the state in research and installation of a water treatment that suffered the most number of unscheduled water plant which can supply up to 8,400 m3 water daily. supply interruptions for the years 2014 to 2017. This amounts to 50% of water consumption by the KATS's figures show Selangor topping the list for community in the area. We have installed rainwater unscheduled water cuts by accounting for 84,796 harvesting tanks in several of our properties, as a of 174,997 nationwide incidents in 2014, 81,969 water recycling strategy. The collected rainwater of 167,055 nationwide incidents in 2015, although is used for watering landscape and for cleaning this has fallen considerably to 19,061 out of 61,517 purposes. In the year 2019, the total rainwater collected was 16,718,000 litres. Additionally, Sunway Lagoon Theme Park recycled 48,000 litres Our total water withdrawal in Selangor is at of their lakewater for irrigation and general cleaning



Water Treatment Plant at Sunway City Kuala Lumpur

EFFICIENT WATER **MANAGEMENT** (CONT'D)

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

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

Retain and restore degraded valuable features of the stormwater system

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

Install facilities for runoff quantity and quality control

EFFICIENT WORKSITE WATER MANAGEMENT

Our worksites generate surface water run-off which DOE's permissible limit. The silt trap is a temporary ensure our water discharges' parameters are within reintroduced back into the drainage system.

will eventually be discharged into water bodies ponding area built to collect and store sediment nearby. We conduct periodic monitoring of total from water runoff, and helps separate silt and other suspended solid (TSS) at final discharge point to particles, improving the quality of water before it is

TABLE 7: TOTAL SUSPENDED SOLIDS 2019

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

TABLE 8: SILT TRAPS 2019

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

^{*}Reading exceeded the compliance limit due to heavy rainfall and ineffective silt trap design.

WATER EFFICIE	ENCY RETROFITS 2019	
SECTOR	WATER INITIATIVE	BUILDINGS
Retail	Rainwater harvesting for non-potable use	Sunway Velocity Mall
Hotel	Water-efficient fittings, fixtures and systems	Sunway Putra Hotel
	Rainwater harvesting for non-potable use	Sunway Clio Hotel
	Water-saving fittings, fixtures and systems	Sunway Pyramid Hotel Sunway Clio Hotel
Office	Rainwater harvesting for non-potable use	Menara Sunway
	Using water-efficient fittings, fixtures and systems	Menara Sunway The Pinnacle Sunway Geo Wisma Sunway Sunway Tower
	Using recycled water and drought-resistant plants	Menara Sunway The Pinnacle
Leisure	Rainwater harvesting for non-potable use	Lost World of Tambun Sunway Lagoon Theme Park
	Utilisation of lake water and ground water	Sunway Lagoon Theme Park
Education	Rainwater harvesting for non-potable use	Sunway University

CHART 10: TOTAL WATER CONSUMPTION BY SECTOR (M3)



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

As a corrective measure, we have improved on our silt trap design and maintenance

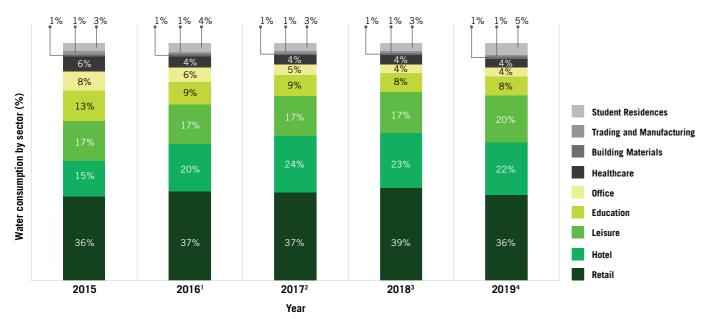
² New properties added: Sunway Velocity Mall, Sunway Citrine Retail

³ New properties added: Sunway Velocity Hotel, Sunway Geo, Sunway Medical Residence, Sunway Iskandar International School

EFFICIENT WATER MANAGEMENT (CONT'D)

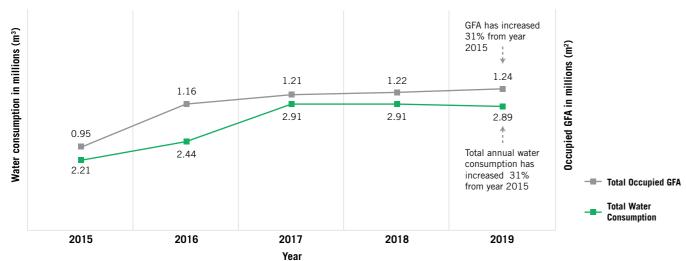
[GRI 303-1, 303-2, 303-3]

CHART 11: TOTAL WATER CONSUMPTION BY SECTOR (%)



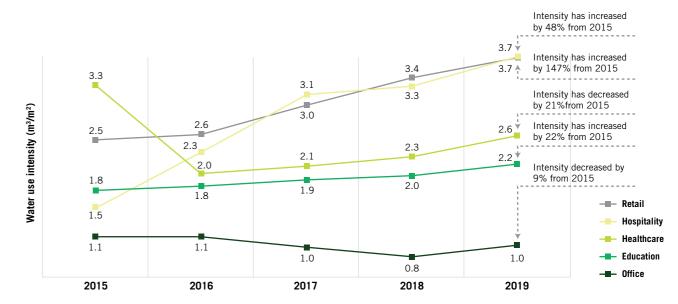
- 1 New properties added: Sunway Giza Mall, Sunway Pyramid West Mall, Sunway Resort Hotel & Spa, Sunway Pyramid Hotel, Sunway Clio Property (Hotel), The Banjaran Hotspring Retreat, Sunway
- Medical Centre 3, Sunway Spun Pile, Sunway University Residence
- New properties added: Sunway Velocity Mall, Sunway Citrine Retail
 New properties added: Sunway Velocity Hotel, Sunway Geo, Sunway Medical Residence, Sunway Iskandar International School
- ⁴ New properties added: Sunway University Apartment

CHART 12: TOTAL WATER CONSUMPTION (M3) AND TOTAL GFA (M2)



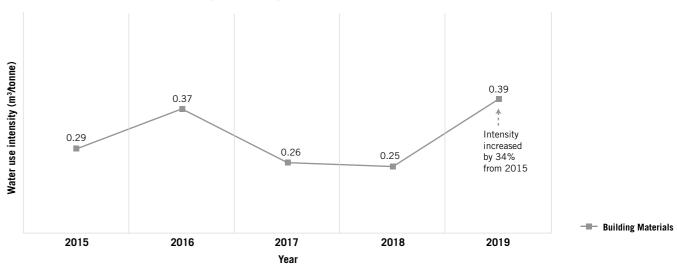
Note: Includes buildings from the retail, hotel, office, education, healthcare and student residences sectors

CHART 13: WATER USE INTENSITY (M3/M2)



SUSTAINABILITY REPORT 2019

CHART 14: WATER USE INTENSITY (M3/TONNE)



EFFICIENT WASTE **MANAGEMENT**

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

SUNWAY'S APPROACH

REDUCE WASTE TO LANDFILL

VALUE CHAIN AREAS

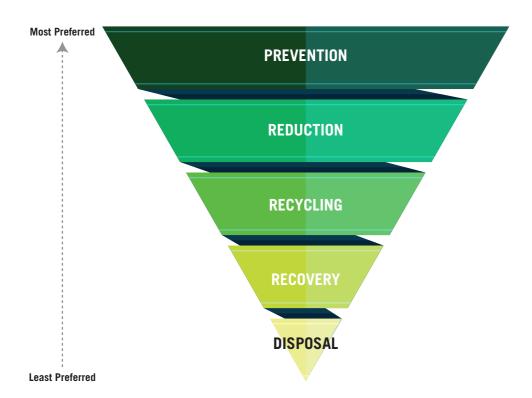
PROPERTY INVESTMENT **AND BUSINESS OPERATORS**

REIT AND REIT MANAGEMENT

EFFICIENT WASTE MANAGEMENT HIERARCHY OF MANAGED BUILDINGS

from the available wastes. The most preferred options hierarchy below, across our properties. of waste management, which represent options that

The waste management hierarchy provides various have the best effects on the environment lie at the strategies in tackling waste in a sustainable manner. top of the upside down pyramid, and moves down The implementation of these strategies help to towards the least preferred options. We make sure generate the maximum amount of beneficial products to align our waste management strategies to the



LIFECYCLE **THINKING**

According to Solid Waste Management and Public chlorofluorocarbon and flame retardants. Dumping or 38,142 tonnes of waste per day, an increase from to leak into the environment. 19,000 tonnes of waste a day in 2005 in 2018. Of this, 44.5% of the waste collected was food waste, Sunway adheres to the Solid Waste and Public increase the recycling rate to 30%.

Cleansing Corporation (SW Corp), Malaysia generated illegal recycling of e-waste can cause these materials

followed by plastic waste (13.2%). The amount of Cleansing Management Act 2007. We practice fabric waste entering landfills had doubled since a hierarchical waste management strategy to 2012 to 6.3% from 2.8% in 2012. It is estimated effectively manage waste that lands in landfills. We that 60% of fabric waste are made of synthetic fibres focus particularly on managing waste categories such which are hard to degrade, while 75% of fabric as food waste for its potential methane emissions waste can be recycled into fuel. SW Corp intends to and plastic waste for its potential to cause land, air and water pollution and harm to wildlife. These two categories are also the highest volumes of waste According to the Global E-Waste Monitor 2017 collected. At present, the management and control of Report by the United Nations University, Malaysia e-waste is regulated under the Environmental Quality generated 8.8kg of e-waste per person in 2016, (Scheduled Wastes) Regulations 2005, enforced totalling 280 kilotonnes. Most e-waste contains since 15 August 2005. Under this regulation, precious metals (such as gold, silver, platinum and e-waste is categorised as a scheduled waste. Any palladium), iron, copper, aluminium and plastics importation or exportation of it is regulated under that can be extracted and sold. But much e-waste Section 34B of the Environmental Quality Act 1974 also contains rare earth, hazardous metals (such and the Basel Convention on the Transboundary as mercury, lead and cadmium) and chemicals like Movements of Hazardous Waste and Disposal 1989.

EFFICIENT WASTE MANAGEMENT ON **WORKSITES**

Scheduled Waste

sites are stored, transported and treated according disposal.

Scheduled waste requires cautious handing due to to local laws and regulations. We closely monitor the its hazardous constituents which may lead to adverse management of scheduled waste at our project sites impact on the environment and public health. We and ensure the waste is transported by a licenced ensure scheduled waste generated at our project contractor to approved recycling facilities prior to

Chemical Management

spills and leakages are minimised as much as via labelling practices, appropriate handling and possible to prevent water contamination. At Sunway storage on site. In 2019, we recorded zero chemical Construction and Sunway Integrated Properties, we spillage at Sunway Construction project sites. acknowledge the importance of managing chemicals

We ensure that occurrences such as chemical and strive to maintain best chemical management

Recycle and Reuse of Hydraulic Oil

the hydraulic oil based on the interval set by the found in the recycled oil. manufacturer. By adhering to the schedule, we are

In 2019, we continued to reuse and recycle hydraulic able to prevent the deterioration in the quality of the oil from machinery at our construction sites. We oil. Through this approach, we recycled the hydraulic believe that this has led to minimal soil and water oil for topping up purpose. Since this recycling pollution and conservation of natural resources. process undergoes thorough filtering processes, we Our idea of recycling hydraulic oil is to change can only use it for topping up since no additives

PEACE & PARTNERSHIPS PEOPLE PLANET PROSPERITY

EFFICIENT WASTE MANAGEMENT (CONT'D)

[GRI 301-2, 306-2]

GROUPWIDE	
Reduce	All of Sunway's owned and managed properties collect recyclable items including papers, plastic, bottles, cans and more as well as run awareness campaigns for tenants and shoppers.
	Bring Your Own Bottle (BYOB) concept is encouraged at all Sunway's internal events. Participants are encouraged to bring their own water bottles, containers and cutlery. A total of 19,800 plastic bottles waste were avoided (1,800 kg from the Northern region and 18,000 from the Central region).
Recycle	In 2018, Malaysians threw away 63,000 tonnes of fabric waste into landfills. Textile dyeing is the second largest polluter of clean water globally while microplastics from synthetic clothing pollute the water, endangering aquatic life. Toxic chemicals in fertilisers also disrupt the natural ecosystem and are health hazards to humans and lifestock. Kloth Care bins are installed in 11 of Sunway's properties for donations to charitable organisations, exported to developing countries, reused as industrial wiping cloth or undergo fuel to energy conversion. Textile recycling bins are placed in Sunway's properties.
	Establishments: • Menara Sunway • The Pinnacle Sunway • Sunway International School • Sunway Resort Hotel & Spa • Sunway Putra Hotel • Sunway College • Sunway Putra Mall • Sunway Geo Tower
RETAIL	
Reduce	In an effort to reduce single-use plastic straws, Sunway Pyramid Mall, Sunway Putra Mall, Sunway Carnival Mall and Sunway Velocity Mall conducted the Metal Straw Campaign by offering shoppers a set of metal straw when they spend a min of RM100 in two receipts mallwide, excluding selected outlets. With a similar goal of introducing metal straws in their mall, Sunway Citrine Hub celebrated World Environment Day with the Bring Your Own Straw (BYOS) campaign. This initiative is aimed at encouraging visitors to bring their own metal straws or any other environment-friendly straws. It is also a call for the restaurants and cafés in the malls to stop providing plastic straw to their visitors. The decision to 'break up' with plastic straws is in line with the UNSDG and the banning of plastic straws in all Federal Territories of Kuala Lumpur, Labuan and Putrajaya by 2020.
Recycle	Sunway Pyramid's food and beverage tenants generate a total of 2.4 tonnes of food waste every day. Sunway invested in a compost machine which can process up to 500 litres of food waste everyday, saving 180,000 litres of food waste from landfills every year. Shoppers participated in pot decorating and seed planting workshops, as well as redeemed free seeds and compost during the launch of the programme. Free compost is available for the public at the mall's compost collection spot, located at B1 Blue Zone.
LEISURE	
Reduce	Sunway Lagoon Theme Park's 'Reach-Out Programme' was organised to educate pre-schoolers on the '3R' (Reduce Reuse & Recycle) around the Klang Valley and managed to reach 4,689 pre-schoolers in 2019. The theme park had 12,916 pre-schoolers and primary school students who visited the Wildlife Park on an educational tour which incorporated education on 3R and sustainability.
	Introduced the no single-use plastic policy. The purpose of this policy was to set out the commitment to eliminate single-use plastic in Sunway Lagoon Theme Park.
	Lost World of Tambun has also implemented a ban on the use of plastic straws in their theme park.

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

SUSTAINABILITY REPORT 2019

EFFICIENT WASTE MANAGEMENT (CONT'D)

[GRI 301-2, 306-2]

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

CHART 15: GENERAL WASTE VS DIVERTED WASTE (TONNES)

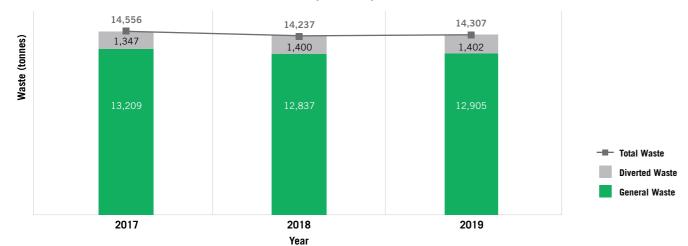


CHART 16: GENERAL WASTE VS DIVERTED WASTE (%)

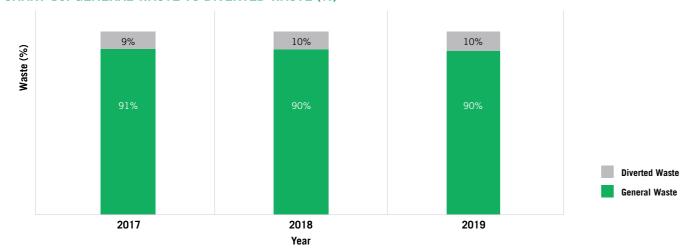


CHART 17: GENERAL WASTE BY SECTOR (TONNES, %)

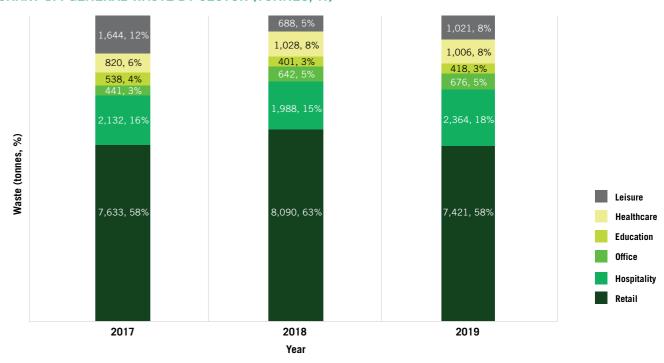
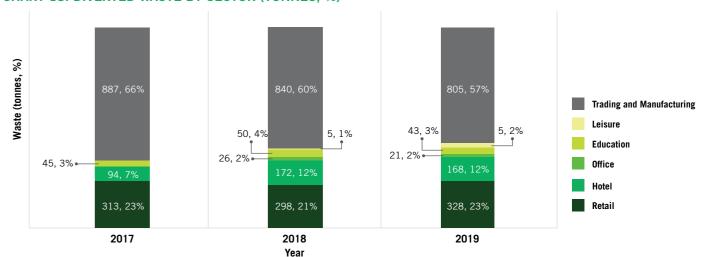


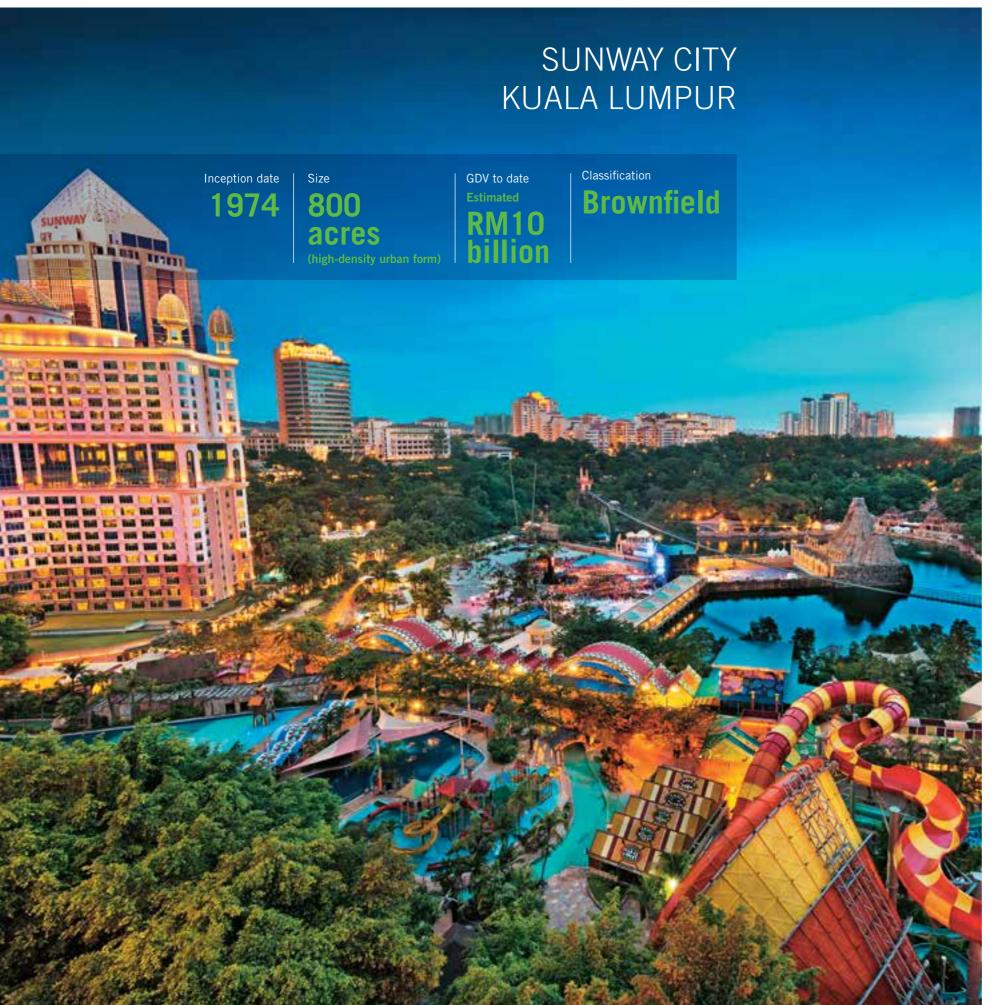
CHART 18: DIVERTED WASTE BY SECTOR (TONNES, %)



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



PEACE & PARTNERSHIPS PEOPLE **PLANET PROSPERITY** SUSTAINABILITY REPORT 2019



ECONOMIC DIMENSION

Perpetual Growth/ Capital Recycling Launched for Sale (2019):

Sunway GEOlake

Internet Access

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

Public Transport Network

- Sunway invested RM123 billion in a PPP initiative Pedestrian Infrastructure for Malaysia's first Bus Rapid Transit (BRT) system 100% walkable with elevated walkway and
- Transit-linked development with convenient access underground connectivity within (0.5 km to public transport – TOD)

Low Carbon Emission Vehicle Support

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

Sustainable buildings

- 2 Green Certified Buildings:
- Sunway Geo Tower
- The Pinnacle

URBAN DEVELOPMENT AND SPATIAL PLANNING Compact development • Residential, commercial, retail, healthcare, education, hospitality, leisure and entertainment • 40% of assets owned and operated by Sunway Integration and mixed land use • Inclusive Development recognition by the Selangor Town and Country Social inclusion Planning Development

Youth Support / SME Support

Resilience to climate change

Sunway Innovation Labs and Makerspace aims to • Tourism Malaysia Collaboration foster entrepreneurship and stimulate market-driven • Publicity via Airline Companies innovations, to help entrepreneurs become more • Sunway Lagoon Sharknado competitive in this rapidly changing environment. • Website and internet booking Their partnership with Sunway University helped • 42 million visitations yearly create a start-up ecosystem for young aspiring • Malaysia Tourism Award for Most Outstanding entrepreneurs.

Tourism Sector Support

• Building redundancy through water treatment plants

- Contribution to Tourism Private Sector

ENVIRONMENT DIMENSION

Greenscapes and bluescapes 40%

Biodiversity

Flora

• 150 species, 31,179 native plants and 142,291 • 381 auxiliary police adaptive plants

Fauna

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

SOCIETY AND CULTURE DIMENSION

Cultural Infrastructure

Performing Arts Centre (Under Construction)

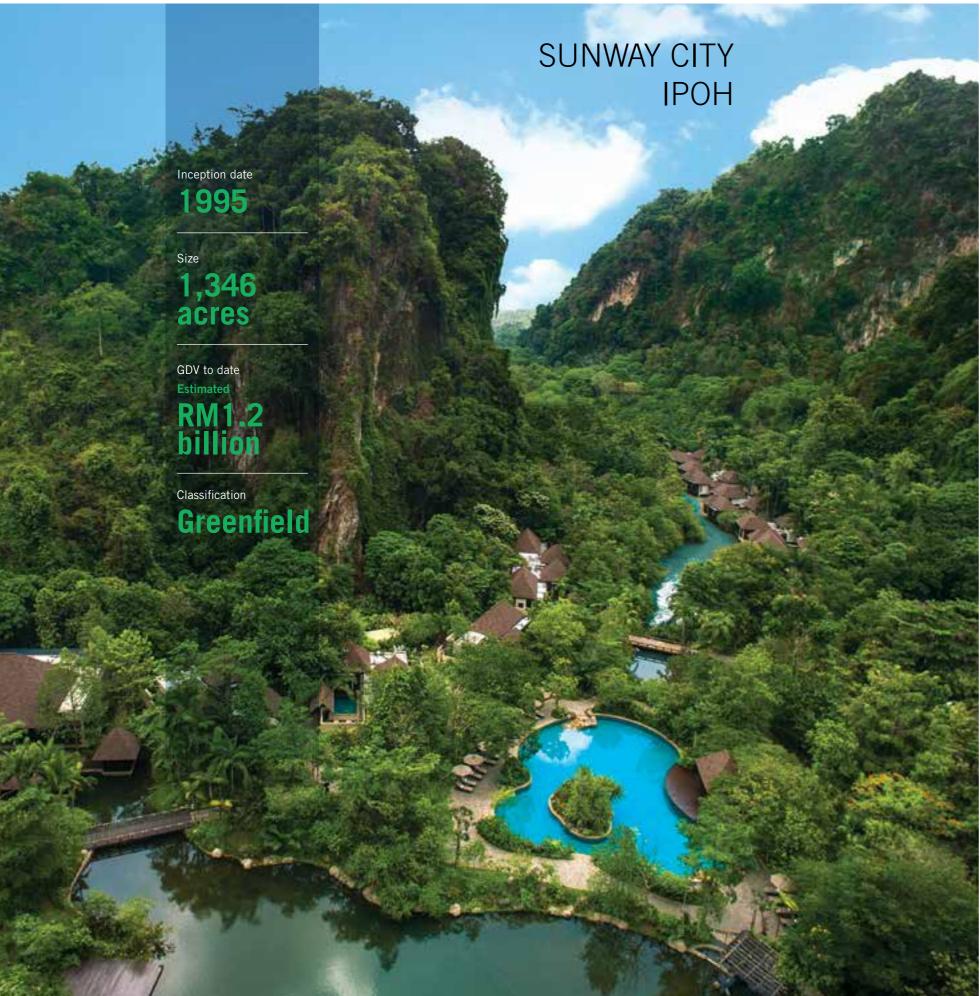
Security Services

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

Childcare

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

PEACE & PARTNERSHIPS PLANET PEOPLE **PROSPERITY** SUSTAINABILITY REPORT 2019



ECONOMIC DIMENSION

Perpetual Growth/ Capital Recycling

Launched for Sale (2019)

Sunway Onsen Suites

Planned for 2020

• Medical Centre & 2nd block of Service Apartments Pedestrian Infrastructure with natural hot springs facilities

Sustainable Buildings

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

100% walkable

URBAN DEVELOPMENT AND SPATIAL PLANNING

Compact development

Integration

and mixed

land use

- More than 1700 units of residential, commercial and industrial properties completed
- 40% of assets owned and operated by Sunway
- Lost World of Tambun
- The Banjaran Hotsprings Retreat
- Hypermarket
- Extreme Park
- Sunway Lost World Hotel
- Proposed Medical Centre Ipoh, Perak
- Proposed Education Campus
- Proposed Lost World Mall
- Proposed Assisted Living
- Proposed Hilltop Development (over 300 acres)

Tourism Sector Support

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

ENVIRONMENT DIMENSION

Greenscapes and bluescapes

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

Biodiversity

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

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

SOCIETY AND CULTURE DIMENSION

Security Services

- 15 CCTVs
- auxiliary police
- patrol cars

Local Food Production

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

PEACE & PARTNERSHIPS PLANET PEOPLE **PROSPERITY** SUSTAINABILITY REPORT 2019



ECONOMIC DIMENSION

Perpetual Growth/ Capital Recycling Launched for Sale (2019)

- SISB L1/PH3
- Lenang BL/PH1B1A

Investment Properties (2019)

• Sunway Big Box Retail Park

Planned for 2020

- SISB L4/PH1
- Lenang BL/PH6

Public Transport Network

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

Sustainable Township

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

Pedestrian Infrastructure

100% walkable with elevated walkway, underground connectivity

URBAN DEVELOPMENT AND SPATIAL PLANNING

Compact development

land use

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

Integration and mixed

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

Tourism Sector Support

• 758,675 visitations in 2019

ENVIRONMENT DIMENSION

Greenscapes and bluescapes 40%

Biodiversity

Flora

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

- 30 species of birds, 4 species of amphibians, 3 year species of reptiles and 13 species of fish
- "Good" Score on Annual Audit Report by 40 auxiliary police Department of Wildlife and National Parks for Lost • 3 patrol cars, 2 motorbikes, 4 bicycles World of Tambun
- Sunway International School in Sunway Iskandar has set-up an eco-club where students can learn more about nature and the environment. Students also learn how to plant and take care of trees within the club.

SOCIETY AND CULTURE DIMENSION

Innovation support

Partnership with NEC to install 11 ANPR cameras:

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

Security Services

- 58 CCTVs

GOALS & TARGETS

KEY PERFORMANCE **INDEX**

LEGEND

●○○ Targets are set; Data compilation in progress

PROGRESS ○●○ Targets are set; Baseline yet to be set

TRACKING OOO Targets are set; Baseline is set

FUTURE VALUE GOALS	TARGETS (EFFECTIVE FROM 2019)	FY 2019 PERFORMANCE
PILLAR 3: PLANET		
	Carbon emission: To avoid at least a total of 250,000 tonnes of CO ₂ e by 2030 (equivalent to 3.75 million tree seedlings grown for 10 years)	40,131 tonnes of CO ₂ e avoided (cumulative from 2015 – 2019)
	Energy: Consume at least 3% of electricity from renewable source by 2030	○○● 1% of electricity from renewable source (2019)
	Water: All landscape to be irrigated by recycled supplies by 2030	OO Data compilation in progress
Goal 5: Green Value Chain	Water: 50% of water supply in commercial buildings located in Sunway City Kuala Lumpur to be sourced from recycled supply by 2030	OO Data compilation in progress
	Waste: 40% waste diverted from landfill by 2030	00● 10% of waste diverted from landfill
	Effluent: All industrial and construction sites to be ISO 14001 certified by 2030	OOData compilation in progress
	Biodiversity: All new townships to be developed must have EIA studies and 40% green open space	OO● Sunway City Kuala Lumpur, Sunway City Ipoh, Sunway Iskandar townships have more than 40% open space (greenscapes and bluescapes)
Goal 6: Low-Carbon Cities All new townships and buildings completed from 2025 onwards to have green certifications O○● 23 buildings targeted to be g		○○● 23 buildings targeted to be green certified

INDICATOR	UNIT OF MEASUREMENT	2015	2016	2017	2018	2019
PLANET						
i. Energy Usage						
Retail		122,265	141,349	161,708	178,602	176,987
Hotel		41,808	45,145	47,981	47,626	49,458
Office		21,655	20,054	22,961	24,488	24,740
Leisure		14,523	17,976	17,228	17,141	17,329
Education	DANA/I-	28,145	28,878	27,012	27,823	27,857
Healthcare	MWh	13,425	16,197	20,161	22,358	23,527
Building Materials		10,845	11,141	12,591	11,268	8,227
Trading and Manufacturing		2,949	3,699	4,314	4,328	5,213
Student Residences		3,098	4,433	4,916	5,019	6,012
Quarry ¹		-	-	-	-	9,976
ii. Energy Savings		<u>'</u>			•	'
Retail		-	12,669	14,856	16,024	18,713
Hotel		-	-	-	-	460
Office		-	73	110	110	2,174
Education	MWh	-	-	-	-	1,131
Healthcare		-	-	-	-	177
Building Materials		-	-	-	-	1,307
Others		-	86	86	86	393
Retail		256	211	274	265	274
Hotel		252	200	187	193	205
Office	kWh/m²/year	159	186	177	178	176
Education		183	207	152	153	152
Healthcare		366	274	358	312	358
Leisure	MWh/person/year	7.25	7.87	8.09	7.81	8.05
Building Materials	kWh/tonne/year	99	105	101	97	79
iv. Water Usage						
Retail		977,081	1,429,100	1,692,038	1,913,520	2,078,570
Hotel		403,231	762,620	1,094,615	1,137,381	1,281,896
Office		221,602	241,672	211,714	179,533	217,757
Leisure		465,967	633,955	770,220	836,231	1,144,497
Education	m ³	349,346	360,724	397,183	408,895	444,230
Healthcare		165,989	170,484	179,382	190,057	215,732
Building Materials		26,451	37,737	36,647	36,464	45,388
Trading and Manufacturing		37,131	39,273	36,853	44,549	51,625
Student Residences		92,426	135,973	152,134	156,101	277,073

¹ Data collection for Quarry division started in 2019

^{1.} Figures stated in charts may not add up due to rounding of decimals.
2. Improvement of data completeness is under progress.
3. '-' refers to data unavailability.

KEY PERFORMANCE INDEX (CONT'D)

ACHIEVEMENTS AND AWARDS

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

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

ENVIRONMENTAL LEADERSHIP

Sunway Berhad

- Rated "Excellent" by the Department of Wildlife and National Parks

• Sunway City Kuala Lumpur

- Only township to win Malaysia Green Building Council's (MGBC) "Top 10 Green Buildings of the Decade Awards" at MGBC's 10th Anniversary Gala Dinner

Sunway Iskandar

- Five Elements Award at The Star Property Awards

Sunway Malls

- FSC Leadership Award 2019, in recognition for efforts in promoting responsible forest management and sustainability

Sunway Property

- All-Star Awards Top Ranked Developers of the Year at The Star Property Awards
- Heritage and Residential (Mid-Rise) Category at the FIABCI Singapore Property Awards 2019 for Sophia Hills project
- Landscape Development Award at the Malaysia Landscape Architecture Awards (MLAA) Gala Night 2019 for Sunway Montana
- Malaysia's Responsible Developer: Building Sustainable Development Award at the EdgeProp Malaysia's Best Managed Property Awards 2019
- Silver in Property Development Category (People's Choice Award) at Putra Brand Awards 2019
- The Edge Top 10 Property Developers Award at The Edge Malaysia Property Excellence Awards 2019
- Top 10 Property Developer at the BCI Asia Award 2019

• Sunway Medical Centre

- Purpose-built Category 2019 at the FIABCI- Malaysia International Real Estate Federation



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

PEACE & PARTNERSHIPS PEOPLE PLANET PROSPERITY SUSTAINABILITY REPORT 2019

PROSPERITY AND PROGRESS FOR ALL































Property Development

Leisure

Quarry

Building Materials

economic growth by creating environments that are conducive for investments, enable people pathway for sustained economic progress as to become job creators and have rewarding jobs outlined in the Shared Prosperity Vision 2030.

Besides wealth creation for our shareholders, while creating benefits for the environment and we believe that we can create sustainable the society at large. By spurring innovation with

BUILDING **BRAND TRUST**

[GRI 102-21, 417-1]

INVESTING LONG-TERM IN **OUR COMMUNITIES**

[GRI 203-1]

QUALITY PRODUCTS AND SERVICES

We build the trust of consumers and other submit defects and check progress online, register stakeholders by continuously delivering good quality for complimentary tickets to events organised by products and playing an active role in the community. Sunway, view Sunway's latest property offerings We continue to build trust by creating tremendous as well as community news. The chatbot live chat value, and we protect this trust by committing to system uses both the website and the Facebook manage the issues that matter to our stakeholders.

QLASSIC standard. The assessment is conducted into the system, representing a 61% login rate. based on sampling of active trades throughout the construction of main building works of a project. In 2019, we have improved the tracking of our quality of works for structure, architecture (wall, throughout the project.

test reports. Reports are accessible online by all quality and operator performance analysis.

As part of our customer experience digitalisation and progress billings (including payment details), rolled out to all malls in the future.

Messenger platform to deliver greater experience and to assist enquiries from interested customers The product workmanship performance of our or buyers on Facebook and on the website. With projects under construction are monitored through the chatbot, we are able to respond immediately Sunway Quality Merit System (SQMS) Assessment to customer queries and attend to their questions where we target to achieve 80%. The SQMS is and complaints based on keyword search. A total of an internal assessment established based on the 12,833 property buyers from year 2011 has logged

In order to achieve a rating of 80% and above, the property buyers using the Net Promoter Score (NPS) Survey via a new IT system. As a result, we floor, ceiling, window, door, fitting, etc.) and M&E have recorded an increase in response rates and installation shall be monitored and controlled engagement with customers, as the system allows sales staff to conduct surveys immediately upon visiting the Sales Gallery. The result is higher NPS Our quarry division has digital Quality Assurance Score. Customers can also conduct surveys at their and Quality Control (QA / QC) report which is a web own pace via MySunwayProperty portal upon Vacant application for laboratory users to enter and prepare Possession and nine months after Vacant Possession. The system enables staff to provide immediate relevant parties. Data captured are used for plant follow-up recovery actions on customer feedback / comments if any - to ensure consistent and excellent Sales Services.

strategy for our property purchasers, Sunway has In 2019, Sunway Malls embarked on measuring created a MySunwayProperty web-based portal, customer satisfaction through the Customer chatbot and a Sunway Property Facebook page. Satisfaction Index and Net Promoter Score starting With MySunwayProperty portal, property buyers with its flagship Mall, Sunway Pyramid. Both can view construction progress photos of their measurements will be conducted yearly, according purchased properties, track construction stages to a set standard for our evaluation and study to be

TABLE 9: CUSTOMER SATISFACTION

DIVICION	OVERALL CLICTOMER CATICEACTION	KEY PERFORMANCE INDICATOR TRACKING				KING	
DIVISION	OVERALL CUSTOMER SATISFACTION	2015					
PROPERTY	Customer Satisfaction Sales Gallery Visit Upon	Measured	Results : N	et Promoter	Score		
DEVELOPMENT	Vacant Possession	43.4	43.6	43.6 48.6 48.8 8	86.2		
OFFICE	Tenant Satisfaction	-	-	-	77%	88%	
HOSPITALITY	Guest Satisfaction	-	-	87%	88%	89%	
HEALTHCARE	Healthcare Customer Satisfaction Index: [(Excellent Rating + Good Rating) ÷ Total Response] × 100					96%	
QUARRY	Enhanced collaboration and better network infrastructure for real time applications and integrated customer PO and daily order taking system						

Note: '-' refers to unavailable information

CO-INVESTOR PROPOSITION IN LOW CARBON CITIES

We continue to be the largest stakeholder in all services and amenities, promising lifelong growth for Jaya, Sunway Velocity and Sunway Paya Terubong. components). These communities currently span about 4.500 acres. We own up to 40% of total assets in each Expanding our Build, Own, Operate model, we will of new assets, security enhancements and other communities.

our masterplanned communities and developments all within our community. By doing so, we ensure - Sunway City Kuala Lumpur, Sunway City Ipoh, constant job creation for the communities around us, Sunway City Iskandar, Sunway South Quay, Sunway increase of value in surrounding properties, income Damansara, Sunway Putra Place, Sunway Seberang from tourism (in communities with tourism support

of the integrated developments, and recycle capital continue to build socio-economically progressive back into the communities through the creation cities by recycling capital into our masterplanned



PEACE & PARTNERSHIPS PEOPLE PLANET **PROSPERITY**

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

[GRI 203-1]

ECONOMIC BENEFITS OF LOW-CARBON CITIES

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

SUSTAINABLE **INFRASTRUCTURE**

supporting inclusive growth.

In 2019, we continue to build access in Sunway Litter Traps at the outlets. Velocity where we are targeting to complete are not transit-linked developments.

In Sunway Serene, we invested approximately RM10 stream solution for floatables where combined sewer million to beautify the adjacent Tasik PJ Kita @ overflows are concerned.

Sustainable infrastructure is essential to meet Kelana Jaya (12 acres) which comes complete with the SDGs by enhancing access to basic services, a jogging track. We invest about RM100,000 a year promoting environmental sustainability and to maintain the lake which has been gazetted as a a public lake belonging to the Petaling Jaya City Council (MBPJ). We have also installed Bandalong

infrastructure investments of RM31 million. We have Currently, we have Bandalong Litter Traps installed already completed two link bridges connecting from at the outlets to contain the rubbish from flowing Sunway Velocity to the Maluri and Cochrane station all over the lake. The Traps are designed to float in and one link bridge connecting from Sunway Velocity waterways in order to capture litter before it flows to Chan Sow Lin MRT station. We are currently farther downstream by using the flow of the current to building three link bridges from Sunway Velocity guide debris into the trap. The performance floatable TWO to Sunway Velocity. Besides investing in control technology operates 365 days a year without infrastructure in each of our cities, we are investing mechanical assistance to capture floating litter, in infrastructure for our pocket developments which making it a a proven, cost-effective solution for floatables control and is the answer to the growing problem of litter in our waterways. They are ideal in-

UNIVERSAL DESIGN

All our developments designed since 2014 strives to also reduced the height of all our light switches achieve disabled-friendly and child-friendly access across our properties to enable easy reach for the with minimal or no steps within the unit. We have elderly who are wheelchair-bound as well as children.

SUSTAINABILITY REPORT 2019

PROPERTY PORTFOLIO **MANAGEMENT** Sunway Berhad owns and manages a portfolio of considers ESG investment decision making across may eventually be pipeline assets to Sunway REIT. both the sponsor and REIT levels. Sunway REIT also offers specific ESG funds, and

investment properties for recurring income stream, over 50% of funds. In our Build, Own, Operate As a sponsor of Sunway REIT, some of these asset assets, climate change matters are considered at

TOURISM

Our integrated townships are tourism hubs which brings in 42 million footfalls yearly, Sunway City lead to job creation and revenues for our local Ipoh brings in 1 million footfalls, and Sunway City communities. Sunway City Kuala Lumpur currently Iskandar brings in 687,556 footfalls in 2019.

DEMOCRATISING ACCESS TO THE BASICS

buyers. Purchasers need only to pledge RM5,000

One of the main challenges for homeownership to own a unit, with stamp duties waived and an in Malaysia is loan rejection and the inability for interest-free flexi-instalment plan for 24 months with potential buyers to come up with upfront payments the differential sum. To add value to the purchaser, for property purchases and obtain the loan margin the loan comes with a financial health check by an that they need. Our property division launched the independent firm who also works to advise them on Super 5 easy home ownership scheme last year to how to plan their financing. In 2019, our property ease home ownership for Malaysians. The scheme division saw a year-on-year increase of 30% in sales. offers 95% guaranteed financing for eligible This initiative is undertaken by our property division.

Affordable Financial Services

an electronic remittance services, which is fully- initiative is invested by Sunway Ventures.

One of the frequent challenges that our suppliers, licensed by Bank Negara Malaysia with the mission employees and customers have shared with us is to provide one of the lowest fees for remittance the difficulty in sending money abroad. Remittance services leveraging our own economies of scale. Our fees in Malaysia could cost between 6% and 9%. It customers include businesses transferring money is also a time-consuming and highly inconvenient overseas to their suppliers and vendors, parents process. Marking our first fintech venture, we paying for their children's studies abroad, expatriates have invested in setting up Sunway Money as sending money back home to their families. The

• Free Consultations And Affordable Healthcare **Products**

Sunway Pharmacy is a pharmacy chain which consultation at no cost and money-back guarantees for everyone. Access and availability of affordable Ventures. healthcare products. Sunway Pharmacy provides

makes healthcare products available and affordable for low pricing. This initiative is invested by Sunway

Low Carbon Last-Mile Delivery

Sunway Pop Box is a last-mile delivery solution from missed deliveries. This initiative is invested by in the form of an automated smart parcel locker. Sunway Ventures. Lessen carbon footprint and productivity decreases

BUILDING THE URBAN FUTURE

SUNWAY ILABS

solutions for the urban future. In 2019, we brought student startup from Sunway University which we together more than 1,000 students, innovators and are incubating, to provide technology solutions to entrepreneurs from around the world to develop help with the health and wellbeing of the animals solutions for the urban future.

We have provided testbeds in our Sunway City in 2019 are highlighted in the table below.

We continue to bring young minds together to develop living lab to various startups. This includes a in Sunway Lagoon through an automated zoo management system. Other innovations test-bedded

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

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

BUILDING THE URBAN FUTURE (CONT'D)

INNOVATIONS BEING TEST-BEDDED (2019)	DETAILS	OUTCOMES	NUMBER OF PARTICIPANTS
MAKE IT CHALLENGE 2019	The Make It Challenge was a collaborative challenge for students to build solutions to tackle responsible consumption and production focused on re-imagining how food can be produced and consumed in a sustainable manner. Make It Challenge was organised by Sunway University in collaboration with Lancaster University and a partnership with United Nations Technology Innovation Labs, UNTIL. Students from the participating universities will be able to continue working on the proposed solution / minimum viable product after the programme.	Five teams have produced five different solutions and each solution has a potential to be incubated at iLabs. The following are the ideas that came from the programme: • Urban Seeds: To provide service to produce organic green vegetables in the university compound to be used for School of Hospitality by also converting food waste in the campus as compost for the farm. • Pretty Produce: To add value to ugly fruits and vegetables that are discarded by farms, retailers and restaurants and resell them to businesses that could benefit from them instead of throwing them away. • Baggo: To provide and incentivise the use of reusable food grade bags at supermarkets to reduce plastic used to purchase fresh fruits and vegetables. • Meal In A Box: To provide a systematic food meal service where data is used to create meal options for families to optimise meal packages and ensure less food is discarded by families. • Optimeal: To provide a platform that connects hotels, restaurants and bakeries with potential customers to sell excess food (that are normally discarded) at a cheaper rate. This idea is currently being pushed for implementation at Sunway University.	30 participants

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

GROWING OUR GLOBAL FOOTPRINT

GOALS & TARGETS



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

SUSTAINABILITY REPORT 2019



Workshop held at Sunway Innovation Labs.

KEY PERFORMANCE INDEX

ACHIEVEMENTS AND AWARDS

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



Sunway staff from various business divisions

BRAND AND TOURISM EXCELLENCE

Sunway Berhad

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

Sunway Clio Hotel

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

• Sunway Hotel Seberang Jaya

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

• Sunway Hotel Hanoi

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

• Sunway Lagoon Theme Park

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

• Lost World of Tambun

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

ACHIEVEMENTS AND AWARDS (CONT'D)

BRAND AND TOURISM EXCELLENCE (CONT'D)

Sunway Malls

- InfluentialBrands® Top Brand Award 2019

Sunway Medical Centre

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

• Sunway Putra Hotel

- CTrip Award for Chinese Preferred Hotel 2019

Sunway Putra Mall

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

Sunway Pyramid Hotel

- TripAdvisor 2019 Certificate of Excellence

• Sunway Pyramid Mall

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

• Sunway Resort Hotel & Spa

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

• Sunway Velocity Hotel

- Top Rising Star Award 2019 by CTrip Malaysia

• Sunway Velocity Mall

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

• The Banjaran Hotsprings Retreat

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

INNOVATION ENABLER AWARDS

Sunway Berhad

- Winner for Outstanding Property Development for Startups at the Malaysian Venture Capital and Private Equity Association (MVCA) award 2019.

SUSTAINABILITY REPORT 2019

- Sunway Medical Centre
- 2019 DX Talent Accelerator by IDC Malaysia



Sunway Property wins The Edge Top 10 Property Developers Award



Sunway wins big at the BMCC Business Excellence Awards 2019

ABOUT THE REPORT

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

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

Report Scope and Period

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

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

Report Content, Boundaries and Standards

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

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

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

A) Stakeholder Inclusiveness:

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

B) Sustainability Context:

We present performance in the wider context of sustainability.

C) Materiality:

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

D) Completeness:

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

Aligned to Global Standards and Goals









Independent Assurance

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

Feedback

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

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

Accessibility

This report can be downloaded from our corporate website: www.sunway.com.my

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	102-8	Information on employees and other workers	-	Pages 50-56
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	102-23	Chair of the highest governance body	16	Pages 32-33
	102-24	Nominating and selecting the highest governance body	5, 16	Pages 32-33
	102-25	Conflicts of interest	16	Pages 32-33
	102-26	Role of highest governance body in setting purpose, values, and strategy	16	Pages 32-33
	102-27	Collective knowledge of highest governance body	4	Refer to Sunway Berhad Annual Report 2019
	102-28	Evaluating the highest governance body's performance	16	Pages 34-37
	102-29	Identifying and managing economic, environmental, and social impacts	16	Pages 20-21
	102-30	Effectiveness of risk management processes	16	Page 38
	102-31	Review of economic, environmental, and social topics	16	Pages 18-19
	102-32	Highest governance body's role in sustainability reporting	16	Pages 18-19
	102-33	Communicating critical concerns	16	Pages 34-37
	102-34	Nature and total number of critical concerns	16	Pages 34-37
	102-35	Remuneration policies	16	Pages 32-33

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

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

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

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

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

GRI Standard	Disclosure Number	Disclosure Title	Mapped to SDGs	Page reference and reasons for omissions, if applicable
GRI 405: Diversity	405-1	Diversity of governance bodies and employees	5, 10	Pages 50-56
and Equal Opportunity 2016	405-2	Ratio of basic salary and remuneration of women to men	10	Pages 50-56
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	11	Pages 54-56, 67-68
	413-2	Operations with significant actual and potential negative impacts on local communities	11	Pages 67-68
Human Rights				
GRI 103: Management	103-1	Explanation of the material topic and its Boundary	-	Pages 50-56
Approach	103-2	The management approach and its components	-	Pages 50-56
2016	103-3	Evaluation of the management approach	-	Pages 50-56
GRI 405: Non- discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	10	Pages 50-56
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	10	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
GRI 408: Child Labour 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	10	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
GRI 409: Forced or Compulsory Labour 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	10	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
GRI 410: Security Practices 2016	410-1	Security personnel trained in human rights policies or procedures	10	Pages 67-68
GRI 411: Rights of indgenous people 2016	411-1	Incidents of violations involving rights of indigenous peoples	10	Disclosure is not applicable as Sunway does not operate in these areas
GRI 412: Human Rights Violation 2016	412-1	Operations that have been subject to human rights reviews or impact assessments	10	Information unavailable. Steps are being taken to obtain the information to be included in the next report.
	412-2	Employee training on human rights policies or procedures	10	Pages 60-62
	412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	10	Information unavailable. Steps are being taken to obtain the information to be included in the next report.

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

ALIGNMENT TO THE UNITED NATIONS

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Goal 2	Zero hunger	46-79
Goal 3	Good health and well-being	46-79
Goal 4	Quality education	46-79
Goal 5	Gender equality	46-79
Goal 6	Clean water and sanitation	80-117
Goal 7	Affordable and clean energy	80-117
Goal 8	Decent work and economic growth	118-133
Goal 9	Industry, innovation and infrastructure	118-133
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Goal 12	Responsible consumption and production	80-117
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Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights	48-49, 65, 67
Principle 2	Make sure that they are not complicit in human rights abuses	48-49, 65, 67
Labour		
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	48-49, 65
Principle 4	The elimination of all forms of forced and compulsory labour	48-49, 67
Principle 5	The effective abolition of child labour	48-49, 66-67
Principle 6	The elimination of discrimination in respect of employment and occupation	37, 48-50, 55, 66
Environment		
Principle 7	Businesses should support a precautionary approach to environmental challenges	82-107
Principle 8	Undertake initiatives to promote greater environmental responsibility	82-107
Principle 9	Encourage the development and diffusion of environmentally friendly technologies	86-87
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery	35-37

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