

**SUNWAY®**

CREATING A BETTER,  
**SUSTAINABLE**  
**FUTURE FOR ALL**

Sustainability Report Twenty**20**



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Governance	Strategy
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Smart Economy	Smart Government
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### DISCLAIMER:

The statements, data and information provided in this Report have been prepared to the best of our ability in ensuring completeness, accuracy and reliability. We shall not be liable for any errors or omissions that may remain and any losses or inconveniences incurred as a result of reliance on information provided in this Report.

## ABOUT THIS REPORT

GRI 102-10, 102-46, 102-48, 102-49, 102-50, 102-51, 102-52, 102-53, 102-54, 102-56

This Report describes Sunway Berhad's ("Sunway" or "Group") meaningful journey of sustainable value creation in the last seven years as we strive to respond to our environmental, social and governance (ESG) impacts. It underlines our commitment to sharing and reporting on the disclosures of ESG topics and issues that matter most to the Group and our stakeholders. Apart from disclosing our sustainability strategy, framework and initiatives, this Report also communicates Sunway's approach in integrating sustainability into our structure, policies, management and operations, providing insights into our journey of value creation over the long term.

### REPORT SCOPE AND PERIOD

This Report covers the sustainability performance of Sunway from 1 January to 31 December 2020 and includes comparative historical data where available. Our last Sustainability Report was published in April 2020.

### REPORT CONTENT, BOUNDARIES AND STANDARDS

This Report covers Sunway's operations in Malaysia, which contribute 85% of our revenue.

The content of this Report has been reviewed by Sunway's Board of Directors and Board Sustainability Committee to determine relevance to the Group's business to ensure that current and material issues are addressed. Relevant targets



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and key performance indicators are established, tracked and disclosed to the best of our ability within this Report.

**Global Reporting Initiative (GRI)**

This Report has been prepared in accordance with the Global Reporting Initiative (GRI) Sustainability Reporting Standards: Core Option and meets the criteria of the Bursa Malaysia Main Market Listing Requirements on sustainability reporting as well as FTSE4Good requirements.

This Report has also been prepared with reference to the following guidelines and metrics:

**Economic, Environmental, Social and Governance**

This Report demonstrates that we have diligently weighed all the pertinent risks and opportunities related to the economic, environmental, social and governance issues that impact our business operations and stakeholders.

**FTSE4Good Bursa Malaysia Index**

We perform our level best in fulfilling the FTSE4Good ESG criteria to remain as a constituent of the FTSE4Good Bursa Malaysia Index, which was designed to identify Malaysian companies with recognised corporate responsibility practices.

**International Integrated Reporting Council (IIRC)**

This Report is loosely guided by the IIRC framework as we seek to make comprehensive disclosures of material topics and boundaries that are significant to our businesses and stakeholders.

**Task Force on Climate-Related Financial Disclosures (TCFD)**

We are guided by the TCFD recommendations in general in disclosing our climate-related issues. In January 2021, Sunway became an official supporter of the TCFD to further validate our commitment to climate change.

**Sustainability Accounting Standards Board (SASB)**

The materiality assessment of this Report has been benchmarked against the SASB standards, in addition to the GRI Standards and FTSE4Good requirements.

**World Economic Forum International Business Council (WEF-IBC)**

Our performance data is categorised according to the pillars set by the World Economic Forum: Principles of Governance, Planet, People and Prosperity.

**United Nations Sustainable Development Goals (UN-SDGs)**

We are committed to advancing the 17 UN-SDGs and have aligned our goals and targets with the global goals in our effort to build a sustainable future.

**ALIGNED TO GLOBAL STANDARDS AND GOALS**



FTSE4Good



**ASSURANCE**

We are committed to integrity in our reporting practices and have sought the external assurance services of SIRIM QAS International Sdn Bhd, which has assured the data, initiatives and policies in this Report. The assurance report can be found on page 122.

**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  
Sustainability Department, Sunway Berhad  
Menara Sunway,  
Jalan Lagoon Timur, Bandar Sunway,  
47500 Subang Jaya,  
Selangor Darul Ehsan,  
Malaysia.  
Tel : +603 5639 8234  
Email : sustainability@sunway.com.my

**ACCESSIBILITY**

This report is available on our corporate website: <http://www.sunway.com.my>

**FORWARD-LOOKING STATEMENTS**

This Report contains forward-looking statements related to Sunway Berhad's objectives, strategies, plans and future initiatives that are linked to the Group's business, financial and non-financial performance. These statements are typically identified by words or phrases such as 'expects', 'targets', 'intends', 'anticipates', 'believes', 'estimates', 'may', 'plans', 'projects', 'should', 'would' and 'will'. Such statements should not be construed as a guarantee of future operating or financial results considering the potential risks and uncertainties that can arise from unforeseen events beyond the Group's control. Factors that could cause actual results to differ materially from those in the forward-looking statements include global, national and regional economic and social conditions, and matters that have not been reviewed or reported on by the Group's auditors.

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## ABOUT SUNWAY BERHAD

GRI 102-1, 102-2, 102-3, 102-4, 102-5, 102-16, 203-1

**Sunway Berhad (“Sunway” or “Group”) is one of the largest conglomerates in Malaysia and the parent company of the Sunway Group of companies with operations in more than 50 locations across 11 countries with 10,111 employees. It is among the top 100 companies listed on Bursa Malaysia Securities Berhad with a market capitalisation of RM7.9 billion as of 31 December 2020.**

Sunway owns 54.6% of Sunway Construction Group Berhad, the largest pure-play construction company in Malaysia by revenue while in REITs, Sunway has 40.9% ownership of Sunway REIT, the second largest REIT in Malaysia by property value. Together with Sunway Group, the combined market capitalisation is RM15.4 billion as of 31 December 2020.

Established in 1974, Sunway is headquartered in Sunway City Kuala Lumpur, Malaysia, with a diverse portfolio covering property development, property investment and REIT, healthcare, hospitality, leisure, trading and manufacturing, quarry, building materials and others. Sunway currently owns about RM11 billion of assets under management in our property investment and REIT divisions and has delivered more than 31,000 homes in integrated developments in Malaysia and standalone developments in Singapore, Australia and China.

Besides property development and investment, Sunway's leisure and hospitality divisions are among our flagship brands with 11 hotels and resorts in Malaysia, Cambodia and Vietnam, comprising over 3,400 guestrooms, suites and villas. Sunway's brand name is also propelled by two signature theme parks in Malaysia, which span more than 120 acres and have more than 100 thrilling adventures combined.

Serving millions of international and domestic customers from governments to multinational corporations, homebuyers and travellers, Sunway is dedicated to building a sustainable future for all by leveraging technology and innovation to adapt to climate change and ensure long-term value creation. Sunway's aim is to realise its sustainable development goals, which are aligned with the 17 UN-SDGs, by 2030.



### 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

## ABOUT SUNWAY BERHAD

## 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

## SUNWAY®



### QUARRY

- Sunway returned to the quarrying industry in 2005 and supplies single-sized and blended aggregates and produces asphalt for the paving of roads and highways.
- Two acquisitions were made in 2019: Blacktop Industries and Dolomite Granite Quarry.
- The transaction for the first tranche of Blacktop Industries' acquisition was completed in July 2019, expanding the size of its operations to eight quarries and 24 asphalt plants in 19 locations in Malaysia.
- The acquisition of Dolomite Granite Quarry was completed in September 2020.



### BUILDING MATERIALS

- This division consists of three core segments: Interlocking Concrete Pavers (ICP), Vitrified Clay Pipes (VCP) and Spun Piles.
- Each segment manufactures 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 our Sunway Paving Solutions products are certified with Eco-label and Green Label certifications.



### TRADING AND MANUFACTURING

- Started in 1983, this division has expanded its services to various industries including construction, marine, oil and gas, mining, agriculture, manufacturing, logging and quarry.
- With a network of 40 active locations across seven countries in the region, the division offers a wide range of well-established in-house brands and agency lines in five major product lines: Hoses & Fittings, Heavy Equipment Parts, Heavy Equipment, Building Materials and Industrial Hardware.



## ABOUT SUNWAY BERHAD



### PROPERTY INVESTMENT

- Sunway's Property Investment and Real Estate Investment Trust (REIT) own an extensive portfolio of Assets under Management (AUM) that is in excess of RM10.9 billion with a total net lettable area (NLA) of approximately 11.6 million square feet.
- Sunway REIT is a 40.9%-owned associate of the Group. Its AUM include retail assets, hotels, offices, university campuses, a medical centre and an industrial asset, predominately located within the Group's integrated townships.



### HOSPITALITY

- Sunway operates 11 hotels and resorts in Malaysia, Cambodia and Vietnam with over 3,400 guestrooms, suites and villas.
- Our portfolio includes ownership and management of a cluster of hotels with large-scale convention, meeting and exhibition facilities in an integrated city, private villa destinations, a wellness retreat and 5, 4 and 3-star hotels in mixed use developments with adjoining leisure and retail facilities.



### PROPERTY DEVELOPMENT

- Sunway delivered more than 31,000 units of residential, commercial and retail properties locally and globally.
- Renowned for innovative and sustainable integrated townships and developments and standalone developments in Malaysia, Singapore, China and Australia.
- Key developments include Sunway City Kuala Lumpur, Sunway City Ipoh, Sunway Damansara, Sunway Velocity, Sunway Penang and Sunway City Iskandar Puteri.



### LEISURE

- Sunway owns two major theme parks in Malaysia: Sunway Lagoon in Sunway City Kuala Lumpur and Sunway Lost World of Tambun in Sunway City Ipoh, Perak.
- Spanning 88 acres with over 90 attractions across six parks, Sunway Lagoon has attracted over 30 million visitors since its inception in 1992. It is also internationally recognised as one of the best theme parks in Asia.
- Sunway Lost World of Tambun has over 40 acres of attractions, rides and natural hot springs pools.



### HEALTHCARE

- Established in 1999, Sunway Medical Centre is our flagship hospital for the Group's healthcare division, offering a comprehensive range of tertiary healthcare services and advanced treatment options.
- In September 2019, Sunway Medical Centre Velocity was opened in the integrated development of Sunway Velocity Kuala Lumpur.
- The division is expanding the flagship Sunway Medical Centre and will be building six more hospitals over the next six to seven years within our integrated developments in Malaysia.
- Sunway Specialist Centre Damansara and Sunway TCM Centre were also opened in May 2019 and January 2020 respectively.

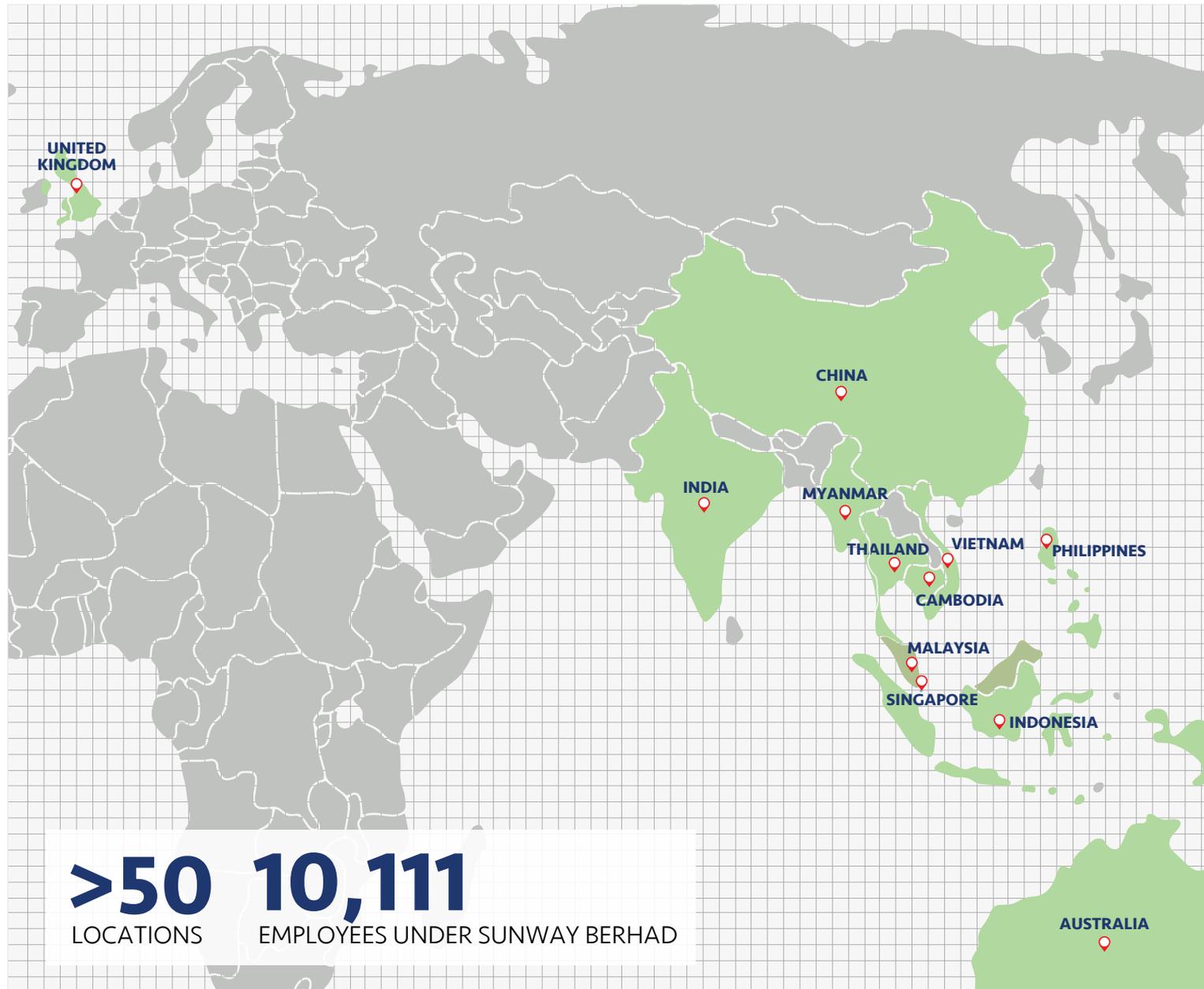


### CONSTRUCTION

- Sunway Construction Group Berhad (SunCon) has a track record of over 39 years and is a leading contractor in turnkey building and infrastructure projects.
- An active industry player in providing integrated services that include building, civil engineering/infrastructural works, foundation and geotechnical engineering, mechanical, electrical and plumbing services works, industrial building systems/precast components and machinery and logistics, and sustainable energy services that include design & build capabilities to provide end-to-end construction solutions.

# WHO WE ARE AND WHAT WE DO

GRI 102-6, 102-7



## 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

## VIETNAM

- Hospitality
- Trading and Manufacturing

## AUSTRALIA

- Property Development
- Trading and Manufacturing

## INDIA

- Property Development
- Construction

## CAMBODIA

- Hospitality

## INDONESIA

- Trading and Manufacturing

## MYANMAR

- Construction

## PHILIPPINES

- Construction

## THAILAND

- Trading and Manufacturing

## UNITED KINGDOM

- Property Investment



## VIEWS FROM OUR LEADERS

### JOINT STATEMENT

GRI 102-14

Sunway Berhad has prioritised sustainability since its inception in 1974, long before sustainable development rose to its current prominence as a global concern. Our founder and chairman, Tan Sri Dr. Jeffrey Cheah AO, made sustainability an integral component of Sunway's business and decision-making processes, culminating in the Group's embrace of the 17 Sustainable Development Goals adopted by the United Nations in 2015.

Sunway defines sustainability as more than just 'going green'. In line with the path charted by the 17 SDGs, the Group adopts a holistic and comprehensive approach to ensure sustainable long-term growth by leveraging innovation and technology to create value, both tangible and intangible. And we do so while upholding good governance, environmental stewardship, talent management and community investment. Our goal is encapsulated in Sunway's Vision statement: "To be Asia's model corporation in sustainable development; innovating to enrich lives for a better tomorrow".

Or as our founder and chairman puts it: "No corporation can live apart from the community it serves. We strongly believe that we can do well by doing good".

### Dear Valued Stakeholders,

We are living in what many have termed the 'Age of Disruption'. This disruption simultaneously impacts all the major aspects of life on the planet — economic, social and environmental. And the pace is accelerating.

Climate change, the rapid advance of technology, rising inequality, widening wealth disparities and tectonic geopolitical shifts are just some examples that dominate daily headlines. The COVID-19 pandemic, which has basically shut down the world and taken millions of lives, has illustrated humanity's vulnerability to a tiny microscopic pathogen.

As an organisation that has survived two major economic crises, we believe that to remain resilient, we must be agile and nimble enough to transform and adapt to the changing times. Our core values of Integrity, Humility and Excellence underpin every aspect of our business. In all that we do, Integrity is our guide, Humility our virtue and the pursuit of Excellence our choice.

Our commitment to sustainability and our core values adds up to a powerful combination that has fuelled Sunway's growth and expansion over the years. The very founding of the Sunway Group is based on the concept of sustainable development, beginning with the transformation of our flagship Sunway City Kuala Lumpur from a wasteland into a wonderland.

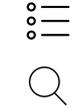
We rehabilitated a land scarred by disused and abandoned mining pools, restored the ecosystem — both physical and social — and deployed technology and innovation to build an integrated township that houses educational institutions, commercial entities, a medical centre, retail, hospitality and leisure outlets and residential neighbourhoods and which serves a vibrant community of more than 200,000 people living, studying, working and playing in a safe, connected and healthy environment.

**Sunway aims to be carbon neutral by 2050 in our aspiration to build a sustainable future.**



^ The Join Hands and Make the Pledge event in 2018

## IEWS FROM OUR LEADERS JOINT STATEMENT



Everything that we do now is for future generations, and this includes playing our role as responsible stewards of the planet and advocating socio-economic goals. Leveraging our diverse business divisions, we pursue this mission through various avenues at Sunway Group and our diverse affiliated entities, which range from commercial enterprises to philanthropic endeavours and global collaborative partnerships.

### ADVANCING THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UN-SDGs)

We believe that all of us, individuals as well as corporations, must have a higher purpose in life. Thus, we are deeply committed to advancing the UN-SDGs to help build a better world. We recognise that realising the UN-SDGs is not the responsibility of governments alone. It requires the collective commitment and dedication from all sectors of society – the private sector, academia, civil society and every single individual. We are all in this together.

As such, we have established a set of five goals, complete with key targets to benchmark against our yearly performance. These goals, which have been aligned with the UN-SDGs, reflect our commitment to the '3 Ps' bottom line of People, Planet and Prosperity.



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



< *Tan Sri Dato' (Dr.)*  
*Chew Chee Kin*  
*President Sunway Berhad*

### Sunway's five goals are:

- **Transforming our Portfolios to Low-Carbon Sustainable Cities**
- **Advocating a Responsible Value Chain**
- **Developing a Safe, Equal and Dignified Workforce**
- **Investing in Community Inclusivity**
- **Respecting Ethical Principles**

For more information on Sunway's goals and targets, please refer to Measuring Our Performance, Sustainability Scorecard on pages 16 and 17

**We hope what we are doing at Sunway will inspire society to do more. We can all do well by doing good.**

They have helped us identify the risks and opportunities in the key environmental, economic and social (EES) issues that matter to our business to ensure continuous and improved value creation for all our stakeholders.

We target to achieve our goals by 2030, in tandem with the targeted achievement year of the UN-SDGs.

### OVERCOMING A CHALLENGING SUSTAINABILITY JOURNEY IN 2020

The year 2020 will be remembered by history as the 'COVID Year'. Despite the unprecedented challenges that caused significant disruptions to our businesses, our commitment to our sustainability journey remained firm. The challenges, in fact, strengthened our commitment and accelerated our sustainable development agenda, building resiliency and driving us further to meet our goals. We remained steadfast due to our long-term sustainability strategies that focus on risk management and the reduced consumption of energy and water.



## VIEWS FROM OUR LEADERS JOINT STATEMENT

In the environmental area, tree planting, energy efficiency, renewable energy and waste management helped us reduce 11,611 tonnes of CO<sub>2</sub>e emissions. This was mainly brought about by our robust environmental initiatives, one of which was the installation of solar energy panels. In 2020, our solar energy consumption increased from 1% to 3%, helping us save 7,408 MWh.

We also reduced water consumption by 28% compared to 2019 and recorded 538,706 m<sup>3</sup> of water sourced from water treatment plants. Additionally, we diverted 4% of waste from landfills, thanks to our food composting machines and e-bins that collect old and obsolete gadgets and digital devices for recycling.

For more information on our initiatives in environmental conservation and adapting to climate change, please refer to page 23 to 54

In our social impact, we maintained zero reported incidents of human rights violations and discrimination, including forced labour and child labour. We are proud to note that our Sunway Lagoon Theme Park has been ISO 45001:2018 certified and we aim for all business divisions, where relevant, to be certified by 2030. These certifications will promote staff safety, reduce workplace risks and ensure better and safer working conditions.

In addition, we empowered the local communities within which we operate through our #SunwayforGood initiatives, whereby we cultivate entrepreneurial skills among the underprivileged to enable them to be financially independent.

For more information on how we addressed social impacts, please refer to pages 59 to 83

In responding to the impact of COVID-19, we contributed to communities in need and those whose incomes were affected by the pandemic, together with the frontliners who worked tirelessly to fight the spread of the virus. To ensure continuous access to healthcare services, our Sunway Medical Centre offered selected consultation services through phone calls, virtual clinics, a medication delivery service and COVID-19 on-site testing.

For more information on our efforts in navigating the impact of COVID-19, please refer to page 78

When it comes to governance, we uphold our core value of Integrity, ensuring honesty and trustworthiness in our people as they deliver excellence. It is definitely noteworthy to state that in 2020, Sunway employees held true to the value of Integrity and recorded zero incidents of bribery and corruption, an achievement we aim to maintain.

For more information on Sunway's governance initiatives, please refer to page 85 to 89

### GOING FORWARD

We are monitoring five global megatrends that will impact our businesses. The shift of economic power from the West to the East, as emerging economies mature, will impact the geopolitical transitions that come in its wake. The rise of China, and to a lesser extent that of India, hold the potential to return the world economic order to the era that preceded the rise of the West 200-odd years ago.

The second megatrend is resource scarcity, where crop yields are affected by the effects of climate change and soil depletion, causing food prices to increase.

Third is the rapid advance of technology, especially in infotech and biotech. The world is transitioning from the 'Industrial Economy' of the 20<sup>th</sup> century to the 'Information Economy' of the 21<sup>st</sup> century.

Social change is the fourth megatrend, where ageing populations are increasing in Asia. It is predicted that by 2024, there will be more 65-year-olds in Asia than in the populations in the Eurozone and North America combined.

The fifth megatrend is rapid urbanisation. The United Nations reports that 55% of the world's population currently lives in urban areas, with the percentage set to increase further in the coming years. In Malaysia, the last 30 years have seen the previous 70 to 30 ratio of rural versus urban population transform to the exact opposite of 70% urban and 30% rural now.

Sunway is on the right track to adapt to these global megatrends as we have invested in technology and innovation to mitigate the risks and opportunities that will impact the Group and our stakeholders.

While we have embedded innovation in each of our goals to catalyse our vision and mission, we are aware that innovation and technology will not prevail without human intervention. We may have the most advanced technology to enhance everyday life experiences, but we still need the creativity and craftsmanship of experts and professionals to continue to evolve.

This, dear stakeholders, is Industry 5.0, where human cognition converges with rapidly advancing technology to generate better outcomes. The jobs of the future will combine the precision of algorithms with the creativity of humans. With our vast expertise and continuous investment in various fields such as education and



## VIEWS FROM OUR LEADERS JOINT STATEMENT

sustainable development, supported by innovation and smart technology to create value, we believe Sunway is already embarking on the path to Industry 5.0.

The impact of the COVID-19 pandemic has accelerated our journey of digitalisation and this will continue to motivate us to become more data-driven and digitally connected to stay relevant and champion new technologies as we adapt to the demands of the 'Information Economy'.

We will build on the strengths of the ecosystems that we have established, and uphold our core values, as we endeavour to achieve our goals and targets by 2030 to build a sustainable future for all.

## SMART SOLUTIONS LAUNCHING CEREMONY

9 JULY 2020

SUNWAY | HUAWEI



### OUR SUSTAINABILITY JOURNEY MILESTONES

#### Sunway City Kuala Lumpur as a United Nations Sustainable Development Solutions Network

Sunway City Kuala Lumpur has been designated as one of the three overarching United Nations Sustainable Development Solutions Network (UN-SDSN) centres alongside New York City and Paris to coordinate continent-wide sustainability initiatives for Asia, the Americas and Europe as well as Africa, respectively. Reflecting Sunway's incorporation of the sustainability agenda and its commitment to advancing the UN-SDGs in the Asian region, the SDSN centre for Asia will be housed in Sunway University. Acting as the head office of the SDG Academy, the education arm of the UN-SDSN, the academy is currently developing a curriculum on sustainable development that will be introduced as a compulsory subject at K-12 levels around the world.

#### The Living Lab: Enriching Lives through Innovation in Sunway City Kuala Lumpur

Sunway City Kuala Lumpur, our smart sustainable township, is now a living lab, bringing in experts to generate sustainable, real-world solutions for the betterment of the environment and humankind. Driving this initiative forward is Sunway Innovation Labs (iLabs), where ideas are generated to address the challenges facing humanity. Six verticals have been developed to support the city as a living lab:

- Smart Cities
- Digital Health Tech
- EduTech
- Agrifood Tech
- e-commerce
- Fintech

For more information on the Living Lab initiative, please refer to <https://www.sunway.com.my/corporate-sustainability/sunway-living-lab/>

#### Sustainable and Smart City

Sunway recently entered into a tripartite collaboration with Celcom and Huawei to develop smart solutions via 5G technology in the areas of public safety and security, telehealth, e-learning, hospitality, leisure and retail experience.

For more information on our initiatives in building a sustainable and smart city, please refer to Impact Stories: Sustainable and Smart City on page 30

#### Smart Partnership

Sunway has partnered with Ecole42, a French tech school that breaks new ground in education fees. 42KL will play a major role in equipping our young people with the skills and aptitudes to thrive in a digital economy amidst the 'new normal' post the COVID-19 pandemic.

For more information on Sunway's collaboration with Ecole42, please refer to <https://www.sunway.com.my/stories/42kl-malaysias-first-tuition-free-coding-school-with-no-teachers-and-no-traditional-classroom/>

#### Future-proofing Food Security

Sunway iLabs has developed Sunway FutureX, Malaysia's first-ever skill-building hub for urban farming innovations. FutureX represents our first venture into the agrifood tech sector and marks our contribution to Malaysia's food security.

For more information on Sunway FutureX Farm, please refer to page 32



## VIEWS FROM OUR LEADERS

NAVIGATING COVID-19

**When the COVID-19 pandemic hit the shores of Malaysia and resulted in a nation-wide lockdown in March 2020, Sunway responded swiftly to minimise disruptions to our business operations. A Business Continuity Plan (BCP) was promptly rolled out, and a management team was established to oversee and manage the implementation of the plan. We also reached out to vulnerable communities whose income was affected as well as overworked healthcare frontliners to mitigate the adverse effects of the health crisis.**



### Ensuring Hygiene at Work

- Regular checks on office building ventilation
- Regular cleaning and sanitising of common touchpoints such as door handles and lift buttons
- Increased awareness on handwashing and sanitising. Hand sanitisers and soap were replenished daily
- Ensured social distancing in confined spaces such as lifts, meeting rooms and queuing areas by placing visible markers
- Installed thermal cameras and body temperature screening facilities at entrances and exits in malls and offices
- Ensured recording of personal details through QR code scanning or logbooks for contact tracing



### Prevention, Preparedness, Response & Recovery



- Ensured full compliance with SOPs from the relevant authorities and Sunway Group's Crisis Management Response and Recovery Team
- Leveraged cloud storage and digitalisation to enable work from home
- Implemented duty rosters to allow only essential staff to be on duty in headquarters, offices and project sites
- Required all staff on duty to wear face masks
- Minimised face-to-face meetings and leveraged online tools for communication and meetings
- Identified high-risk staff and ensured those who were not well stayed at home
- Anyone who had close contact with positive cases had to undergo a COVID-19 test



- Conducted periodic COVID-19 tests for all staff
- Implemented physical segregation of staff
- Employees were required to declare their travel plans and travel history including any close contacts with positive cases
- Held daily briefings on SOP awareness at workplace
- Restricted non-employees from visiting workplace



### Sunway Safe Stay



## IEWS FROM OUR LEADERS NAVIGATING COVID-19



### Reaching Out to the Communities



#### Medical Aid

- Contributed medical supplies to government hospitals and pledged RM12 million for the decanting of non-COVID-19 patients from public health facilities
- Donated two ventilators to MOH in Sabah
- Donated face masks to communities in Sabah during their second wave of the COVID-19 pandemic

#### Designated quarantine hotels

- Sponsored more than 26,000 room nights worth about RM2.9 million for quarantined persons under surveillance from 13 April to 14 May 2020

#### Nourishing the Communities

- Collaborated with Yayasan Kebajikan Negara Malaysia (YKN) and various NGOs to nourish B40 families

#### #kitasupportkita

- Supported Sunway Malls tenants in mitigating the impacts of the pandemic

#### Mask for a mask

- Raised funds to donate hygiene essentials to the underprivileged

#### Tokens of Appreciation

- Provided a 'Thank You Pack' to frontliners for their sacrifice and contribution to the nation

#### #SunwayforGood Fund

- The #SunwayforGood fund raised RM793,022. The funds were used to pay for:
  - 5,664 stay safe packs
  - Groceries for 200 B40 families in Ipoh worth RM50 each
  - 16 homes' electricity bills for six months (July-December 2020)
  - Aeon vouchers for 2,787 B40 community members: 2,051 Sunway community dwellers received RM50 Aeon vouchers and 736 B40 students received RM100 Aeon vouchers

#### Food Pantry for Staff

- Sunway Putra Hotel provided free food for staff and contract workers who lost their jobs as a result of the pandemic



For more information on our COVID-19 Community Care and CSR initiatives, please refer to page 78

### BUSINESS CONTINUITY PLAN (BCP)

Sunway Hotels rolled out the Sunway Safe Stay programme to enhance safety protocols and ensure business continuity during the pandemic. The programme was anchored on the following five pillars of safety and hygiene:

#### • Pillar 1

Guest Contact – Ensuring guests and front desk staff complied with the safety protocols and guidelines from Malaysia's Ministry of Health

#### • Pillar 2

Hygiene Protocols – Ensuring guests' luggage and high touchpoint areas were sanitised regularly

#### • Pillar 3

Food Safety & Events – Ensuring compliance with the Food Safety Management System (FSMS) policy while special meeting and event packages were introduced to adapt to the new normal

#### • Pillar 4

Booking & Cancellation Policy – Guests were offered the flexibility to cancel or change their reservations until 31 December 2020 without having to pay extra charges

#### • Pillar 5

Workplace Safety Protocol – Sunway Group's Crisis Management Response and Recovery Team stood ready to activate the relevant protocols and cooperate with the local health authorities in the event of a positive case at the workplace



For more information on Sunway Safe Stay, please visit <https://www.sunwayhotels.com/sunway-safe-stay>



# MANAGING OUR RISKS

RISKS AND OPPORTUNITIES

GRI 102-15



## WE ALIGN GLOBAL RISKS AND MEGATRENDS WITH OUR MATERIAL ISSUES

### TOP GLOBAL RISKS (LIKELIHOOD)

- Extreme weather
- Climate action failure
- Natural disasters
- Biodiversity loss
- Human-made environmental disasters

### TOP GLOBAL RISKS (IMPACT)

- Climate action failure
- Weapons of mass destruction
- Biodiversity loss
- Extreme weather
- Water crises

### GLOBAL MEGATRENDS

Rapid Urbanisation

Social Change

Technological Breakthroughs

Resource Scarcity

Shifting Economic Power

### MATERIAL ISSUES

- 1 Energy Management
- 2 Water & Effluents Management
- 3 Waste & Hazardous Waste Materials Management
- 4 Physical Impacts of Climate Change
- 5 Product Quality and Safety
- 6 Business Ethics
- 7 Employee Health and Safety
- 8 Training and Education
- 9 Customer Welfare
- 10 Innovation
- 11 Economic Performance
- 12 Labour Practices
- 13 Community
- 14 Systemic Risk Management

## MANAGING OUR RISKS RISKS AND OPPORTUNITIES

### TO IDENTIFY THE RISKS AND OPPORTUNITIES

RISKS	OPPORTUNITIES
<ul style="list-style-type: none"> <li>Increased operational expenses</li> </ul>	<ul style="list-style-type: none"> <li>Design and build green buildings and implement energy-efficient practices in managed assets</li> </ul>
<ul style="list-style-type: none"> <li>Health risks to local communities</li> <li>Regulatory fines that will impact finances, licence to operate and reputation</li> <li>Water shortages resulting in disruption to businesses and increasing operational expenses</li> </ul>	<ul style="list-style-type: none"> <li>Leverage efficient water management system to mitigate water pollution and disruptions to business operations</li> <li>Use local supply of recycled water/build water treatment plant</li> </ul>
<ul style="list-style-type: none"> <li>Health risks to local communities</li> <li>Regulatory fines that will impact finances, licence to operate and reputation</li> </ul>	<ul style="list-style-type: none"> <li>Develop waste management hierarchy that focuses on waste prevention and minimal waste disposal as well as scheduled waste management</li> </ul>
<ul style="list-style-type: none"> <li>Damage to assets, environment and society</li> <li>Disruptions to business operations</li> </ul>	<ul style="list-style-type: none"> <li>Strengthen climate-related risk management and develop a risk management framework to build climate resilience</li> </ul>
<ul style="list-style-type: none"> <li>Business reputational risks</li> <li>Disruptions to business operations and performance</li> <li>Regulatory fines with financial and reputational impacts</li> </ul>	<ul style="list-style-type: none"> <li>Set target to achieve ISO 9001:2015 for all relevant business divisions</li> <li>Set target to reduce quality-related complaints by the public</li> </ul>
<ul style="list-style-type: none"> <li>Business reputational risks</li> <li>Disruptions to business operations and performance</li> <li>Regulatory fines with financial and reputational impacts</li> </ul>	<ul style="list-style-type: none"> <li>Develop robust policies to inculcate good corporate governance, curb bribery and corruption and promote integrity within the Group</li> </ul>
<ul style="list-style-type: none"> <li>Safety and health of workers affecting productivity and operations</li> <li>Regulatory fines with financial and reputational impacts</li> </ul>	<ul style="list-style-type: none"> <li>Partnerships with relevant authorities and academics to spearhead industry-leading standards</li> <li>Set target to achieve ISO 45001:2018 for all relevant business divisions and reduce recordable work-related injuries</li> </ul>
<ul style="list-style-type: none"> <li>Low talent retention and high employee turnover rate</li> <li>Low customer satisfaction</li> <li>Business reputational risks</li> </ul>	<ul style="list-style-type: none"> <li>Develop talent and leadership pipeline with industry-benchmarked learning programmes</li> </ul>
<ul style="list-style-type: none"> <li>Cyberattacks will disrupt business operations, erode trust and damage reputation</li> <li>Poor customer safety will impact customer satisfaction</li> <li>Regulatory fines with financial and reputational impacts</li> </ul>	<ul style="list-style-type: none"> <li>Leverage technology, digitalisation and artificial intelligence to increase security in townships and safeguard data privacy</li> <li>Leverage auxiliary police to strengthen safety and security of community</li> </ul>
<ul style="list-style-type: none"> <li>Poor customer satisfaction leading to business and reputational risks</li> <li>Financial impact</li> </ul>	<ul style="list-style-type: none"> <li>Leverage technology and digitalisation to pilot industry-leading standards and improve competitiveness</li> <li>Forge new partnerships and relationships to improve brand recognition and value</li> </ul>
<ul style="list-style-type: none"> <li>Disruptions to businesses and operations</li> <li>Financial losses</li> </ul>	<ul style="list-style-type: none"> <li>Leverage 'Build-Own-Operate' model to increase business resilience</li> </ul>
<ul style="list-style-type: none"> <li>Regulatory fines with financial and reputational impacts</li> <li>Disruptions to business performance and operations</li> </ul>	<ul style="list-style-type: none"> <li>Support international labour and human rights principles</li> </ul>
<ul style="list-style-type: none"> <li>Branding and reputational risks</li> </ul>	<ul style="list-style-type: none"> <li>Leverage innovative solutions and enrichment programmes to generate long-term positive impacts</li> </ul>
<ul style="list-style-type: none"> <li>Regulatory fines with financial and reputational impacts</li> </ul>	<ul style="list-style-type: none"> <li>Develop a resilient risk management framework and embed Enterprise Risk Management (ERM) into daily business operations</li> </ul>

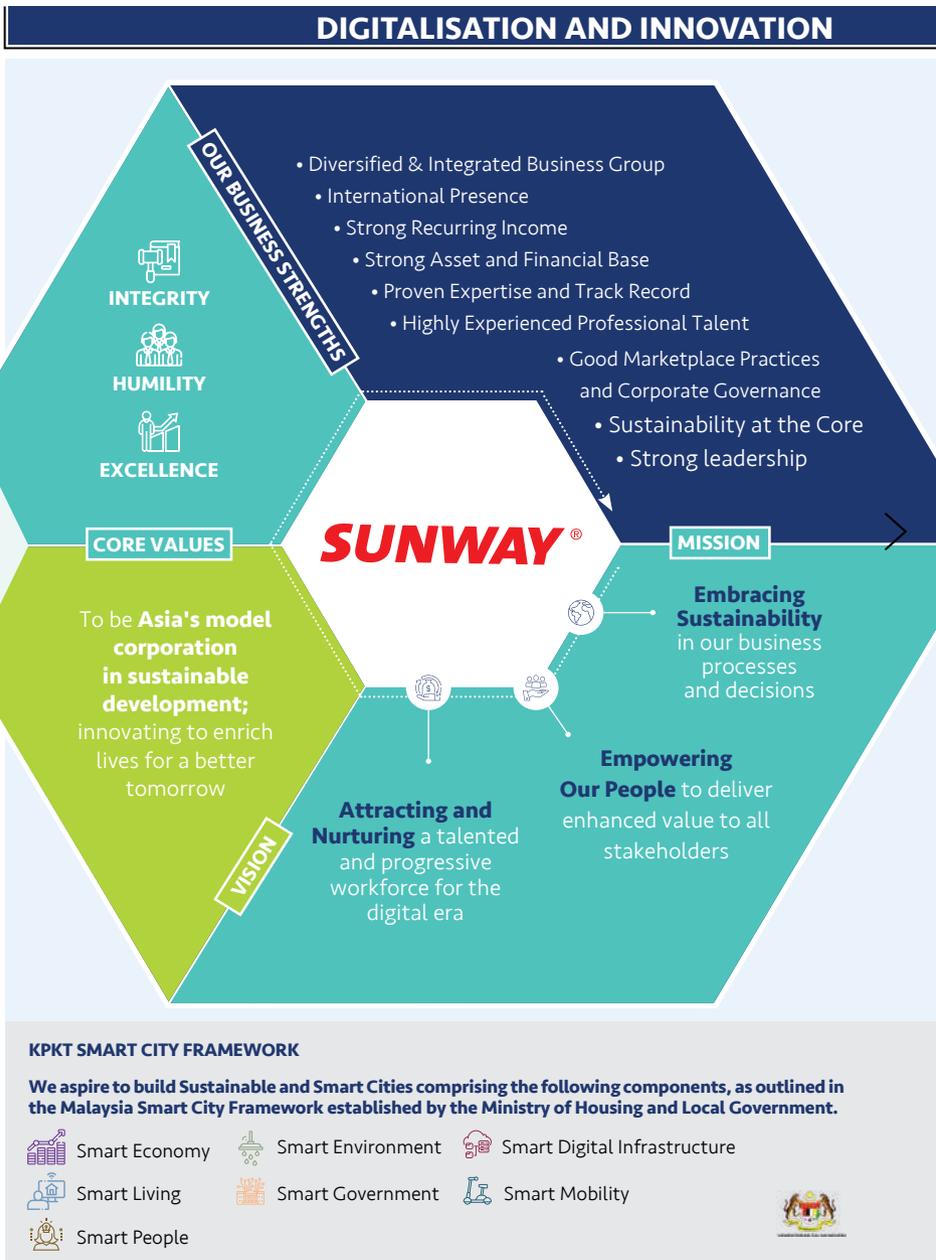




# DETERMINING HOW WE CREATE VALUE

## VALUE CREATION

CAPITAL	INPUTS
<p><b>Financial</b></p> <p>Financial Capital is defined as the pool of funds available to Sunway Berhad, generated from operations or investments through optimal equity and debt financing structures.</p>	<p><b>Beginning of FY2020</b></p> <ul style="list-style-type: none"> <li>Shareholders' funds: RM8.4 billion</li> <li>Cash and cash equivalents: RM2.6 billion</li> <li>Total assets: RM21.5 billion</li> </ul>
<p><b>Manufactured</b></p> <p>Manufactured Capital encompasses our physical assets, i.e. buildings across all business divisions, infrastructure and equipment, which deliver excellence to clients and customers.</p>	<ul style="list-style-type: none"> <li>Townships</li> <li>Assets under management such as commercial and retail properties</li> <li>Industrial factories and machineries</li> </ul>
<p><b>Intellectual</b></p> <p>Intellectual Capital describes Sunway's unique market knowledge, proprietary processes and systems, business strategies, inherent experience and expertise, innovation and management skill.</p>	<ul style="list-style-type: none"> <li>Consolidating data across the Group while using predictive analytics to understand customers</li> <li>Sunway City Kuala Lumpur is also a living lab that aims to generate real-world solutions for humankind and the environment</li> </ul>
<p><b>Human</b></p> <p>Human Capital covers Sunway employees' skills, experience, qualities and high-performance culture that enable the Group to deliver its strategy, products and services to create value for stakeholders.</p>	<ul style="list-style-type: none"> <li>Professional contribution by 10,111 employees</li> <li>Average learning and development hours per executive employee is 20.2 hours</li> <li>Family-friendly policies</li> <li>Supporting youth apprenticeships and graduate placements</li> </ul>
<p><b>Social</b></p> <p>Social Capital comprises the relationships established between stakeholders, the Group and communities within which the Group operates to manage and boost the reputation and branding of Sunway Berhad.</p>	<ul style="list-style-type: none"> <li>Regular engagement with our stakeholders</li> <li>RM45 million in community investment</li> </ul>
<p><b>Natural</b></p> <p>Natural Capital consists of the management of natural resource consumption and its impacts on the environment. This includes land, water and energy used in Sunway Berhad's business operations.</p>	<ul style="list-style-type: none"> <li>Increasing the use of renewable energy and energy-saving fittings in our buildings</li> <li>Rainwater harvesting for non-potable uses and installation of water-efficient fittings in our buildings</li> <li>Food composting, fabric recycling and e-waste collection to divert waste from landfills</li> <li>Launched 50,000 sq.ft. urban farm</li> </ul>



## DETERMINING HOW WE CREATE VALUE VALUE CREATION

### DRIVING OUR VALUE CREATION MODEL

**REVENUE MODEL:**  
PROJECT MANAGEMENT AND  
CONSTRUCTION FEES

**BUILD FOR OTHERS**

- Integrated design and construction services contracts, i.e. roads, bridges, rails, etc. for external customers.
- Providing construction support for the Property Development division and undertaking design.



**REVENUE MODEL:**  
RECURRING INCOME

**BUILD AND MANAGE  
BUILD, OWN, 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.



**REVENUE MODEL:**  
SALES TO GROUP DIVISIONS  
AND EXTERNAL CUSTOMERS

**Strategically supported by:**  
Provision of raw materials, machinery, equipment and technical knowledge and undertaking R&D in support of infrastructure development.



**REVENUE MODEL:**  
ONE-OFF SALES OF ASSETS  
AND RECURRING INCOME  
FROM SELECTED ASSETS  
RETAINED BY THE GROUP TO  
SUPPORT A SUSTAINABLE  
COMMUNITY/TOWNSHIP

**BUILD TO SELL**

Maximisation of land value through strategic landbanking, master planning and development to balance growth, cash flow and management of inventory.



### OUTPUTS

**End of FY2020**

- Revenue: RM3.8 billion
- Profit before tax: RM512.5 million
- PATMI: RM362.8 million

- Unbilled property sales: RM2.4 billion
- Outstanding construction order book: RM5.1 billion
- Assets under management: RM10.9 billion
- Total net lettable area: 11.6 million sqft

- AI-driven centralised security system
- Telehealth capabilities, i.e. virtual clinics, teleconsultation and medicine delivery via drone
- Launched 42KL - a non-profit tech education initiative that builds world-class digital talent through project-based and peer-to-peer learning
- Sustainable Intelligent Transportation Ecosystem (SITE) that improves traffic light signals to reduce waiting time and counts vehicle flow in Sunway City Kuala Lumpur
- Smart parking, smart energy management and cashless payments in Sunway City Kuala Lumpur

- Customer satisfaction score. (For more information on our customer satisfaction score, please refer to page 108.)
- Employee attrition rate: 14.3%
- Number of leaves: 16,887.5
- Provided 244 internships to college and university students

- Empowered communities, especially the B40 group, through volunteering efforts and donations of money and resources to ease their burden during the COVID-19 pandemic
- Promoted educational programmes and partnered with Perdana Leadership Foundation to improve English communication skills among students. Donated RM10,000 to set up a community library in Desa Mentari under the Sunway READ initiative

- Diverted 4% of waste from landfills. Reduced 28% of water consumption and 17% of energy consumption
- Avoided 11,611 tonnes of CO<sub>2</sub>e
- Harvested 15,000 vegetables

### OUTCOMES

- Market capitalisation of the Group's three listed companies: RM15.4 billion as of 31 December 2021
- Dividend payout: 1.5 sen per ordinary share and a preferential dividend of 5.25% per annum based on the issue price of RM1 per ICPS

- Contribute to nation-building through the various business divisions of the Group
- Attain smart city status for all Sunway cities
- Advocate sustainable development by building green buildings and promoting integrated mobility to contribute to Transit-Oriented Development

- Innovation-led transformation that will benefit communities and the environment, developing smart and sustainable cities
- Our healthcare, building materials, trading and manufacturing, quarry, and other strategic investment decisions are market leaders in their respective industries

- Optimum customer satisfaction achieved through excellent customer service delivered by a highly skilled workforce
- High talent attraction and retention

- Enriched and empowered local communities that will lift the nation's socio-economic status

- Lowered carbon footprint and efficient resource management, catalysing the shift to low-carbon sustainable cities



# MEASURING OUR PERFORMANCE

## SUSTAINABILITY SCORECARD

GRI 102-15

### Legend: Progress Tracking

● ○ ○ Progressing with delays, to review current approach   ○ ● ○ Progressing but slightly behind targets, to increase efforts   ○ ○ ● Progressing well and on track to achieve targets by 2030

ENVIRONMENTAL		
FUTURE VALUE GOALS	2030 TARGETS	FY2020 PERFORMANCE
<p><b>GOAL 1:</b> TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES</p>  <p> For more information on this goal, please refer to pages 23 - 55</p>	<ul style="list-style-type: none"> <li>To achieve green building certification for all Sunway-owned and/or managed townships and buildings completed from 2025 onwards</li> </ul>	<p>○ ● ○ Six buildings targeted for completion in 2025 onwards are in the process of green building certification application</p>
	<ul style="list-style-type: none"> <li>To reduce emission intensity of revenue by 10% by 2030 (Baseline year: 2025)</li> </ul>	<p>● ○ ○ Emission intensity of revenue in 2020: 49.51 tonnes CO<sub>2</sub>e/RM (in million)</p>
	<ul style="list-style-type: none"> <li>To achieve and maintain at least a low limit in Building Energy Intensity (BEI) as defined by the Green Building Index for the following sectors by 2030:</li> </ul> <p><i>(kWh/m<sup>2</sup>/yr)</i> Office: 150 Hospitality: 290 Retail: 350</p>	<p>○ ● ○ (kWh/m<sup>2</sup>/yr) Office: 106 Hospitality: 311 Retail: 228</p>
	<ul style="list-style-type: none"> <li>At least 25% of electricity from renewable energy sources by 2030</li> </ul>	<p>○ ● ○ 3% of electricity was generated from our solar panels</p>
	<ul style="list-style-type: none"> <li>40% waste diverted from landfills by 2030</li> </ul>	<p>○ ● ○ 4% waste diverted</p>
	<ul style="list-style-type: none"> <li>To reduce overall water intensity from municipal potable water supply by 10% by 2030 (Baseline year: 2015)</li> </ul>	<p>○ ○ ● 17% reduction from 2015 levels</p>
	<ul style="list-style-type: none"> <li>All industrial property sites to be ISO 14001:2015 (Environmental Management Systems) certified by 2030</li> </ul>	<p>○ ○ ● 6 out of 6 (100%) building materials sites have been certified with ISO 14001:2015</p>
<p><b>GOAL 2:</b> ADVOCATING A RESPONSIBLE VALUE CHAIN</p>  <p> For more information on this goal, please refer to pages 56 - 58</p>	<ul style="list-style-type: none"> <li>All ongoing construction sites are ISO 14001:2015 (Environmental Management Systems) compliant</li> </ul>	<p>○ ○ ● 24 out of 24 (100%) ongoing construction sites are ISO 14001:2015 compliant</p>
	<ul style="list-style-type: none"> <li>To record measurable reduction in environmental impact from goods and services procured from suppliers</li> </ul>	<p>○ ○ ● 9,261 tonnes of CO<sub>2</sub>e avoided from 2015 to 2020 due to the purchase of eco-label products and reducing the purchase of single-use plastic bottles</p>
	<ul style="list-style-type: none"> <li>All Sunway suppliers must comply with all relevant laws, regulations and standards including human rights protection and child labour. Any supplier found to have violated the law will be removed from our supply chain.</li> </ul>	<p>○ ○ ● Zero confirmed incidence of non-compliance with relevant laws, regulations and standards</p>

MEASURING OUR PERFORMANCE  
SUSTAINABILITY SCORECARD

SOCIAL		
FUTURE VALUE GOALS	2030 TARGETS	FY2020 PERFORMANCE
<p>GOAL 3: DEVELOPING A SAFE, EQUAL AND DIGNIFIED WORKFORCE</p>  <p> For more information on this goal, please refer to pages 59 - 74</p>	<ul style="list-style-type: none"> <li>Zero tolerance for discrimination, harassment, violence, forced labour and child labour in the workplace</li> </ul>	<p>○ ○ ● Zero confirmed incidence of discrimination</p>
	<ul style="list-style-type: none"> <li>Zero tolerance for/towards avoidable incidences of fatalities for Sunway staff and contractors</li> </ul>	<p>○ ● ○ Fatality rate: Sunway staff = 0                      Contractors = 0.13</p>
	<ul style="list-style-type: none"> <li>Zero tolerance for/towards avoidable incidences of high-consequence work-related injuries for Sunway staff and contractors</li> </ul>	<p>○ ● ○ High-consequence work-related injury rate: Sunway staff = 0.09                      Contractors = 0.03</p>
	<ul style="list-style-type: none"> <li>Zero tolerance for/towards avoidable work-related injuries for Sunway staff and contractors</li> </ul>	<p>○ ● ○ Recordable work-related injury rate: Sunway staff = 6.79                      Contractors = 0.4</p>
	<ul style="list-style-type: none"> <li>All business divisions (where relevant and applicable) to be ISO 45001:2018 (Occupational Health &amp; Safety Management Systems) certified by 2030</li> </ul>	<p>● ○ ○ Sunway Lagoon Theme Park is certified with ISO 45001:2018</p>
<p>GOAL 4: INVESTING IN COMMUNITY INCLUSIVITY</p>  <p> For more information on this goal, please refer to pages 75 - 83</p>	<ul style="list-style-type: none"> <li>To reach out and support over 1 million Malaysian communities by 2030</li> </ul>	<p>○ ● ○ 523,959 beneficiaries (from 2015-2020)</p>
	<ul style="list-style-type: none"> <li>To support the national Shared Prosperity Vision 2030 in addressing inequalities, wealth and income disparities by providing support and assistance to the underserved and B40 communities in particular</li> </ul>	<p>○ ○ ● 71,415 beneficiaries from B40 communities were impacted</p>

GOVERNANCE		
FUTURE VALUE GOALS	2030 TARGETS	FY2020 PERFORMANCE
<p>GOAL 5: RESPECTING ETHICAL PRINCIPLES</p>  <p> For more information on this goal, please refer to pages 84 - 92</p>	<p>Zero tolerance for bribery and corruption</p>	<p>○ ○ ● Zero confirmed incidences</p>



## MEASURING OUR PERFORMANCE SUSTAINABILITY SCORECARD

### 1 NO POVERTY

To support efforts to alleviate the effects of the COVID-19 pandemic, we donated **RM1 million** to the National COVID-19 Fund which enables those affected by the outbreak to purchase their daily necessities.

### 2 ZERO HUNGER

Since the launch of Sunway FutureX Farm, we have had

- **15,000** vegetables harvested
- **500** families nourished
- **50** vegetable varieties grown

### 3 GOOD HEALTH AND WELL-BEING

- The CSR Health Screening Programme benefitted close to **100** participants from Lembah Subang earning less than **RM1,500/month**.
- Sunway's healthcare division contributed **RM12 million** to cover the cost of subsidising treatment for public patients in MOH and UMMC hospitals affected by the COVID-19 pandemic.

### 4 QUALITY EDUCATION



- **80%** of the graduates trained under the Sunway-GOLD (Generating Opportunities for the Learning Disabled) programme have been employed since 2016.
- **0** tuition fees, teachers and traditional classrooms is the business model of 42KL, the free coding school operated in a collaboration among Sunway Education Group, Sunway iLabs and Malaysia Digital Economy Corporation (MDEC).

### 5 GENDER EQUALITY

**30%** of our Board of Directors in 2020 are women.

### 6 CLEAN WATER AND SANITATION



We invested **RM18 million** in research and installation of a water treatment plant which can supply up to **8,500m<sup>3</sup>** of water daily. This amounts to supplying potable drinking water to **51,500** people.

### 7 AFFORDABLE AND CLEAN ENERGY



The total energy generated from our solar assets in 2020 was equivalent to powering up **604** homes for one year.

### 8 DECENT WORK AND ECONOMIC GROWTH

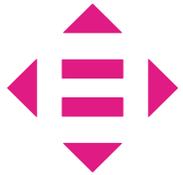
Sunway provided employment to a total of **10,111** people in 2020 (1,230 new employment in 2020)

### 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

A total of **87** participants have benefited from Sunway iLabs' Super Accelerator Programme.

MEASURING OUR PERFORMANCE  
SUSTAINABILITY SCORECARD

**10** REDUCED INEQUALITIES



Autisme (Autism is Awesome) Initiative by Sunway Putra Mall made it the 1<sup>st</sup> autism-friendly mall in Malaysia, impacting **2,528** registered members.

**11** SUSTAINABLE CITIES AND COMMUNITIES



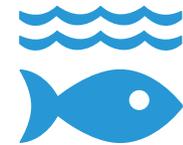
**2** of our townships, Sunway City Kuala Lumpur and Sunway City Iskandar Puteri, have been green certified by the Green Building Index (GBI).

**12** RESPONSIBLE CONSUMPTION AND PRODUCTION



We managed to divert **4%** of our waste from landfills in 2020.

**14** LIFE BELOW WATER



Sunway Lagoon Theme Park spent **RM340,000** to conduct research on its lake and install the 'Clean-Flo' system to reverse the degradation and eutrophication process of the lake.

**13** CLIMATE ACTION



**47,001** tonnes of CO<sub>2</sub>e emissions were avoided since 2015.

Sunway aims to be carbon neutral by 2050.

**15** LIFE ON LAND



Sunway City Kuala Lumpur provides a habitat for a total of **31,179** native plants and **142,291** adaptive plants.

The city is also home to **22** species of birds and **12** species of reptiles and amphibians.

**16** PEACE, JUSTICE AND STRONG INSTITUTIONS



We have installed more than **10,000** CCTVs in our townships in Malaysia and projects overseas, on top of employing about **1,082** auxiliary and plainclothes policemen and security guards.

**17** PARTNERSHIPS FOR THE GOALS



**1<sup>st</sup>** SDSN Asian hub. Collaboration with **6** world-renowned universities and growing.





# REALISING OUR AMBITIONS

## ACHIEVEMENTS AND AWARDS



### 1. SUSTAINABILITY

- FTSE4Good Index Series Constituent for the Sixth Consecutive Year since 2014 (Sunway Berhad).
- Special Awards on Sustainable Development Goals and Best Green Product & Technology at the Malaysia Green Building Council's Leadership in Sustainability Awards 2020 (Sunway Iskandar).
- GOLD in the category of Asia's Best Sustainability Report (Digital) at the Asia Sustainability Reporting Awards (ASRA) 2020 (Sunway Berhad).

### 2. LEADERSHIP

- Listed in Malaysia Tatler's Impact List 2020 for his philanthropic work towards nation-building through quality education and research (Tan Sri Dr. Jeffrey Cheah).
- First non-Muslim recipient of the Hunayn Ibn Ishaq Unity Award alongside Prime Minister Tun Dr Mahathir Muhammad at the Islamic Excellence Awards 1441H/2020AD (Tan Sri Dr. Jeffrey Cheah).
- Honorary Doctorate of Social Enterprise by University of Cambodia (Tan Sri Dr. Jeffrey Cheah).
- Permanent Member of the National Agricultural Council (MPPN) by the Ministry of Agriculture and Food Industries (Tan Sri Dr. Jeffrey Cheah).

## REALISING OUR AMBITIONS ACHIEVEMENTS AND AWARDS

### 3. CORPORATE GOVERNANCE

- Corporate Social Responsibility Malaysia Awards 2020
  - Company of the Year in the Industrial Product and Services category (Sunway Berhad).
- Minority Shareholders Watch Group (MSWG) – ASEAN Corporate Governance Awards 2019
  - 1<sup>st</sup> runner-up for the Industry Excellence Award in the Industrial Products & Services category (Sunway Berhad)
  - Top 100 Companies for Corporate Governance disclosure – 20<sup>th</sup> place (Sunway Berhad)
  - Top 100 Companies for Overall Corporate Governance & Performance – 22<sup>nd</sup> place (Sunway Berhad)
- SILVER winner in Excellence Awards for companies with market capitalisation of RM2 billion to RM10 billion at the National Annual Corporate Report Awards (NACRA) 2020 (Sunway Berhad).
- 1<sup>st</sup> in the Best Investor Relations category, 3<sup>rd</sup> in the Most Committed to Social Causes category and 3<sup>rd</sup> in the Best Managed Company in FinanceAsia's 2020 Asia's Best Companies Survey (Sunway Berhad).

### 4. LEISURE

- GOLD in the Entertainment category at the Putra Brand Awards 2020 (Sunway Lagoon).
- Top 20 Water Parks Worldwide and Asia Pacific in 2019 Themed Entertainment Association (Sunway Lagoon).
- Top 10 Water Parks in Asia in TripAdvisor Travellers' Choice Award 2020 (Sunway Lagoon).
- Top 10% of worldwide attractions in 2020 Traveller's Choice Award (Sunway Lost World of Tambun).
- Top 20 Water Parks in Asia Pacific by 2019 Themed Entertainment Association (Sunway Lost World of Tambun).

### 5. HEALTHCARE

- Global Health & Travel Awards – 2020 Asia Pacific Healthcare and Medical Tourism Awards
  - Medical Tourism Hospital of the Year (Sunway Medical Centre)
  - Fertility Hospital of the Year in Asia Pacific (Sunway Fertility Centre)
  - Oncology (Radiation) Service Provider of the Year in Asia Pacific (Sunway Cancer and Nuclear Medicine Centre)
  - Paediatric Ophthalmology Service Provider of the Year in Asia Pacific (Sunway Eye Centre)
  - Ambulatory Medical Centre of the Year in Asia Pacific (Sunway Specialist Centre Damansara)
- Medical Travel Awards 2020 for Sunway Fertility Centre (International Fertility Clinic of the Year) and Sunway Eye Centre (International Eye Clinic of the Year) by the International Medical Travel Journal (IMTJ) (Sunway Medical Centre).
- Sin Chew Health & Wellness Award 2019 in the Best Private Hospital and Cancer Centre category (Sunway Medical Centre).
- MY AMCHAM CARES 2020 Recipients for Excellence in Corporate Social Responsibility by American Malaysian Chamber of Commerce (Sunway Medical Centre).
- CHT Pursuit of Excellence National Award 2020 – Healthcare category (Sunway Medical Centre).

### 7. HOSPITALITY

- Loved By Guest 2020 by Hotels.com
  - Sunway Resort – 8.6
  - Sunway Pyramid Hotel – 8.4
  - Sunway Clio Hotel – 9
  - Sunway Velocity Hotel – 8.6
  - Sunway Putra Hotel – 8.4
  - Sunway Hotel Seberang Jaya – 8.6
  - Sunway Hotel Georgetown – 8.4
  - Sunway Hotel Hanoi – 8.6
  - Sunway Hotel Phnom Penh – 8.6
- TripAdvisor Travellers' Choice Hotel Awards 2020 (Sunway Pyramid Hotel, Sunway Clio Hotel, Sunway Putra Hotel, The Banjaran Hotsprings Retreat, Sunway Hotel Georgetown and Sunway Hotel Seberang Jaya).
- Muslim Friendly Accommodation Recognition (MFAR) 2020 (Sunway Resort, Sunway Pyramid Hotel, Sunway Clio Hotel, Sunway Putra Hotel, Lost World Hotel, Sunway Hotel Georgetown and Sunway Hotel Seberang Jaya).

### 6. REIT

- GOLD Excellence Awards for companies with market capitalisation of RM2 billion to RM10 billion at the National Annual Corporate Report Awards (NACRA) 2020 (Sunway REIT).
- Best Investor Relations Professional for mid-market capitalisation category at Malaysian Investor Relations Association (MIRA) Awards 2020 (Sunway REIT).
- Best Non-IPO Share Placement 2020 by The Edge (Sunway REIT).
- BRONZE in the category of Asia's Best Integrated Report (Design) at the Asia Sustainability Reporting Awards (ASRA) 2020 (Sunway REIT).

- Muslim-Friendly Tourism Product and Package (MFPropack) Certificate (Sunway Velocity Hotel).
- Best Hotels of 2020 by KAYAK with a 91.8% KAYAK award score (Sunway Putra Hotel).
- 'Clean & Safe Malaysia' certificate by Bureau Veritas (Sunway Hotel Georgetown and Sunway Hotel Seberang Jaya).
- Recognition by Penang State Exco for Tourism, Arts, Culture and Heritage under the Penang Lawan COVID-19 campaign (Sunway Hotel Georgetown and Sunway Hotel Seberang Jaya).
- Agoda Customer Review Awards 2020 – 8.3 (Sunway Hotel Phnom Penh).
- 2020 Gold Circle Award Winner – 8.3 (Sunway Hotel Phnom Penh).



## REALISING OUR AMBITIONS ACHIEVEMENTS AND AWARDS

### 8. CONSTRUCTION

- Excellence in Environmental, Social and Governance (ESG) with a GOLD Award at The Asset ESG Corporate Awards 2020 (SunCon).
- 'Asset Class Award' in the 2019 ASEAN Corporate Governance Scorecard (ACGS) Awards for its outstanding and exemplary corporate governance practices (SunCon).
- 'Highest Return on Equity (ROE) Over Three Years' in the Construction Sector at The Edge Billion Ringgit Club Awards 2020 for the second consecutive year (SunCon).
- Achieving the highest 5-Star rating in CIDB's SCORE programme 2020 (SunCon).
- 1<sup>st</sup> runner-up in the Industry Excellence Award in the Construction category, ranked 10th in the list of Top 100 companies for Overall Corporate Governance & Performance and 22nd place in the Top 100 Companies for Corporate Governance disclosure at the Minority Shareholders Watch Group (MSWG) - ASEAN Corporate Governance Awards 2019 (SunCon).
- BRONZE award at the Asia Sustainability Reporting Awards (ASRA) 2019 in the category 'Asia's Best Sustainability Report within Annual Report' (SunCon).
- Petronas Leadership Centre project was awarded the Best Area Champion (Onshore Construction) in the Leadership on Area Based Demarcation (LeAD) Programme, for achieving the highest score of 92.2% in Quarter 4 Project Delivery & Technology (PD&T) Health, Safety & Environment (HSE) Assessment (SunCon).
- Platinum Excellence Award for its 2019 Annual Report in the 2020 National Annual Corporate Report Awards (NACRA) under the category of Companies with Less than RM2 billion in Market Capitalisation (SunCon).

### 9. PROPERTY DEVELOPMENT

- BRONZE in Property Development Category at the Putra Brand Awards 2020 (Sunway Property).
- World GOLD Winner in Residential (Mid Rise) Category at the FIABCI World Prix d'Excellence Awards 2020 for Sophia Hills, Singapore project (Sunway Property).
- Editor's Choice Awards – Malaysia's Outstanding Sustainable Resort 2020 at the EdgeProp Malaysia's Best Managed & Sustainable Property Awards 2020 for The Banjaran Hotsprings Retreat (Sunway Property).
- Star Property Awards 2020 (National)

#### EXCELLENCE

- The Holiday Home Award (Sunway Onsen Suites)
- The Proximity Award, Best Integrated Development (Sunway Citrine)
- The Proximity Award, Best Integrated Transit Oriented Development (Sunway Velocity TWO)
- The Southern Star Award (Sunway City Iskandar Puteri)

#### HONOURS

- The Long Life Award (Sunway GEOLake Residences)
- The Luxury Series Award (Sunway Emerald Residence)
- The Northern Star Award (Sunway Onsen Suites)

#### OTHERS

- StarProperty All-Stars Award, Best Overall Champion (Sunway Property)
- StarProperty All-Stars Award, Exceptional Community Builder (Sunway Property)
- Property Customisation System category in the Malaysia Book of Records for Sunway GRID (Sunway City Iskandar Puteri).
- Top Property Developers Award 2020 (Top 10 – No. 3) and Best in Qualitative Attributes at The Edge Malaysia Property Excellence Awards 2020 (Sunway Property).
- Malaysia Real Estate Personality of the Year at PropertyGuru Asia Property Awards Malaysia (Sarena Cheah).
- MSC Malaysia Cybercentre status by the Malaysia Digital Economy Corporation (MDEC) (Sunway Velocity and Sunway Velocity TWO).
- Community CSR Award at the iProperty Development Excellence Awards 2021 (Sunway Berhad).

### 10. BUILDING MATERIALS

- Level 5 under Excellent category in the Systematic Occupational Health Enhancement Level Programme by DOSH - National Level (Sunway Building Materials).



# 01 GOAL



## TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES

Sunway is committed to adapting to climate change and transforming its townships to low-carbon cities to build a sustainable future for all. Leveraging technology and innovation, the Group aims to develop smart and sustainable cities that are compact, digitalised and transit-oriented with minimised resources to connect communities together.



### CAPITAL

- Intellectual
- Natural
- Manufactured

### MATERIAL ISSUES

- Physical Impacts of Climate Change
- Ecological Impacts
- Energy Management
- Water and Effluents Management
- Waste and Hazardous Materials Management
- Product Design & Lifestyle Management
- Innovation

### ACTIVITIES

- Transit-oriented development
- Urban farm
- Renewable energy
- Energy-efficient fittings
- Water treatment plant
- Rainwater harvesting
- Water-efficient fittings
- Waste diversion from landfills

### VALUE CREATED

- Efficient resource management
- Efficient energy and water management
- Reduced waste to landfills
- Well-connected communities
- Food security



# 1 TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES

## IMPACT STORIES: TRAVEL BEHAVIOUR & MOBILITY IN SUNWAY CITY KUALA LUMPUR



In pursuit of sustainable development, Sunway has strived to build a low-carbon township by implementing the Sustainable Intelligent Transport Ecosystem (SITE) within Sunway City Kuala Lumpur. The initiative is a holistic approach that aims to improve urban sustainability through a sustainable transport ecosystem developed by Monash University Malaysia. SITE, which uses adaptive technology to meet the city's transportation needs, was proven effective in a study\* undertaken by the university from 2018 to 2019.

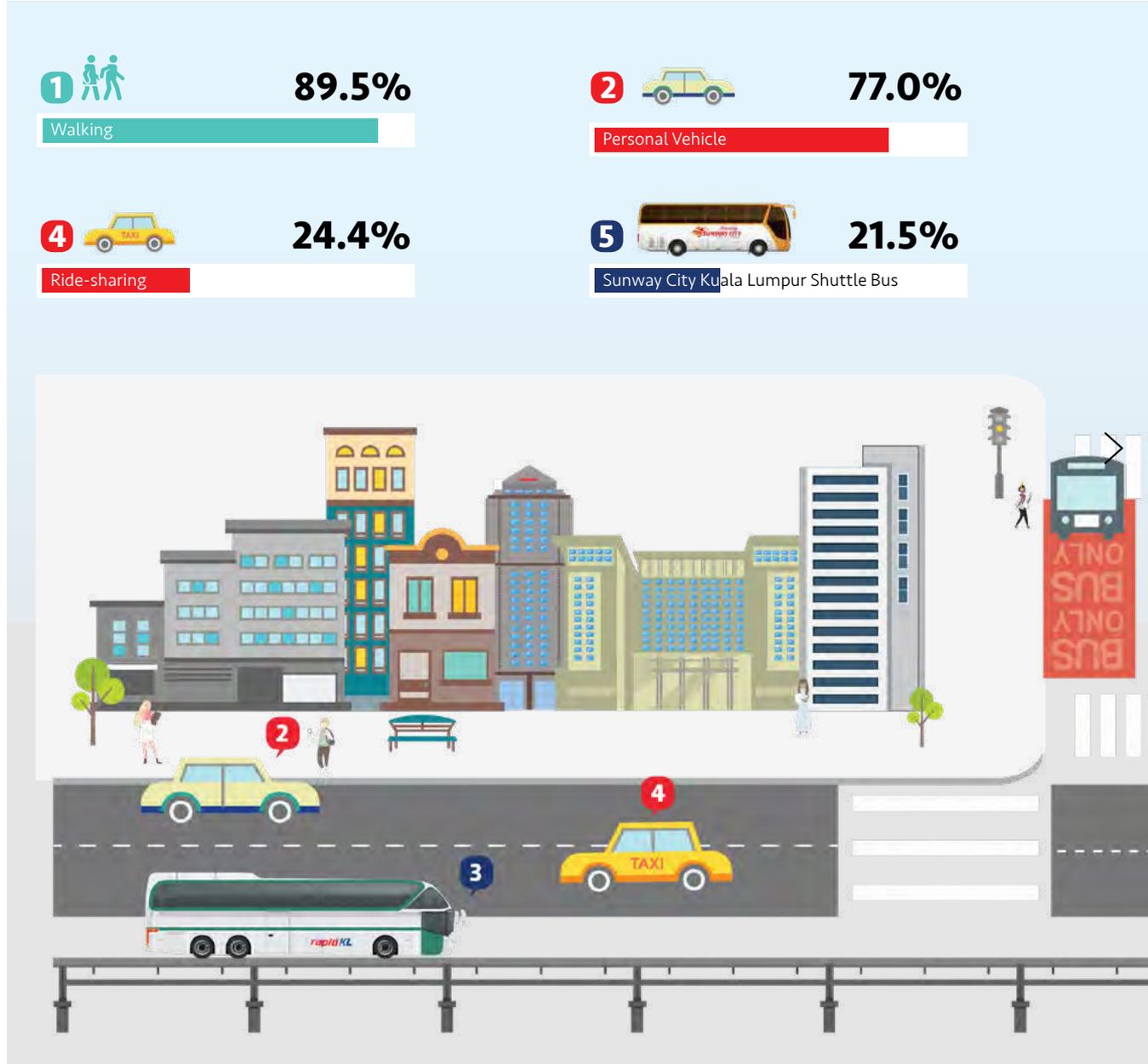
The study, which researched six modes of transportation among 306 Sunway City Kuala Lumpur resident and non-resident commuters, found that walking is the most popular means of travelling, especially among resident commuters, as it is time-saving and it is free. The result reflects Sunway City Kuala Lumpur's well-planned urban layout, which makes it easy for commuters to travel by foot and to transit from one mode of transport to another.

The preferred modes of travelling after walking are personal vehicle followed by Bus Rapid Transit (BRT) Sunway, ride-sharing, Sunway City Kuala Lumpur shuttle bus and MyRapid Park 'N' Ride. MyRapid Park 'N' Ride is the least popular as the parking facility is typically used by commuters who drive from home to a transit stop and not by those who travel from a transit network stop to a destination. This shows that Sunway City Kuala Lumpur residents who use mass transit would not need to or be able to use personal vehicles to access train stations, or that the residents who use personal vehicles would rather use them throughout their journeys.

In conclusion, the study, which also interviewed 90 respondents across 20 focus groups, suggests that Sunway City Kuala Lumpur's public transportation and facilities can be further improved through various enhancements such as reducing bus fares and ensuring covered walkways are connected to significant points to benefit a wider range of commuters. The infrastructure is primarily used by the city's residents while non-residents rely heavily on personal vehicles.

*Travel Behaviour & Mobility in Smart Cities: An Interdisciplinary Review of Mass Transit in a Smart City in Malaysia by Monash University Malaysia. For more information on the research, please write to sustainability@sunway.com.my*

To read more Impact Stories on mobility, please refer to page 76 for Exploring Factors Affecting Mobility Amidst An Ageing Population



## TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES IMPACT STORIES: TRAVEL BEHAVIOUR & MOBILITY IN SUNWAY CITY KUALA LUMPUR

**3**  **47.4%**

BRT Sunway

Sunway's SITE initiatives: Canopy Walk, BRT Sunway, Sunway City Kuala Lumpur Shuttle Bus

- SITE travel mode
- Non-SITE travel mode
- Intermediate travel mode

**6**  **9.6%**

MyRapid Park N' Ride (Kompleks BRT Sunway)

**Purpose of Travel:**

- Work & education
- Sports & exercise
- Social visitation
- Grocery shopping
- Non-routine shopping
- Service institutions
- Entertainment

**The research focused on the three most-used means of travelling:**



**Personal vehicles**

(self-owned automobiles and supporting parking infrastructure)

- ➖ Almost always available to commuters when needed
- ➖ Challenges include lack of parking bays and traffic jams
- 💡 Used by residents and non-residents who need to travel into and out of Sunway City Kuala Lumpur



**Walking**

(Sunway City Kuala Lumpur's solar-powered eco-walk/Canopy Walk)

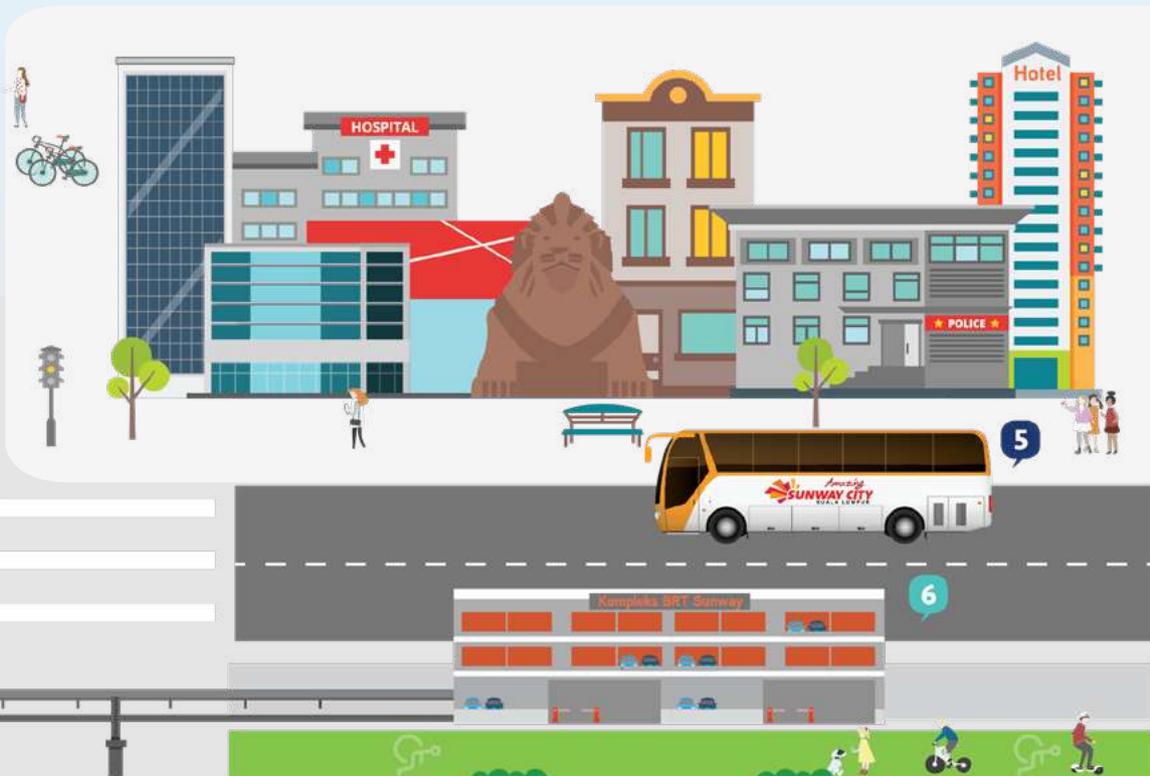
- ➖ Commuters can use Canopy Walk or other facilities without requiring dedicated bridging facilities to common intracity destinations
- ➖ Walking is not feasible over long distances
- 💡 (i) Canopy Walk needs to be extended to service residential hotspots and decentralised to connect to other motorised travel modes such as park-and-ride hubs, BRT stations and buses
- (ii) More entrances and branching paths are needed for time-saving parallel connections
- (iii) More protection from the elements
- (iv) To enhance with slip-resistant rubber flooring and panic buttons at regular intervals



**Bus Rapid Transit (BRT) Sunway**

- Comprises 15 zero-emission electric buses and services seven stations
- Integrated with the multicity Klang Valley Integrated Transit System
- ➖ Reliable and predictable
- ➖ Fares are considered above-average by survey respondents compared to other mass transit lines under the Klang Valley Integrated Transit System
- 💡 Suggestion for improvement: To give seasonal discounts and subsidies to encourage more commuters to utilise the BRT

➖ Advantage ➖ Disadvantage 💡 Suggestion





# 1 TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES

**IMPACT STORIES:** A SUSTAINABLE WATER FUTURE



**Sunway City Kuala Lumpur is Malaysia's first fully integrated township. Built on 800 acres of derelict mining land, the area was refurbished and recultivated to a wonderland, complete with office towers, condominiums, malls, hotels and a theme park. A clean and stable water supply is fundamental in a city to sustain livelihoods, socio-economic development and human well-being. Achieving water security ensures our population has access to clean drinkable water and that our water sources are protected and able to preserve ecosystems.**



Sunway City Kuala Lumpur has been blessed with abundant natural water resources in our very own backyard. At the very heart of the city we have two lakes – one at Sunway South Quay and another at Sunway Lagoon. In line with our 'Build-Own-Operate' model, these two lakes contribute to achieving SDG6 on Clean water and sanitation and help sustain the city in four key ways:

## 1. DRAINAGE SYSTEM

The lakes serve as water catchment areas for the city with many local drains leading directly into the lakes. The lakes also play an important role in storm water management as they help to retain surface run-off during heavy rainfall, thus mitigating the risk of flooding.

**Our lakes receive between 230 million and 2 billion litres\* of water a year!**

\* Inclusive of rainfall and run-off. Figures based on modelling work conducted in 2018

## 2. WATER SUPPLY

To minimise disruptions to water supply and enhance our water security, the Group recently invested in building our own water treatment plant in the Klang Valley. Built and commissioned in 2019, the water treatment plant enables us to use the existing mining lakes to supply 8.5 million litres of water a day to selected commercial buildings within Sunway City Kuala Lumpur. The water is treated using a hybrid of ultrafiltration and reverse osmosis processes to produce potable drinking water. Based on the World Health Organisation's recommended 165 litres of water consumption per person per day, this amount of water can serve about 51,500 people. During water cuts, all hotels, restaurants, universities and malls of Sunway City Kuala Lumpur are assured of a safe supply of water, allowing businesses to continue operating.



^ Sunway's water treatment plant

## TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES IMPACT STORIES: A SUSTAINABLE WATER FUTURE

### 3. ENVIRONMENTAL PRESERVATION

The lakes are an important natural asset in Sunway City Kuala Lumpur and have allowed flora and fauna to thrive in the area. Their cooling effect on their surrounding environment combined with the impacts of our other initiatives such as green buildings and plant nurseries have enhanced the micro-climate in the city. Both lakes have also implemented water sensitive urban design (WSUD) components. One of these components – natural bio-filters – uses natural plants in our retention ponds to naturally filter any pollutants that flow into the river. This helps to maintain the quality of the water in the lakes and reduces treatment costs.

### 4. RECREATIONAL ACTIVITY

Both lakes provide residents a retreat from the urban landscape surrounding them. Sunway South Quay is home to the South Quay Princess – a 77-foot luxury yacht that can be rented by Sunway residents to host parties or business events, accommodating up to 30 people. At Sunway Lagoon, the lake is open for guests to take a stroll or go kayaking or pedal-boating around the lake.



^ Sunway South Quay lake



^ Sunway Lagoon lake

Besides our lakes, Sunway has taken other measures to enhance our water security. This includes our ongoing commitment to building 'green' and ensuring our buildings use water sustainably. We also install rainwater harvesting tanks wherever possible for irrigation and outdoor cleaning purposes, which reduces our need for municipal-supplied water. Put together, our tanks can collect about 16.7 million litres of water, equivalent to six and a half Olympic-sized swimming pools.

Although Sunway has continuously put water security at the top of its agenda, we know that it is, and will not, be enough. As we move forward towards an uncertain climate future, water security will only become a bigger problem. Therefore, we cannot rest on our laurels and will continue to strive towards our goal of creating a sustainable water future and being a model for water sustainability.



# 1 TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES

**IMPACT STORIES:** WHO SAYS MONEY CAN'T GROW ON TREES?



**Rising urbanisation is inevitable amidst a global population that is continuously growing. More people are moving into towns and cities due to poverty and other related socio-economic factors, particularly in Asia. This leads to rapid and unplanned development of cities and townships, which involves damage to catchment areas and the felling of trees, resulting in global warming and climate change.**



**The Group has planted 30,000 trees and palms in Sunway City Kuala Lumpur as well as about 25,000 trees across all Sunway integrated developments & townships in Malaysia.**



## TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES IMPACT STORIES: WHO SAYS MONEY CAN'T GROW ON TREES?

At Sunway, we adopt a sustainable development approach by developing green lungs and planting trees in our integrated townships. We have planted 30,000 trees and palms in Sunway City Kuala Lumpur alone, as well as about 25,000 trees across all Sunway townships in Malaysia. Tree planting can help cool down cities by as much as 15°C depending on the latitude – a small tree of not more than four meters tall is able to provide about 6 kW of cooling. As such, Sunway City Kuala Lumpur has the combined force of 60,000 natural air-conditioners keeping the city cool.

Our efforts to plant trees and recreate green lungs in Sunway City Kuala Lumpur, a rehabilitated tin-mining wasteland, faced their share of challenges. The soil in Sunway Lagoon Theme Park was initially too sandy, rendering it incapable of growing trees, but with perseverance, we were able to rehabilitate the soil and plant trees. This resulted in a mini-rain forest and a new ecosystem of flora and fauna that transformed the theme park and the adjacent Sunway Resort into top tourist destinations.

Our tree-planting initiative, coupled with our extensive rehabilitation efforts aimed at improving the landscape, aesthetics and liveability of the city, eventually transformed public perception about living in an area that was once a tin-mining wasteland, ultimately increasing the value of our property.

[This impact story is derived from the article \*Who Says Money Can't Grow on Trees\* from the Jeffrey Sachs Center. To access the whole article, please visit <https://www.sunway.com.my/stories/who-says-money-cant-grow-on-trees/>](https://www.sunway.com.my/stories/who-says-money-cant-grow-on-trees/)





# 1 TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES

**IMPACT STORIES:** ENHANCING A SMART AND SUSTAINABLE CITY THROUGH TECHNOLOGY



## Sunway is enhancing its smart and sustainable Sunway City Kuala Lumpur with technology and artificial intelligence (AI). The Group has been consolidating data from across its 13 business divisions while using predictive analytics to understand its customers.

Sunway City Kuala Lumpur is the test bed for Sunway Innovation Labs (iLabs) where prominent researchers, experts and academics come together to generate real-world solutions to benefit humankind and the environment. The city is currently supported by an array of sophisticated technology such as smart parking, a centralised security system with AI technology and even a 'magic mirror'\*.

### Among the smart innovations and technologies in Sunway City Kuala Lumpur are:

- 1 Smart parking** – A cashless and ticketless system that allows visitors and shoppers to enjoy a seamless parking experience at Sunway premises through a License Plate Recognition System integrated with a payment system that allows payment of parking via e-wallet, debit cards and credit cards.
- 2 Unified Payment Terminal (UPT)** – Sunway Malls has established the UPT to wipe out the need for retailers to have multiple terminals to accept payments, which in return encourages lower terminal rental costs and provides shoppers with more cashless payment options ranging from e-wallets to debit and credit card transactions, ultimately providing a smoother shopping experience.
- 3 Smart energy management** – Optimised energy conservation through cleaner and more efficient resources such as natural gas and solar power.
- 4 AI-driven centralised security system** – 24-hour CCTV security system in Sunway City Kuala Lumpur.
- 5 Telehealth capabilities** – Sunway Medical Centre offers online consultation, virtual clinics, teleconsultation and medicine delivery via drone amidst the ongoing pandemic.
- 6 Urban farms by Sunway FutureX** – Urban farming in underutilised building spaces such as rooftops, car parks and indoor spaces using technology-driven innovation.
- 7 42KL** – A non-profit tech education initiative that builds a world-class digital talent pool through project-based and peer-to-peer learning.



For more information on Sunway FutureX Farm in our Impact Stories, please refer to page 32

### Future plans:

- To enhance Sunway City Kuala Lumpur with 5G technology to power the township's surveillance system and new capabilities. For instance, utilising augmented and virtual reality technology that allows customers to experience the adventures of Sunway Lagoon from home.

Sunway endeavours to transform its townships to Sustainable and Smart Cities, in line with the Malaysia Smart City Framework established by the Ministry of Housing and Local Government. The framework envisions smart cities as developed cities with integrated technologies to address urban challenges, supported by increased economic activities and urban innovation.



## TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES

### IMPACT STORIES: ENHANCING A SMART AND SUSTAINABLE CITY THROUGH TECHNOLOGY

- To enhance remote education using AI and facial recognition as well as blockchain technology to ensure the transparency and authenticity of academic certificates delivered to graduates.
- To boost the city's internal processes with robotic process automation technologies such as software robots that will automate repeatable tasks.
- To transform Sunway's environmentally friendly BRT electric buses into autonomous buses.

\* Sunway Pyramid Shopping Mall is exploring the installation of a 'magic mirror' that allows customers to try on clothes virtually. Supported by AI, the magic mirror is able to recognise the shopper's gender, recommend the right size and suggest accessories.





# 1 TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES

## IMPACT STORIES: SUNWAY FUTUREX FARM



CONCEPT	GOAL	Nourish
An urban farm innovation hub to bring together urban farming professionals, technology companies, researchers and young talents to create high-tech solutions for food and agriculture technology, addressing supply chain challenges from farm to fork.	To improve Malaysia's national food security by scaling agricultural initiatives with technology and new innovations.	To nourish consumers and businesses with sustainable, clean and fresh produce from our farms.

Sunway FutureX Farm is an urban farming initiative led by Sunway iLabs in collaboration with Sunway Property and Sunway University. Launched in November 2020, the 50,000 sq.ft. urban farm innovation hub will benefit communities, allowing them to access fresh produce grown in their neighbourhoods as they discover sustainable living and urban farming.

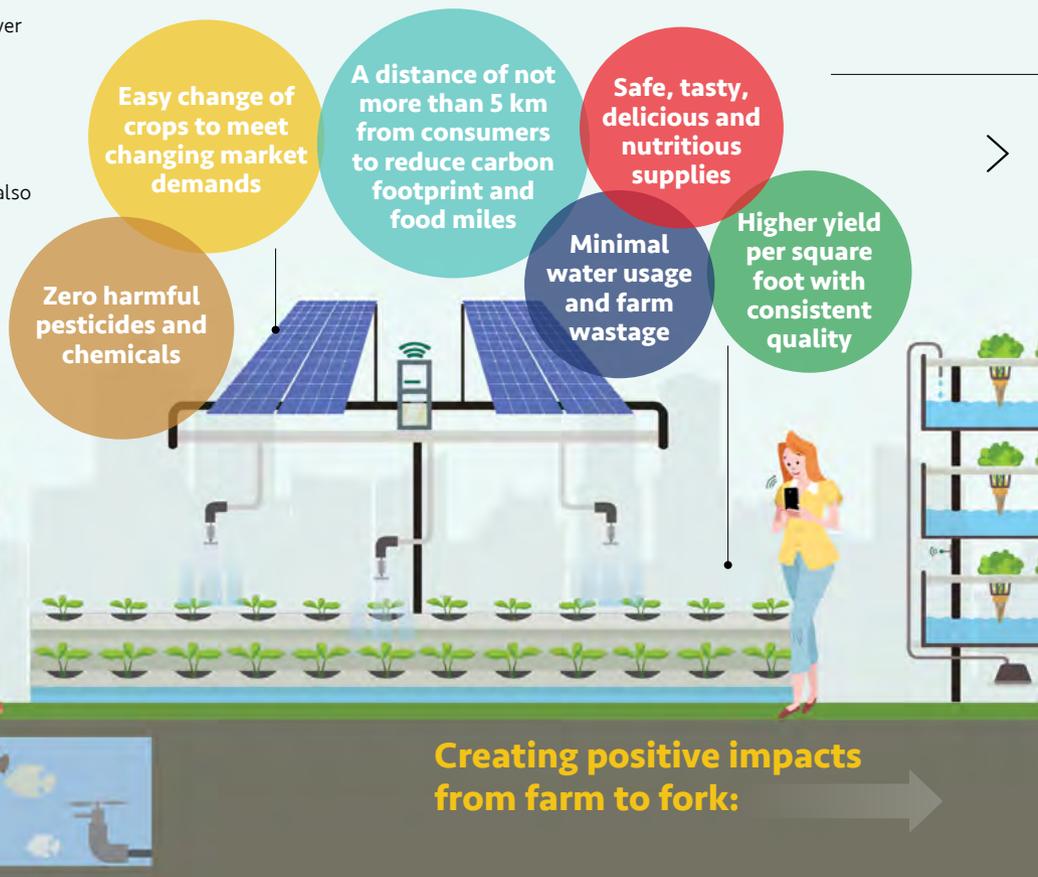
Aimed at strengthening food supply chains and improving food security to cater to the growing urban population, the vision is to build urban farms indoors or outdoors in underutilised spaces such as rooftops and car parks by leveraging technology-driven innovation. Produce from the urban farms will complement the production of conventional farms and reduce Malaysia's dependency on imported food. The initiative also decentralises farming by ensuring every urban farm is within 5 km of the local communities, reducing the distance from farm to plate and eventually lowering consumers' carbon footprint.

FutureX Farm currently partners with Thought For Food, a global non-profit organisation that focuses on entrepreneurial innovation in food and agriculture, as well as Wageningen University & Research, the world's best university in the field of agriculture and forestry. Going forward, Sunway hopes to incorporate precision agricultural technologies, where plants can grow and be monitored through IoT devices, sensors and remote management platforms for better yields and farm efficiency. FutureX Farm is one of the components of Sunway FutureX, an initiative led by Sunway iLabs. Sunway FutureX also includes FutureX Talent, the Malaysian campus for 42KL and other edutech programmes, as well as FutureX Campus, a startup incubation and collaborative workspace.

FutureX Farm is one of the components of Sunway FutureX, an initiative led by Sunway iLabs. Sunway FutureX also includes FutureX Talent, a research and development centre, and FutureX Campus, a training and collaborative space.

For more information on Sunway FutureX, please visit <https://innovationlabs.sunway.edu.my/futurex>

### Smart and sustainable farms ensure:



## TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES

### IMPACT STORIES: SUNWAY FUTUREX FARM

#### ANCHORED ON 4 KEY PILLARS

##### Educate

To educate students and urban communities on urban farming, helping the next generation of agripreneurs and tech farmers to grow.

##### Empower

To build decentralised farms to enable consumers to have food security and be self-sufficient within their communities.

##### Innovate

To leverage technologies to continue to innovate and impact regional adoption and scale of tech-driven agriculture.

#### Through collaborations with:

- Policymakers
- Corporates & investors
- Academia
- Start-ups
- Partners



**15,000** vegetables harvested



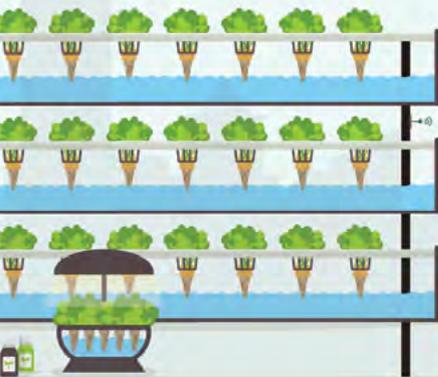
**500** families nourished



**50** vegetable varieties grown



**50** talents trained



#### Production

High-quality crops are grown in safe and controlled environments

#### Processing

The health of crops is monitored for quality control

#### Packaging

Zero plastic is ensured during packaging, using eco-friendly sustainable materials

#### Logistics

Reliable and trusted partners are engaged to deliver fresh produce

#### Distribution

Research and development is carried out to ensure best suited crops for retail, F&B and consumers based on location

#### Retail

Same-day crop harvesting and delivery to urban supermarkets and consumers

#### Consumers

Nutritious, safe and delicious food for consumers



# 1 TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES

## ADAPTING TO CLIMATE CHANGE

### TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES

In tandem with economic and population growth, human activities are contributing to the rise of greenhouse gas (GHG) emissions, which leads to global warming and subsequently, climate change. While the impacts of climate change can cause financial losses to business organisations, they also present new opportunities for businesses to grow at the same time.

At Sunway, we adapt to climate change to both mitigate its negative impacts and identify opportunities to expand and innovate. Our business and investment decisions are guided by taking into account the effects of climate change, which we believe will lead to smarter, more efficient allocation of capital and help smooth the transition to a more sustainable, low-carbon economy.

This year marks a significant milestone in our climate change approach as we became an official supporter of the Task Force on Climate-related Financial Disclosures (TCFD). In this report, we have improved our reporting in accordance to the recommendations of the TCFD, which seeks to appropriately assess and price climate-related risks and opportunities and improve the quality of climate-related financial disclosures with regards to governance, strategy and risk management practices.

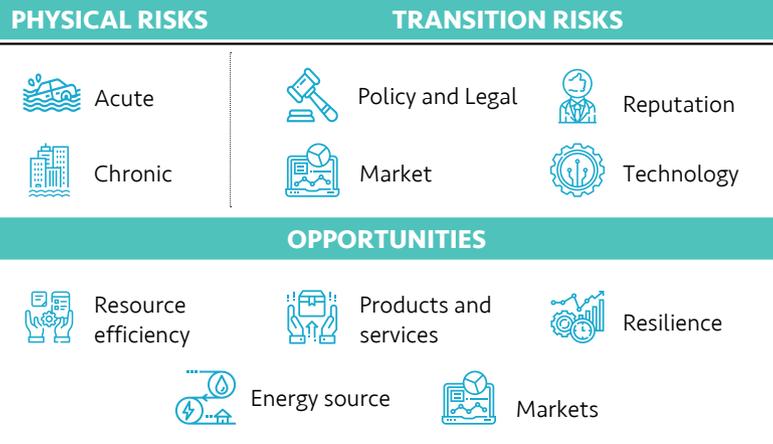
To identify the potential impacts that climate change has on our businesses, we aligned our property development and property investment and industrial business divisions with the risks and opportunities according to TCFD's recommendations. The alignment showed that almost all the business divisions are exposed to the risks and opportunities, which will guide us in strengthening our approach in adapting to climate change. Going forward, we hope to further embed the TCFD approach in our business strategy and operations to mitigate the adverse impacts of climate change.



In alignment with the Paris Agreement agenda, Malaysia has committed to its own Nationally Determined Contribution (NDC), which aims to reduce GHG emissions intensity of GDP by 45% by 2030 relative to the emissions intensity of GDP in 2005. This consists of 35% on an unconditional basis and a further 10% conditional upon receipt of climate finance, technology transfer and capacity building from developed countries. Malaysia's NDC is supported by various policies across government ministries. We are aligned to the following policies which support Malaysia's NDC:

#### POLICIES WHICH SUPPORT MALAYSIA'S NDC

- 1 Low-Carbon Cities Framework
- 2 National Policy on Climate Change
- 3 National Policy on the Environment
- 4 National Agro-food Policy
- 5 National Policy on Biological Diversity
- 6 National Energy Policy
- 7 Four-Fuel Diversification Policy
- 8 Five-Fuel Policy
- 9 National Green Technology Policy
- 10 Renewable Energy Policy and Action Plan
- 11 National Water Resources Policy
- 12 National Strategic Plan for Solid Waste Management



## TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES ADAPTING TO CLIMATE CHANGE

### ECOLOGICAL IMPACTS

GRI 304-2, 307-1

As a leading conglomerate in the Southeast Asian region, managing our ecological impacts is vital to the sustainability of our business to ensure continuous value creation. Preserving the biodiversity and natural ecosystems surrounding our business operations will enable us to continue operating over the long term and create value for our stakeholders. It will minimise health risks to the surrounding local communities and bolster Sunway's branding reputation as a sustainable development leader with strong governance frameworks regarding environmental conservation. Lack of biodiversity efforts will easily expose the organisation to risks of regulatory fines and loss of operating licences, eventually affecting our reputation. Sunway will continue to implement robust policies and create systems to drive ecosystem pollution management and biodiversity preservation. In 2020, there were zero cases and fines on non-compliance with environmental laws and regulations.

### MITIGATING NEGATIVE IMPACTS

Sunway acknowledges that its diverse business operations will naturally impact the environment and strives to mitigate its negative environmental impacts. We have strict policies in place to minimise pollution and we adhere to all regulatory requirements to conserve the surrounding environment within which we operate.

In our property development division, the significant impacts of design, construction and office activity are evaluated every half year through the Environmental Aspect and Impact Register (EAIR). Management and controls will be implemented after the evaluation to ensure negative impacts such as pollution are mitigated for every activity conducted. Activities or features with negative impacts will be evaluated on the likelihood or severity of the impacts using risk ratings while any implementation is assessed on its significance.

Additionally, we ensure Operational Controls, such as management of chemicals, scheduled waste, solid waste (i.e. construction waste and domestic waste), fire hazards, open burning, smoke emission control, dust control, noise control and wastewater, sewage, erosion and surface run-off control, are implemented at every construction site. We also conduct air, water and noise monitoring at least once every quarterly across our construction sites to mitigate pollution.

We focus our new landbank acquisition on lands that are suitable for compact and mixed developments in high-density urban areas to mitigate urban sprawl. Our mixed developments are transit-oriented, walkable developments which promote car-light urban mobility and encourage the use of public transportation. By doing so, we are able to reduce the emission of greenhouse gases and promote a healthier community.

### BIODIVERSITY MANAGEMENT

Sunway Berhad ensures conservation and rehabilitation efforts in all Sunway cities in Malaysia by advocating efficient land use and promoting urban farms to mitigate climate change impacts. We do not build on critical sites and continue to acquire transit-linked land in populous areas for development. To move towards low-carbon developments, we ensure our townships are compact and integrated as we continue to reinvest in the towns to minimise urban sprawl and the need for transportation. Apart from maintaining urban forestry, we will also cultivate urban farms in our townships to create green spaces and reduce carbon footprint.

### SUN BEAR CONSERVATION PROJECT

In a bid to save sun bears from extinction, Sunway University has collaborated with Sunway Lagoon to conduct research on two subspecies of sun bears, the Malayan subspecies and the Bornean subspecies. The research will focus on landscape characteristics and population genetic structure of sun bears in Malaysia with the objective of assessing the genetic variation of sun bears. As part of the collaboration, Sunway Lagoon provides genetic samples from the sun bears in its wildlife park. The collaboration promotes the UN-SDGs through the creation of edutainment platforms and

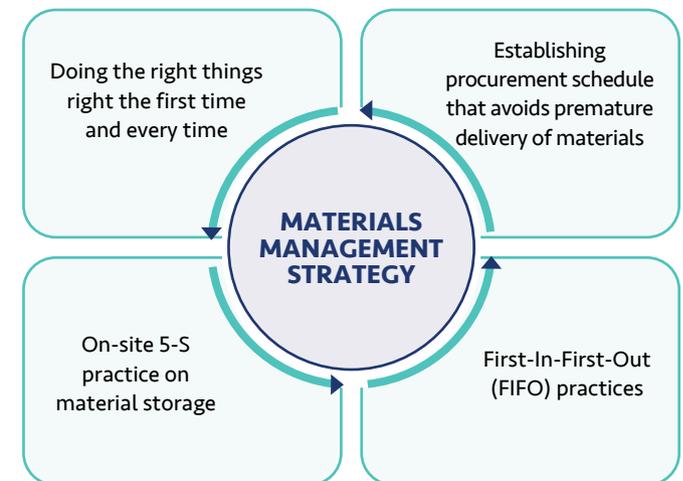
reflects the development of educational programmes between Sunway Lagoon and Sunway University. It also aims to create awareness on the dangers faced by sun bears due to habitat loss and poaching as well as inspiring action that will help conserve wildlife.

### SUSTAINABLE LAND MANAGEMENT

Sunway is committed to efficient urban land use as the Group focuses on developing compact, mixed-use developments that are transit-oriented and enable communities to stay connected. Such developments help mitigate the adverse impacts of rapid urbanisation and GHG emissions by encouraging walking and the use of public transport.

To date, 97% of our total gross development value has been within mixed-use and transit-oriented developments. Six of our largest mixed developments are on brownfield sites. Brownfield site redevelopment may lead to a net GHG reduction of 51.9 MT CO<sub>2</sub> eq. over a 70-year period, or 0.74 MT CO<sub>2</sub> yr<sup>-1</sup>.

In 2020, we launched another RM1.9 billion worth of properties and 100% of these developments were near transit or train stations in order to promote accessibility.





**TRANSFORMING** OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES  
ADAPTING TO CLIMATE CHANGE

**SUNWAY CITIES' PORTFOLIOS**

GRI 203-1, 203-2, 304-1, 304-3

# SUNWAY CITY KUALA LUMPUR

**ECONOMIC DIMENSION**

**INTERNET ACCESS**

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

**TRANSIT-ORIENTED DEVELOPMENT**

- Convenient access (within 0.5 km) to public transportation including Sunway City Kuala Lumpur shuttle bus and Bus Rapid Transit (BRT) Sunway (RM123 million investment by Sunway).
- MyRapid Park 'N' ride parking facility (Kompleks BRT Sunway)

**PEDESTRIAN INFRASTRUCTURE**

- 100% walkable with elevated walkway and underground connectivity

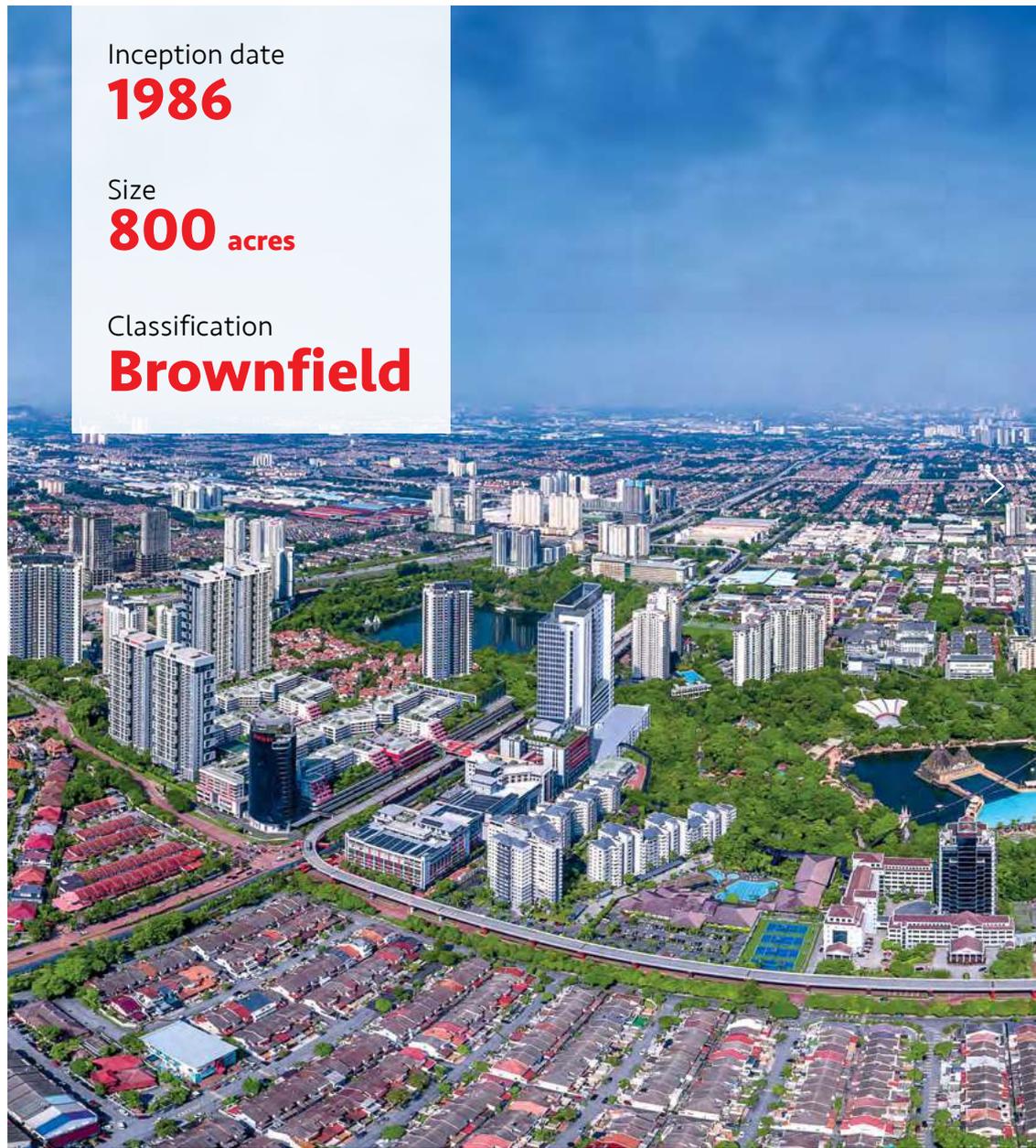
**LOW-CARBON EMISSION VEHICLE SUPPORT**

- Electric vehicle parking bays are provided at Sunway Pyramid Shopping Mall, The Pinnacle Sunway and Sunway Medical Centre

**SUSTAINABLE BUILDINGS**

- Sunway City Kuala Lumpur - GBI Silver
- Sunway Geo Tower - GreenRE Bronze
- The Pinnacle Sunway - GBI Certified, Green Mark Gold

URBAN DEVELOPMENT AND SPATIAL PLANNING	
Compact development	<ul style="list-style-type: none"> <li>• Residential, commercial, retail, healthcare, education, hospitality and leisure</li> <li>• 40% of assets owned and operated by Sunway</li> </ul>
Integration and mixed land use	
Social inclusion	<ul style="list-style-type: none"> <li>• Inclusive development recognition by the Selangor Town and Country Planning Development</li> </ul>
Resilience to climate change	<ul style="list-style-type: none"> <li>• Water treatment plant</li> <li>• Solar energy generation</li> </ul>



Inception date

**1986**

Size

**800 acres**

Classification

**Brownfield**

## TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES ADAPTING TO CLIMATE CHANGE



### YOUTH SUPPORT/SME SUPPORT

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

### ENVIRONMENT DIMENSION

#### Greenscapes and bluescapes

40%

### BIODIVERSITY

#### Flora

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

#### Fauna

- 22 bird species

### ACHIEVEMENTS & RECOGNITION

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

### SOCIETY AND CULTURE DIMENSION

#### Cultural Infrastructure

- Performing Arts Centre (Under Construction)

#### Security Services

- More than 10,000 CCTVs
- Close to 900 auxiliary and plainclothes policeman and security guards
- 14 patrol cars
- 4 tourist police

#### Childcare

- Sunway partially subsidises the tuition fees for R.E.A.L. Kids Sunway and The Parenthood as well as Sunway Little Sunshine, a childcare centre catering to babies from two to three months old, if parents are employees
- This subsidy is available for up to two children per family for a maximum of RM200 per month per child
- Childcare subsidies of up to RM2,400 are tax-exempt



**TRANSFORMING** OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES  
ADAPTING TO CLIMATE CHANGE

# SUNWAY CITY IPOH



Inception date  
**1995**

Size  
**1,346 acres**

Classification  
**Greenfield**

## ECONOMIC DIMENSION

### PEDESTRIAN INFRASTRUCTURE

- 100% walkable

### SUSTAINABLE BUILDING

- Sunway Mont Bleu - Green Mark Gold
- Sunway Onsen Suites - GreenRE Gold (Provisional Cert)

URBAN DEVELOPMENT AND SPATIAL PLANNING	
Compact development	<ul style="list-style-type: none"> <li>• More than 1,400 units of residential, commercial and industrial properties completed to date</li> <li>• Leisure, education, hospitality, retail properties</li> </ul>
Integration and mixed land use	<ul style="list-style-type: none"> <li>• 40% of assets owned and operated by Sunway</li> </ul>

## ENVIRONMENT DIMENSION

### Greenscapes and bluescapes

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

### Biodiversity

#### Flora

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

#### Fauna

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

## SOCIETY AND CULTURE DIMENSION

### Security Services

- 510 CCTVs
- Auxiliary police
- Patrol cars

### Local Food Production

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

TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES  
ADAPTING TO CLIMATE CHANGE

# SUNWAY CITY ISKANDAR PUTERI



Inception date **2012**      Size **1,800 acres**      Classification **Greenfield**

## ECONOMIC DIMENSION

### NEW DELIVERED PROPERTIES IN 2020

- Sunway GRID hub
- Sunway Citrine Lakehomes

### SUSTAINABLE TOWNSHIP & BUILDINGS

- Sunway City Iskandar Puteri - GBI Silver
- Sunway Citrine - GreenRE Bronze
- Sunway Southern Region Office - GBI Certified FPA
- Sunway GRID - GreenRE Silver

### PEDESTRIAN INFRASTRUCTURE

- 100% walkable with elevated walkway

URBAN DEVELOPMENT AND SPATIAL PLANNING	
Compact development	<ul style="list-style-type: none"> <li>• 920 units of residential and commercial properties completed to date</li> </ul>
Integration and mixed land use	<ul style="list-style-type: none"> <li>• Retail, commercial and hospitality properties</li> </ul>

## ENVIRONMENT DIMENSION

### Greenscapes and bluescapes

40%

### Biodiversity

#### Flora

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

#### Fauna

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

## SOCIETY AND CULTURE DIMENSION

### Innovation support

Partnership with NEC to install 11 Automatic Number-Plate Recognition (ANPR) cameras:

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

### Security Services

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



**TRANSFORMING** OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES  
ADAPTING TO CLIMATE CHANGE

**18** Buildings Certified Green **2** Townships Certified Green

CERTIFIED GREEN BUILDINGS		
TYPE	PROPERTY	GREEN CERTIFICATION
<b>CENTRAL</b>		
Township	Sunway City Kuala Lumpur	GBI - Silver (Provisional Cert)
Residential (Existing, New & Upcoming)	Sunway Velocity Two - Plot B (Tower C & D)	GreenRE - Gold (Provisional Cert)
	Sunway Velocity Two - Plot A (Tower A & B)	
	Sunway Avila	
	Sunway Serene	Green Mark - Gold (Provisional Cert)
	Sunway Nexis - SOHO	
	Sunway Rymba Hills	
	Sunway SPK 3 Harmoni	
Non-Residential (Existing)	Sunway Vivaldi - Clubhouse	GreenMark - Provisional Cert
	The Pinnacle Sunway	GBI - Certified
		Green Mark - Gold
	Sunway Geo Tower	GreenRE - Bronze (Provisional Cert)
Sunway Visio Tower	GreenRE - Silver	
Non-Residential (New & Upcoming)	Sunway Velocity TWO - Corporate Office	GreenRE - Platinum (Provisional Cert)
<b>SOUTHERN</b>		
Township	Sunway City Iskandar Puteri	GBI - Silver

TYPE	PROPERTY	GREEN CERTIFICATION
<b>SOUTHERN</b>		
Non-Residential (Existing)	Sunway Citrine	GreenRE - Bronze (Provisional Cert)
	Sunway Southern Region Office	GBI - Certified CVA
	Sunway Big Box Retail Park	GreenRE - Bronze
Non-Residential (New or Upcoming)	Sunway GRID	GreenRE - Silver (Provisional Cert)
<b>NORTHERN</b>		
Residential (Existing, New and Upcoming)	Sunway Mont Bleu (Ipoh)	Green Mark - Gold (Provisional Cert)
	Sunway Onsen Suites	GreenRE - Gold (Provisional Cert)
Non-Residential (Existing)	Sunway Property @ Anson	GBI - Gold (Provisional Cert)

TARGETED GREEN BUILDING CERTIFICATIONS		
TYPE	PROPERTY	GREEN CERTIFICATION
<b>CENTRAL</b>		
Residential (Existing, New & Upcoming)	Sunway Bukit Jalil	Target: GreenRE - Gold
	Sunway Artessa	
	Sunway GEOLake Residence	GreenRE - Gold (Provisional Cert)
	D'Hill @ Sunway Damansara	Target: GreenRE - Gold
	Sunway Damansara Parcel 7-11	
	Sunway Belfield	GreenRE - Gold (Provisional Cert)
	Sunway Jernih Residence @ Kajang	Target: GreenRE - Bronze

## TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES ADAPTING TO CLIMATE CHANGE

TYPE	PROPERTY	GREEN CERTIFICATION
<b>CENTRAL</b>		
Non-Residential (Existing)	Sunway Putra	Target: GreenRE - Gold
Non-Residential (New & Upcoming)	Sunway International School @ USJ1	Target: GreenRE - Platinum
	Sunway Pinnacle 2 (JC Tower)	Target: GreenRE - Gold/Platinum
		Target: LEED - Gold/Platinum
	Sunway South Quay Mixed Development, CP2	Target: GreenRE - Platinum
		Target: LEED - Gold/Platinum
Sunway Medical Centre 4	Target: GreenRE - Gold	
Sunway Medical Centre 4	Target: GreenRE - Bronze	
<b>SOUTHERN</b>		
Residential (Existing, New and Upcoming)	Sunway GRID Residence	Target: GreenRE - Silver
	Sunway Maple Residence	Target: GreenRE - Bronze
Non-Residential (New or Upcoming)	Sunway Hotel Big Box	
	Sunway Big Box Office Tower	Target: GreenRE - Gold/Platinum
	Sekolah Jenis Kebangsaan (C) Cheah Fah	Target: GreenRE - Silver
	Sunway International School Sunway City Iskandar Puteri	Target: GreenRE - Bronze
<b>NORTHERN</b>		
Residential (Existing, New and Upcoming)	Sunway Valley City - Phase 2	Target: GreenRE - Gold
Non-Residential (New or Upcoming)	Sunway Carnival Shopping Mall (Expansion)	Green Mark - Gold Plus (Provisional) Target: GreenRE - Gold
	Sunway Valley City - Phase 3	Target: GreenRE - Gold
	Sunway Valley City - Phase 1	Target: GreenRE - Silver
	Sunway Valley City - Phase 4	Target: GBI - Certified
	Sunway Medical Centre (S)	

### ISO 14001:2015 ACHIEVEMENTS

Sunway is an ISO 14001:2015 certified developer and we strive for all our industrial properties to be ISO 14001:2015 certified by 2030. The contractors in our ongoing construction sites are briefed on the requirements of the certification to ensure the Group achieves its targets.

The projects that are ISO 14001:2015 compliant are listed below:

#### ONGOING CONSTRUCTION SITES

24 out of 24 sites or 100% of our ongoing construction sites are ISO 14001:2015 compliant:

- |                                  |   |
|----------------------------------|---|
| 1 Sunway Serene                  | 13 Sunway Medical Centre Seberang Jaya            |
| 2 Sunway GEOLake Residence (RC1) | 14 Sunway Carnival Shopping Mall Extension        |
| 3 Sunway Medical Centre 4        | 15 Sunway Big Box Hotel                           |
| 4 CP2                            | 16 Sunway Damansara Medical Centre                |
| 5 Sunway International School    | 17 Sunway Subang                                  |
| 6 Sunway Avila                   | 18 Sunway Citrine Lake Homes Phase 1 & 2          |
| 7 Sunway Velocity Phase 3C4      | 19 Sunway Citrine Lake Homes Phase 3              |
| 8 Sunway Velocity Two Plot A     | 20 Sunway Grid                                    |
| 9 Sunway Velocity Two Plot B     | 21 Sekolah Jenis Kebangsaan Cheah Fah             |
| 10 Sunway Belfield               | 22 Sunway Iskandar International School Extension |
| 11 Sunway Waterfront Residence   | 23 Sunway Lenang Heights Phase 1B                 |
| 12 Sunway Onsen Suites           | 24 Sunway Iskandar Earthwork Plot                 |

#### INDUSTRIAL PROPERTY SITES

100% or all six of Sunway's Building Materials sites are ISO 14001:2015 certified.

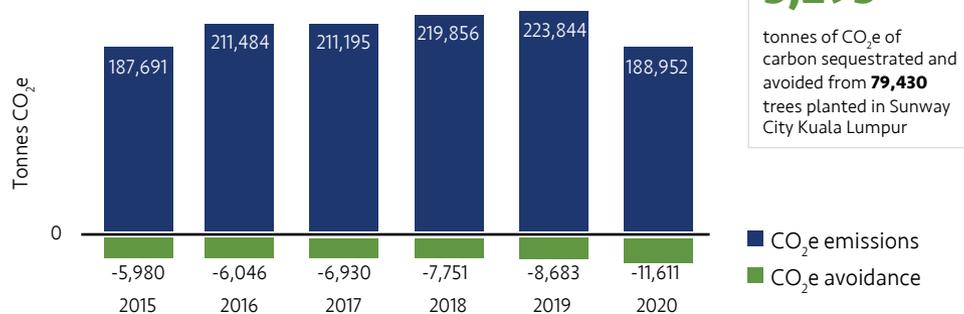
- 1 Sunway Paving Solutions Sdn Bhd (Batang Kali)
- 2 Sunway Paving Solutions Sdn Bhd (Marang)
- 3 Sunway Paving Solutions Sdn Bhd (Nibong Tebal)
- 4 Sunway Paving Solutions Sdn Bhd (Senai)
- 5 Sunway Spun Pile Sdn Bhd (Batang Kali)
- 6 Sunway VCP Sdn Bhd



## TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES ADAPTING TO CLIMATE CHANGE

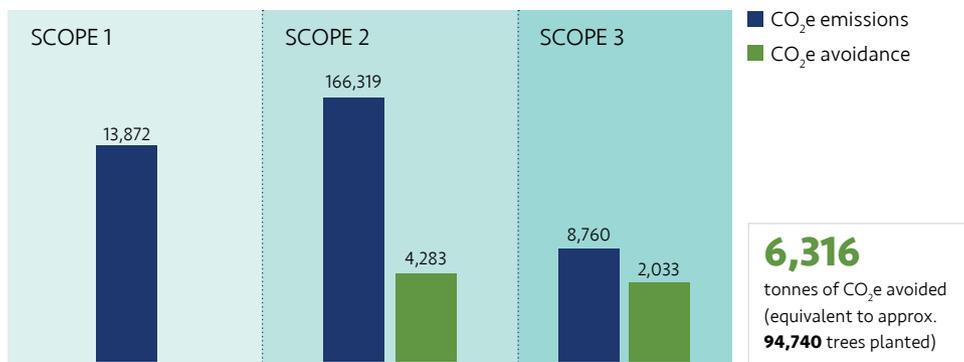
### Sunway aims to be carbon neutral by 2050

#### TOTAL CO<sub>2</sub>e EMISSIONS AND CO<sub>2</sub>e AVOIDANCE



#### CO<sub>2</sub>e EMISSIONS AND CO<sub>2</sub>e EMISSIONS AVOIDANCE IN 2020

GRI 305-1, 305-2, 305-3, 305-5



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

**Notes:**

- CO<sub>2</sub>e emissions refer to total CO<sub>2</sub>e emissions from Scope 1, 2 and 3
- CO<sub>2</sub>e avoidance refers to total CO<sub>2</sub>e avoided through solar energy projects, waste diversion and sustainable purchased goods, and CO<sub>2</sub>e sequestered through tree-planting projects
- \* The 11,611 tonnes of CO<sub>2</sub>e avoided in 2020 is the sum of 6,316 tonnes of CO<sub>2</sub>e avoided from Scope 2 and 3 in 2020 and the 5,295 tonnes of CO<sub>2</sub>e of carbon sequestered and avoided from 79,430 trees planted

To read about Sunway's efforts in making its cities greener in IMPACT STORIES: Who Says Money Can't Grow On Trees, please refer to page 28

In 2020, we recorded lower GHG emissions for Scope 1 and 2 due the new normal of working from home and reduced operation hours caused by the pandemic. However, emissions for Scope 3 increased from waste generation and business travel by land although emissions from business travel by air recorded a drastic drop due to closures of international borders. Going forward, we will strive to bolster our approach to climate change and intensify energy conservation initiatives to reduce our carbon footprint.

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

#### CO<sub>2</sub>e emissions:

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

#### CO<sub>2</sub>e avoidance:

- Scope 1: None
- Scope 2: Total CO<sub>2</sub>e avoided figure is obtained from solar energy
- Scope 3: Total CO<sub>2</sub>e avoided figure is obtained from waste diverted from landfills and sustainable purchased goods

#### Percentage of CO<sub>2</sub>e Emissions by Activity in 2020



# 1 TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES

## MANAGING OUR ENVIRONMENTAL IMPACTS

### ENERGY MANAGEMENT

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

Sunway is committed to efficient energy management as we recognise the key role it plays in reducing GHG emissions. We are guided by our Group Sustainable Development Policy which states our commitment to aligning our goals with the UN-SDGs and the Ministry of Environment and Water (KASA). We have invested heavily in a number of core energy-saving programmes since the start of our sustainability journey including installing solar PVs wherever possible. We conduct regular campaigns among our employees, tenants and communities to instil awareness on and knowledge about why and how to save energy.

We will continue to identify areas where we can improve energy efficiency in our effort to build sustainable cities.

### SOLAR ENERGY

Since 2018, Sunway has embarked on a long-term project to reduce our energy consumption from fossil fuels and switch to renewable solar energy where possible. In 2019, we had 1% of our total energy consumption generated from solar energy and in 2020, this increased to 3% (7,408 MWh), which is the target we had set last year. This was achieved by completing solar panel installations at the following sites:

- Sunway University
- Sunway Monash Residence
- Canopy Walk
- Sunway VCP
- Monash University
- Sunway Big Box Retail Park
- Sunway Pyramid Shopping Mall
- Sunway International School Iskandar

These installations were equivalent to avoiding 4,334 tonnes of CO<sub>2</sub>e. Moving forward, we plan to source 25% of electricity from renewable energy sources by 2030.

#### • Total solar consumption

**1%** In 2019

**3% (7,408 MWh)** In 2020

**Actual savings from solar consumption in 2020 (equivalent to avoiding 4,334 tonnes of CO<sub>2</sub>e)**

**7,408 MWh**





## TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES MANAGING OUR ENVIRONMENTAL IMPACTS

### ONGOING ENERGY EFFICIENCY INITIATIVES

Throughout the year, all our business divisions continued to undertake various energy efficiency initiatives that helped to reduce our overall energy consumption. This included initiatives such as chiller optimisation, replacing T5 fluorescent or CFO bulbs with LEDs, installing motion sensors and installing solar panels. Our Sunway Monash Residence also installed a smart metering system, an electronic device that records consumption of electric energy and communicates the information to the electricity supplier for monitoring and billing. Smart meters typically record energy consumption hourly or more frequently to help users monitor their energy usage.

### ANNUAL ENERGY EFFICIENCY REVIEW

Our facility management team carries out bi-annual energy review based on data provided by business divisions. We track performance by sectors according to performance standards for each industry. In 2020, we continued with our retrofit projects across our business divisions to decrease our Building Energy Intensity. Due to the MCO, only retail, office and education recorded a drop in energy intensity while the energy intensity for hotel, healthcare and student residence increased. The Group's total energy consumption, however, decreased due to the new normal of working from home caused by the pandemic.

### ESTIMATED ENERGY SAVINGS IN 2020

#### RETAIL

 **19,424 MWh**

ENERGY SAVINGS

##### LED light replacement

- Sunway Pyramid Shopping Mall
- Sunway Putra Mall
- Sunway Giza Mall
- Sunway Carnival Shopping Mall

##### Chiller optimisation

- Sunway Pyramid Shopping Mall
- Sunway Carnival Shopping Mall
- Sunway Putra Mall

##### Building Energy Management System (BEMS)

- Sunway Pyramid Shopping Mall

#### HEALTHCARE

 **12,084 MWh**

ENERGY SAVINGS

##### LED light replacement

- Sunway Medical Centre

##### Adjusting daily operational needs

- Sunway Medical Centre Velocity

##### Replacement of old electrical appliances with new and/or more efficient ones

- Sunway Medical Centre
- Sunway Medical Centre Velocity

##### Chiller optimisation

- Sunway Medical Centre
- Sunway Medical Centre Velocity

##### Installation or replacement of large appliances/systems

- Sunway Medical Centre Velocity

#### HOSPITALITY

 **3,724 MWh**

ENERGY SAVINGS

##### LED light replacement

- Sunway Resort
- Sunway Clio Hotel
- Sunway Hotel Seberang Jaya
- Sunway Hotel Georgetown

##### Installation of motion sensors

- Sunway Velocity Hotel

##### Replacement of old electrical appliances with new and/or more efficient ones

- Sunway Resort

##### Adjusting daily operational needs

- The Banjaran Hotsprings Retreat
- Sunway Resort

##### Installation or replacement of large appliances/systems

- Sunway Resort

#### LEISURE

 **5,443 MWh**

ENERGY SAVINGS

##### Adjusting daily operational needs

- Sunway Lagoon Theme Park

#### OTHERS

 **1,336 MWh**

ENERGY SAVINGS

##### LED light replacement

#### OFFICE

 **2,772 MWh**

ENERGY SAVINGS

##### LED light replacement

- Menara Sunway
- Sunway Tower
- The Pinnacle Sunway
- Sunway Putra Tower
- Wisma Sunway

##### Chiller optimisation

- Sunway Geo
- Wisma Sunway
- Menara Sunway

##### Installation of motion sensors

- Sunway Geo
- Wisma Sunway

##### Adjusting daily operational needs

- Menara Sunway
- The Pinnacle Sunway
- Wisma Sunway

#### EDUCATION

 **3,848 MWh**

ENERGY SAVINGS

##### LED light replacement

- Sunway University
- Monash University

##### Chiller optimisation

- Sunway University

##### Replacement of old electrical appliances with new and/or more efficient ones

- Sunway University

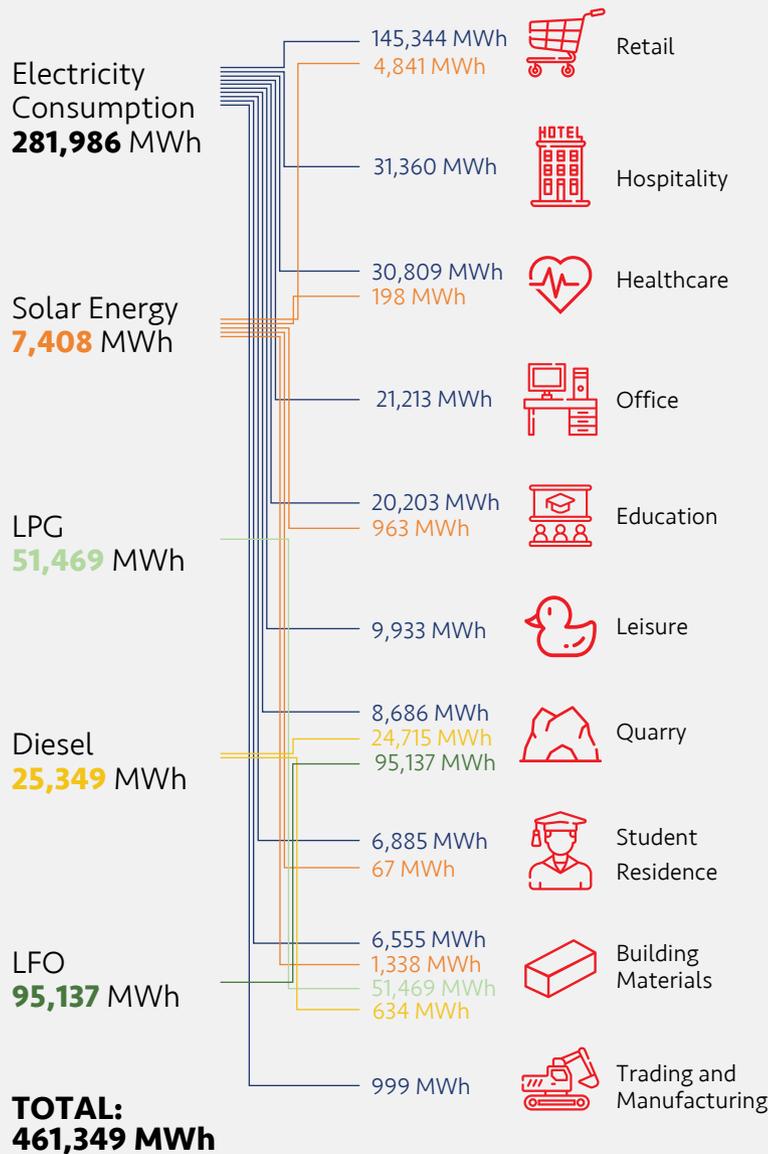
##### Installation or replacement of large appliances/systems

- Sunway University & Sunway College

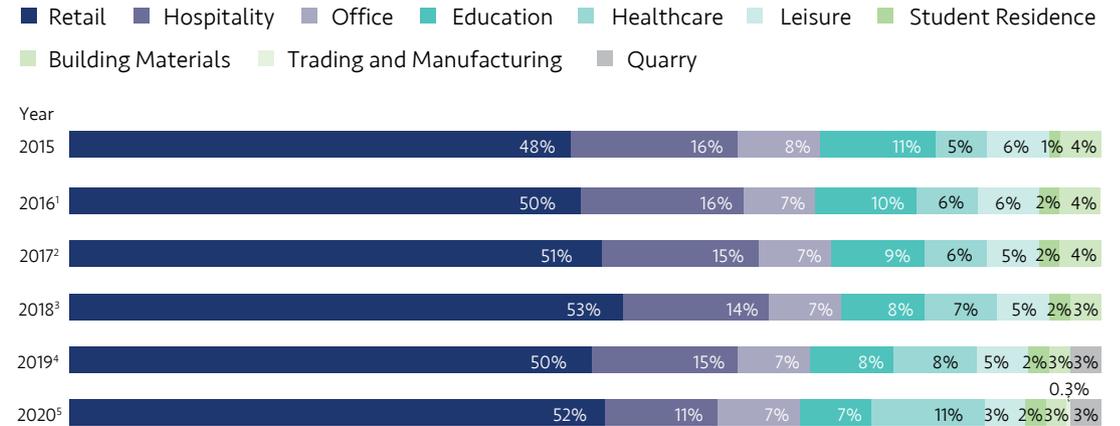
**In FY2020, Sunway Berhad estimated a total savings of 48,632 MWh due to our energy-efficient initiatives across all operations.**

## TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES MANAGING OUR ENVIRONMENTAL IMPACTS

### TOTAL ENERGY CONSUMPTION (MWH) BY SECTOR IN 2020



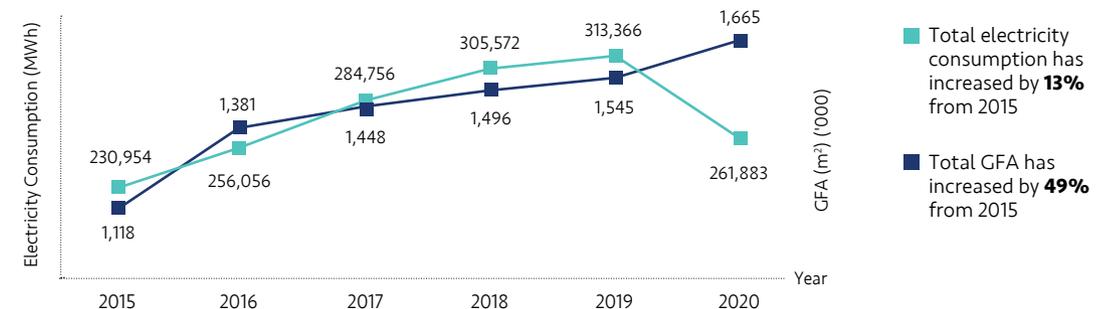
### TOTAL ENERGY CONSUMPTION (%) BY SECTOR



- <sup>1</sup> New properties added: Sunway Clio Hotel, Sunway Pyramid West, Sunway Giza Mall, Sunway Velocity Mall, Sunway Medical Centre 3
- <sup>2</sup> New properties added: Sunway Citrine Hub, Sunway Geo Avenue, Sunway Iskandar International School, Sunway Velocity Hotel
- <sup>3</sup> New properties added: Sunway Medical Residence
- <sup>4</sup> New properties added: Sunway University Apartment, Sunway Quarry
- <sup>5</sup> New properties added: Sunway Big Box Retail Park, Sunway University Residence

### TOTAL ELECTRICITY CONSUMPTION (MWh) VS TOTAL GFA (M<sup>2</sup>) ('000)

The Group's overall electricity consumption decreased from 2019 to 2020 as our buildings operated at below normal capacity due to the MCO, which did not reflect a business as usual scenario. The Group's energy use intensity recorded a slight increase in most business divisions in 2020. However, the energy use intensity of our theme parks in the leisure division saw a sharp increase as minimal maintenance works needed to be carried out despite the low count in visitors.

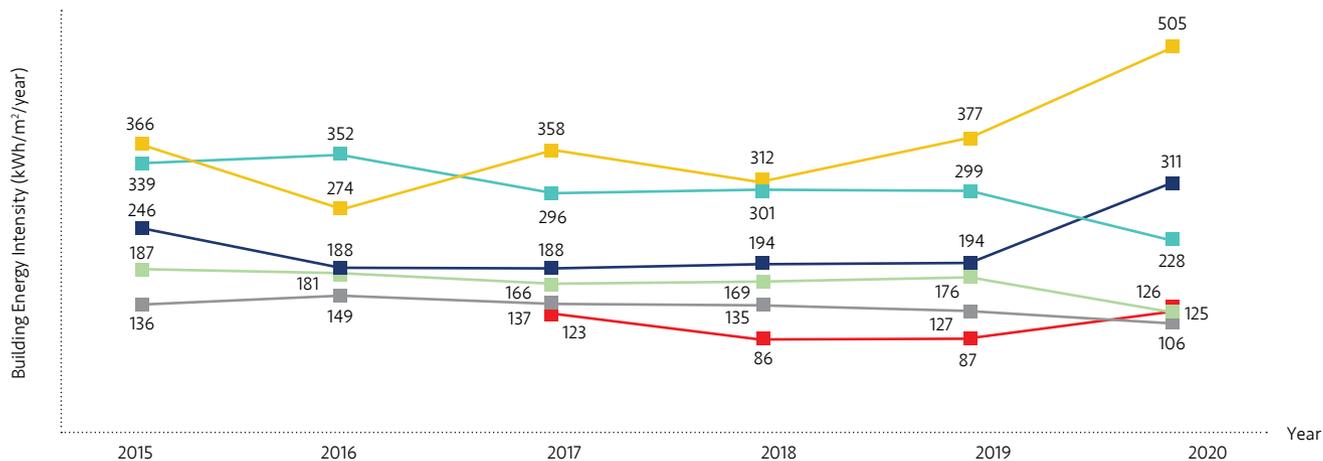


**Note:** includes buildings from the retail, hospitality, office, education, healthcare and student residence sectors



# TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES MANAGING OUR ENVIRONMENTAL IMPACTS

## BUILDING ENERGY INTENSITY (KWH/M<sup>2</sup>/YEAR)



- **Healthcare** - BEI increased by 38% from 2015
- **Hospitality** - BEI increased by 27% from 2015
- **Retail** - BEI decreased by 33% from 2015
- **Office** - BEI decreased by 22% from 2015
- **Education** - BEI decreased by 33% from 2015
- **Student Residence** - BEI increased by 2% from 2017

## ENERGY USE INTENSITY (KWH/PERSON/YEAR & KWH/TONNE/YEAR)



- **Leisure** - EUI increased by 175% from 2015
- **VCP** - EUI increased by 19% from 2015
- **Spun Pile** - EUI decreased by 1% from 2019
- **Paving Solutions** - EUI decreased by 68% from 2018
- **Quarry** - EUI increased by 19% from 2019

## TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES MANAGING OUR ENVIRONMENTAL IMPACTS

### WATER & EFFLUENTS

GRI 303-1, 303-2, 303-3, 303-4, 303-5, 306-1, 306-3, 306-5, 307-1

The majority of Sunway's operations are in Malaysia and while the country is blessed with sufficient rainfall, stable water supply remains an issue. For example, in 2020 alone, the Federal Territory of Kuala Lumpur and State of Selangor experienced 24 water disruptions. As such, we are ever aware of the need to conserve water and reduce our consumption wherever possible. Since our inception, our approach has always been to optimise efficiency across our value chain and identify areas for improvement across the life cycle of all our business areas.

This life cycle approach has been applied to all our new builds and existing buildings, specifically focusing on how to conserve water by reducing, recycling and reusing.

### RAINWATER HARVESTING

The installation of rainwater harvesting systems has been a key initiative across our major operational sites with high water consumption. Approximately RM158,000 has been invested in rainwater harvesting systems for 8% of our sites, and more installations are currently being planned. In 2020, the following sites completed the installation of a rainwater harvesting system:

- Sunway University
- Sunway Hotel Georgetown

The total amount of rainwater stored is used for landscape maintenance and cleaning outdoor areas. Sunway Lagoon Theme Park also uses rainwater to top up its Rapid River ride, which saves about RM4,000 or 1,656 m<sup>3</sup> per year. We collected a total of 29,627 litres of rainwater in 2020.

For more information on effluent data, please refer to the Key Performance Index on pages 102 and 103

#### Sunway Hotel Georgetown

SUNWAY

As part of Sunway's ongoing programme to conserve water and in support of the Penang State Government's Go Green Campaign, Sunway Hotel Georgetown installed a rainwater harvesting tank on the roof of a utilities area in early January 2020. The poly water tank can hold up to 400 gallons (1,548 litres) and is currently being used to water plants and clean the outdoor areas of the hotel. It is estimated that in one month, up to 6,000 litres of water can be collected and used, which amounts to 72,000 litres of water saved in one year.

### ONGOING INITIATIVES

We have continued to take a proactive role in doing our best to ensure we have sufficient water for all our operations through a number of core initiatives such as installing water-efficient fixtures and rainwater harvesting systems.

In 2020, the Group's total water consumption from municipal potable water supply dropped by about 38% from 2019 due to the pandemic and MCO.

In 2020, we saved an estimated **37,392 m<sup>3</sup>** of water or **RM122,919**

### ESTIMATED WATER SAVINGS IN 2020

#### OFFICE



**27,976 M<sup>3</sup>**

ANNUAL SAVINGS

#### Water-efficient fittings, fixtures and systems

- Menara Sunway
- Sunway Tower
- Sunway Putra Tower
- Wisma Sunway
- The Pinnacle Sunway

#### Rainwater harvesting for non-potable use

- Menara Sunway
- The Pinnacle Sunway

#### HOSPITALITY



**24 M<sup>3</sup>**

ANNUAL SAVINGS

#### Water-efficient fittings, fixtures and systems

- Sunway Resort

#### Rainwater harvesting for non-potable use

- Sunway Hotel Georgetown
- Sunway Clio Hotel

#### LEISURE



**4,075 M<sup>3</sup>**

ANNUAL SAVINGS

#### Rainwater harvesting for non-potable use

- Sunway Lagoon Theme Park

#### Utilisation of lakewater and groundwater

- Sunway Lagoon Theme Park

#### EDUCATION



**817 M<sup>3</sup>**

ANNUAL SAVINGS

#### Rainwater harvesting for non-potable use

- Sunway University

#### RETAIL



**4,500 M<sup>3</sup>**

ANNUAL SAVINGS

#### Water-efficient fittings, fixtures and systems

- Sunway Velocity Mall
- Sunway Putra Mall

#### Rainwater harvesting for non-potable use

- Sunway Velocity Mall



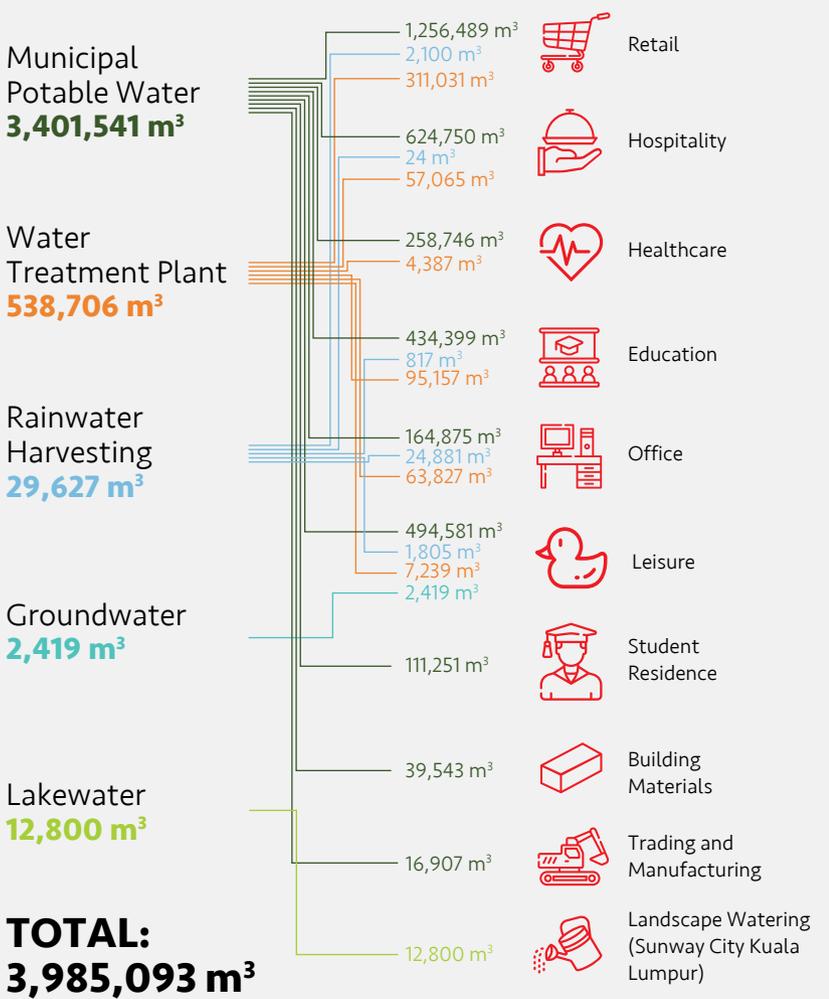
TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES  
MANAGING OUR ENVIRONMENTAL IMPACTS



WATER PERFORMANCE DATA

Our total water consumption for 2020 was 3,985,093 m<sup>3</sup>. Most of our business divisions draw water from municipal water supplies. The Group's total water consumption decreased by almost 28% in 2020 mainly due to reduced operation hours caused by the pandemic.

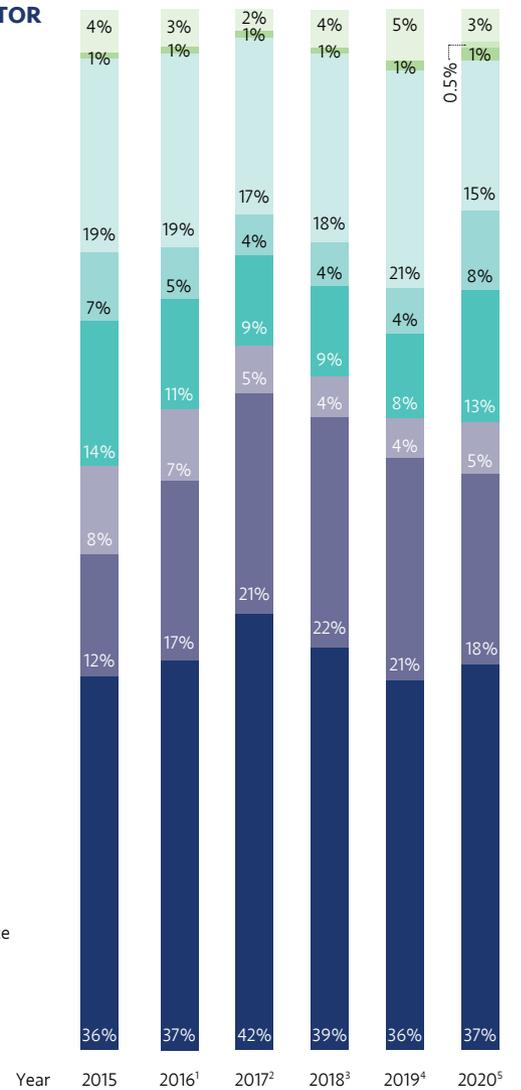
TOTAL WATER CONSUMPTION BY SECTOR IN 2020 (M<sup>3</sup>)



TOTAL WATER CONSUMPTION (%) BY SECTOR

- Retail
- Education
- Building Materials
- Trading and Manufacturing
- Student Residence
- Hospitality
- Healthcare
- Office
- Leisure

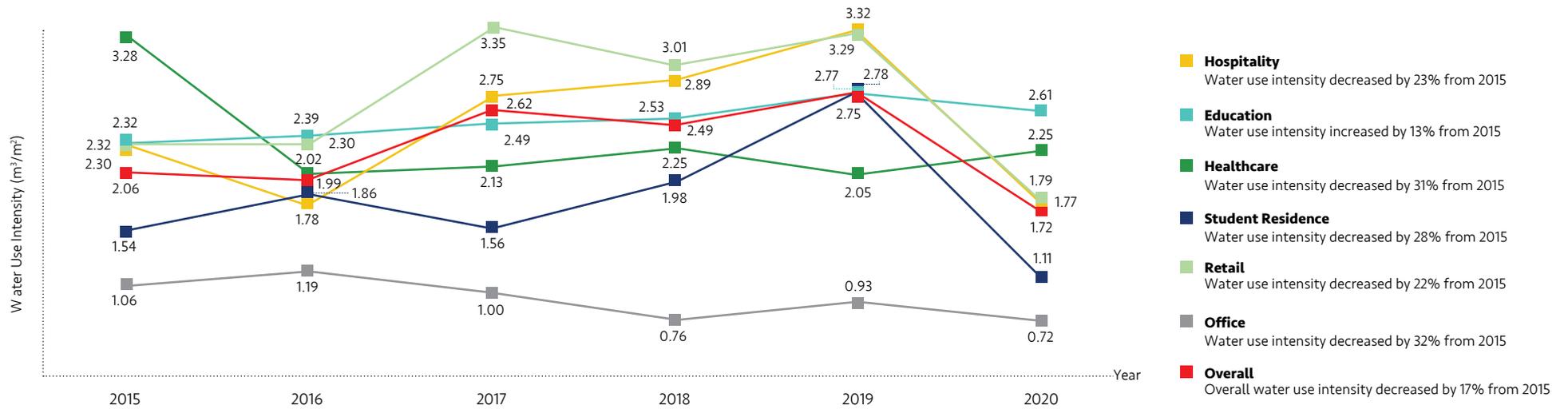
- New properties added:**  
Sunway Giza Mall, Sunway Pyramid West Mall, Sunway Resort, Sunway Pyramid Hotel, Sunway Clio Hotel, The Banjaran Hotsprings Retreat, Sunway Medical Centre 3, Sunway Spun Pile, Sunway University Residence
- New properties added:**  
Sunway Velocity Mall, Sunway Citrine Hub
- New properties added:**  
Sunway Velocity Hotel, Sunway Geo, Sunway Medical Residence, Sunway Iskandar International School
- New properties added:**  
Sunway University Apartment
- New properties added:**  
Sunway Big Box Retail Park, Sunway University Residence



## TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES MANAGING OUR ENVIRONMENTAL IMPACTS

### WATER USE INTENSITY (M<sup>3</sup>/M<sup>2</sup>)

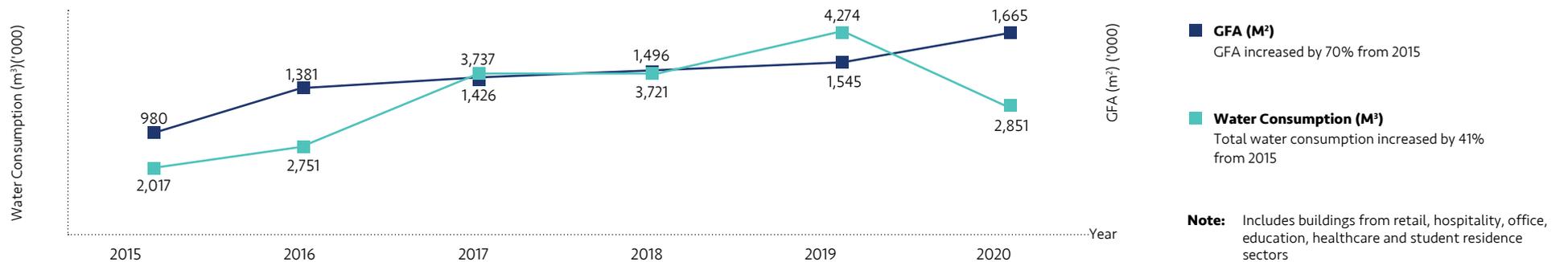
The overall water intensity from municipal potable water supplies has decreased by 17% from 2015 levels for the business divisions displayed in the chart below. While the Group's overall water use intensity has decreased since 2015, the water use intensity for the hospitality division decreased drastically in 2020 due to renovation works in Sunway Resort and low guest count following the closure of borders and the MCO. The Group's overall water consumption decreased from 2019 to 2020. However, the water use intensity for our leisure division increased as minimal maintenance works needed to be carried out despite the low count in visitors.



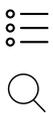
- Hospitality**  
Water use intensity decreased by 23% from 2015
- Education**  
Water use intensity increased by 13% from 2015
- Healthcare**  
Water use intensity decreased by 31% from 2015
- Student Residence**  
Water use intensity decreased by 28% from 2015
- Retail**  
Water use intensity decreased by 22% from 2015
- Office**  
Water use intensity decreased by 32% from 2015
- Overall**  
Overall water use intensity decreased by 17% from 2015

**Note:** Figures stated in the chart may not add up due to rounding of decimals

### TOTAL WATER CONSUMPTION (M<sup>3</sup>)('000) AND TOTAL GFA (M<sup>2</sup>)('000)



- GFA (M<sup>2</sup>)**  
GFA increased by 70% from 2015
  - Water Consumption (M<sup>3</sup>)**  
Total water consumption increased by 41% from 2015
- Note:** Includes buildings from retail, hospitality, office, education, healthcare and student residence sectors



**TRANSFORMING** OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES  
MANAGING OUR ENVIRONMENTAL IMPACTS

**WATER USE INTENSITY (M<sup>3</sup>/TONNE/YEAR & M<sup>3</sup>/PERSON/YEAR)**



**WASTEWATER MANAGEMENT**

Our impact on water resources also extends to our worksites, which generate surface water run-off. This run-off will eventually be discharged into water bodies nearby such as lakes and rivers. For example, water from Sunway Spun Pile and Paving Solutions is discharged into the Batang Kali River in Selangor. To ensure we comply with all regulations and laws, we conduct periodic monitoring of total suspended solids (TSS) at each final discharge point to check the quality of our wastewater discharge. The silt trap is a temporary ponding area built to collect and store sediment from water run-off, and helps separate silt and other particles, improving the quality of water before it is reintroduced back into the drainage system. In 2020, there were no reports of non-compliance with any regulations with regards to water quality.

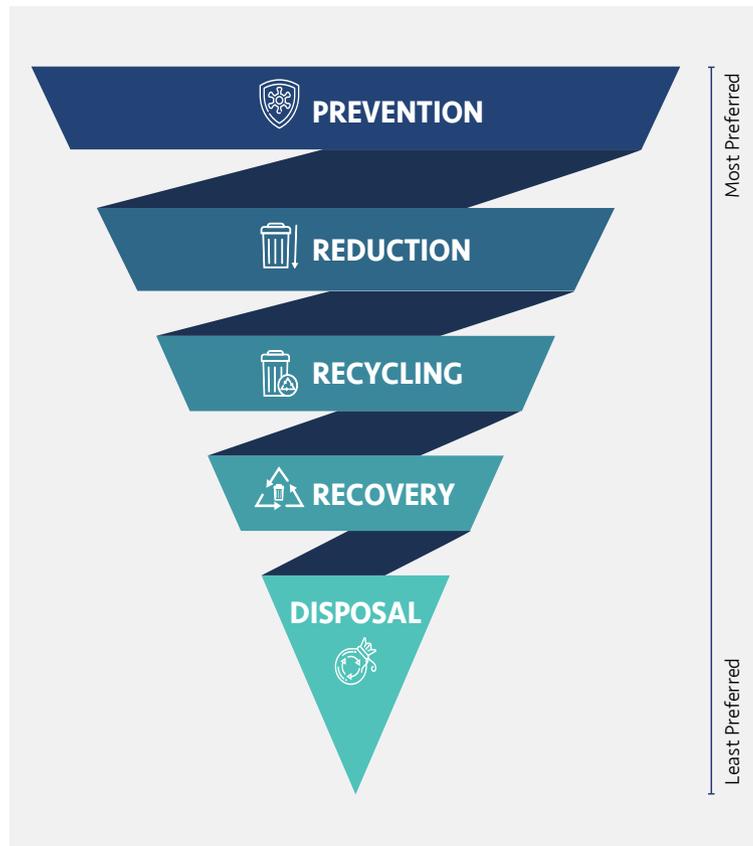
Our quarry business division has designated locations for water discharge points, where the water samples are tested quarterly. Our water samples are within specification as per the Environmental Management Plan (EMP) under the Department of Environment. To supply water for the water sprinkler system at the plant, we installed a pump in the nearest water retention pond. We also monitor the flow of water in the quarries and ensure that water is diverted to the nearest catchment area to avoid potential landslides.

## TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES MANAGING OUR ENVIRONMENTAL IMPACTS

### RESPONSIBLE WASTE MANAGEMENT

GRI 306-2, 306-4

Sunway is committed to managing our waste responsibly and reducing our waste to landfills. We recognise the harmful effects waste can have on the environment – from GHG emissions to land and water pollution that can cause harm to wildlife. Our strategy follows the waste management hierarchy and adheres to the Solid Waste and Public Cleansing Management Act 2007, which provides an effective way to manage waste based on the potential benefits. The main waste categories we focus on are food waste and plastic waste as these are the two categories that generate the highest volume of waste across our businesses.



#### PREVENTION

The key to prevention is awareness and knowledge. As the majority of our businesses serve the general public, we have an opportunity to create awareness among various community groups. We carry out regular awareness campaigns on various waste management topics such as recycling, composting and e-waste for members of the public as well as our employees, guests and tenants. In September 2020, 100 volunteers from Sunway Hotels got together to clean up the vicinity of the hotels in conjunction with World Clean Up Day and collected 4,000 pieces or 367 kg of waste and recyclables. The initiative was part of #SunwayforGood and in support of SDG12: Responsible consumption and production.



#### REDUCTION

Sunway Hotels' Zero Food Wastage programme is an ongoing effort in collaboration with the Kechara Soup Kitchen Society where surplus from buffet dinners served at our hotels is given to Kechara to help feed the homeless and urban poor in Malaysia. It is estimated that in 2020, more than 12,000 eggs and 1,704 meals were provided through this programme. Sunway Resort collaborated with charitable organisation, What-A-Waste, to donate 591 packets of surplus food from the hotel's guests and staff cafeteria to the local communities in need. Apart from preventing food wastage, the hotel also reused, recycled and donated its old furniture to other business divisions.

Sunway Lagoon Theme Park has implemented its 'No Single-Use Plastic Policy' and has found various alternatives to serve its guests - discouraging single-use plastic and creating awareness on biodegradable plastic bags, metal straws and bamboo utensils. Lost World of Tambun has also embarked on the 'No Single-Use Plastic' initiative and found various alternatives to serve their guests and staff. Staff are encouraged to bring their own containers and bottles when purchasing food and drinks while guests are provided with paper boxes and biodegradable plastic bags. The theme park also provided Tupperware and bamboo utensils to all staff. At Sunway Pyramid Shopping Mall, about 75,551 pieces of metal straws were given out via its metal straw redemption campaign. In The Pinnacle Sunway, paper towels have been removed as of 1<sup>st</sup> January 2020 from all the common toilets in an effort to eliminate paper waste. Sunway Resort also collected old but reusable stationery to keep in its general store inventory and to donate to the communities in need as well as other business divisions.

#### Strategic construction

We have streamlined our operations and processes to minimise construction waste, manpower and time. In terms of operations, our quarries and asphalt plants are located strategically across the nation in main urban areas for efficient distribution of construction materials. We also work with our suppliers to ensure they comply with our policies, the Supplier Code of Conduct and the Sustainable Procurement Policy\* that states our requirements for sustainable social and environmental practices.

We leverage our 'Build-Own-Operate' business model to manage our materials efficiently through a structured management strategy to ensure sustainable consumption of materials. To reduce our environmental footprint, we utilise 7D Virtual Design Construction (VDC), System Formwork and Industrialised Building System (IBS), all of which help to reduce construction waste\*\*.



\* For more information on our supply chain management, please refer to Ensuring a Sustainable Supply Chain on page 57

\*\* For more information on VDC, System Formwork and IBS, please refer to Sunway's Sustainability Report 2019 on page 86



## TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES MANAGING OUR ENVIRONMENTAL IMPACTS

### Sustainable construction materials

An integral part of our sustainability journey is making any new development as sustainable as possible. Key to this is ensuring we use sustainable construction materials to begin with. We strive to make use of sustainable materials, which help to reduce our environmental impacts, whether they be energy, water, waste or emissions.

This includes materials such as Autoclaved Aerated Concrete, which is a lightweight, precast, foam concrete building material that helps reduce at least 30% in industrial waste, 50% in greenhouse radiation and over 60% of integrated energy on the surface of bricks.

To further ensure product safety and quality, we use products with low volatile organic compounds to minimise the 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.

Our innovative products comply with Eco-Label and Green Label requirements as well as MS1314. Our manufacturing facilities are ISO accredited in Quality Management System and Environment Management System while our construction management is a comprehensive end-to-end ecosystem.

Our commitment to sustainable development is evidenced by the development of our own range of eco-label products by our building materials division that are used in our own projects. Some of these products include:

- NeuPave – created by Sunway Paving Solutions, these innovative pavers are water-permeable, reducing the likelihood of flooding and ponding.
- Sunway City Kuala Lumpur has been repaved with environmental pavers, one of our products which are listed under Malaysia's MyHIAU green certified products list and are sourced from a company which has Singapore's Green Label certification that endorses industrial and consumer products with less undesirable effects on the environment.

While we continue to strive for innovative designs, we will maintain our sustainable sourcing processes to ensure the quality and durability of our building materials for the long-term benefit of communities.

For more information on NeuPave, please visit <https://www.sunway.com.my/stories/laying-the-groundwork-for-sustainability>

### DECORATIVE ITEMS REUSED DURING FESTIVE SEASONS



#### Chinese New Year

21

Large items

447

Small items



#### Mid Autumn Festival

61

Large items

200

Small items



#### Deepavali

40

Large items

35

Small items



#### Hari Raya Aidilfitri

36

Large items

27

Small items



#### Halloween

28

Large items



### RECYCLING

Comprehensive recycling is carried out across all of Sunway's owned and managed properties. At the very minimum, we collect paper, plastic, bottles and cans, which are collected every month by a dedicated vendor. We also have a Recycling Buy-Back Centre in Sunway Pyramid that encourages the public and tenants to drop off their recyclables. Additionally, we have established dedicated bins at some of our properties so that members of the public can drop off their e-waste. Our trading and manufacturing businesses continue to reuse paper and wooden pallets for packing materials. At our construction sites, hydraulic oil from machinery is recycled. Instead of disposing of the oil after first use, we filter the used oil and use it for topping up,

## TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES MANAGING OUR ENVIRONMENTAL IMPACTS

which reduces the amount of new oil required. At Sunway Resort, ecobricks were built using plastic packaging collected within Sunway Resort's cluster of hotels (Sunway Resort, Sunway Clio Hotel and Sunway Pyramid Hotel). The hotels also donated food containers to What-A-Waste, and collected a total of 16,031 kg of recyclable items such as cartons, paper, plastic and aluminium cans.

Sunway Resort was also selected as a participant in the Plastics Disclosure Project (PDP) training programme, a joint initiative between PDP and the United Nations Environment Programme (UNEP) to help companies in Malaysia keep track of their production, utilisation and handling of plastic and plastic waste. The training enabled Sunway Resort to measure its plastic footprint with key metrics such as volume of plastics managed, recycled and prevented from entering the environment, and total amount of operational savings, increased sales, public relations, consumer/end-users engagement, and environmental impact. This provides a basis for adoption of a time-bound goal on plastic footprint reduction.

Our properties with Kloth Care bins are:

- Menara Sunway
- Sunway College
- Sunway Putra Mall
- Sunway Tower
- Sunway Putra Hotel
- The Pinnacle Sunway
- Sunway International School
- Sunway Velocity Hotel
- Sunway Geo Tower
- Sunway University
- Sunway Resort
- Sunway Lagoon Theme Park
- Wisma Sunway

### Kloth Care Programme

Our ongoing Kloth Care Programme, whereby we have established Kloth Care bins in 13 of our properties, has managed to collect and recycle 24,876 kg of used textiles. These recycled textiles were donated to charitable organisations, exported to developing countries, reused as industrial wiping cloths and used as fuel for energy. This has helped to reduce the amount of fabric waste ending up in landfills and, in some ways, has also reduced the need for new textiles.

### Sunway Soapful initiative

Since its launch in December 2018, the Soapful initiative by Sunway Hotels has collected more than 1,000 kg of leftover soaps and produced more than 10,000 bars of repurposed soap bars. In alignment with SDG12: Responsible consumption and production, the initiative not only helps to reduce waste to landfills, but also benefits communities in need such as orphanages, where the repurposed soap can be used for personal use or sold, which will help them earn extra income and break the cycle of poverty. During the COVID-19 lockdown, more than 4,000 bars were donated to selected beneficiaries such as juveniles at Pusat Koreksional Puncak Alam (PKPA), Human Aid Selangor Society, Kajang Women's Prison, Kechara Soup Kitchen, underprivileged homes and to the District Parole Offices and Parolees. A virtual session with Kinder Soaps was also organised in conjunction with World Environment Day, in which more than 1,000 viewers joined in to learn more about soap recycling and repurposing.



^ Sunway Lagoon's latest attraction, Gibbon Island. The upcycled floating Island was constructed using recycled waste such as styrofoam pieces, plastic bottles and chlorine drums.



### RECOVERY

#### Used cooking oil (UCO)

Our hospitality division has taken another step towards our commitment to a sustainable environment and has partnered with FatHopes Energy to convert our UCO to biodiesel. UCO is collected from six participating Sunway Hotels in Malaysia (Sunway Resort, Sunway Pyramid Hotel and Sunway Clio Hotel located in Sunway City Kuala Lumpur, Sunway Putra Hotel in Kuala Lumpur and Sunway Hotel Georgetown and Sunway Hotel Seberang Jaya in Penang) and undergoes processing and refinement to create high-quality biodiesel that is exportable and sustainable. In 2020, we managed to collect 9,950 kg of UCO. The biodiesel produced emits 88% less carbon emissions compared to fossil diesel, saving 26.4 tCO<sub>2</sub>e.



## TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES MANAGING OUR ENVIRONMENTAL IMPACTS

### Composting

At Sunway Pyramid Shopping Mall, we invested in a food waste composting machine back in 2019. This is part of our larger five-year Food Waste Segregation Programme that aims to ensure all our food and beverage tenants integrate good segregation practices within their own operations by 2024. In 2020, the machine processed approximately 15,030 kg of food waste and produced 8,803 kg of compost which was then made available for free to the public at the mall's compost collection spot.

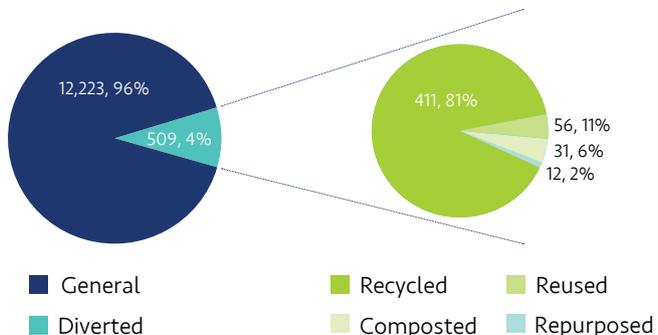
Sunway Resort also invested in a food compost machine in 2019. The machine processed 7,221 kg of food waste and produced 3,486 kg of compost in 2020. On 5 February 2020, a group of students toured the hotel's compost site and its kitchen that produces food scraps to learn about its compost practices. The visit was part of the hotel's knowledge-sharing session with students and youth.

Similarly, in Menara Sunway, The Pinnacle Sunway, Sunway Lagoon Theme Park, Sunway College and Sunway University, food waste is stored for collection by a vendor who uses Black Soldier Fly larvae and earthworms to break down the organic matter to form fertiliser. In 2020, 8,470 kg of food waste was collected.

### DISPOSAL

Any waste that cannot be recycled or recovered is responsibly disposed of according to local laws and regulations. Scheduled waste generated at our sites is closely monitored and managed as it is considered hazardous and may have adverse impacts on the environment and public health. We ensure that it is stored properly and transported to an approved facility by a licensed contractor prior to disposal.

### GENERAL WASTE VS DIVERTED WASTE (TONNES, %) IN 2020



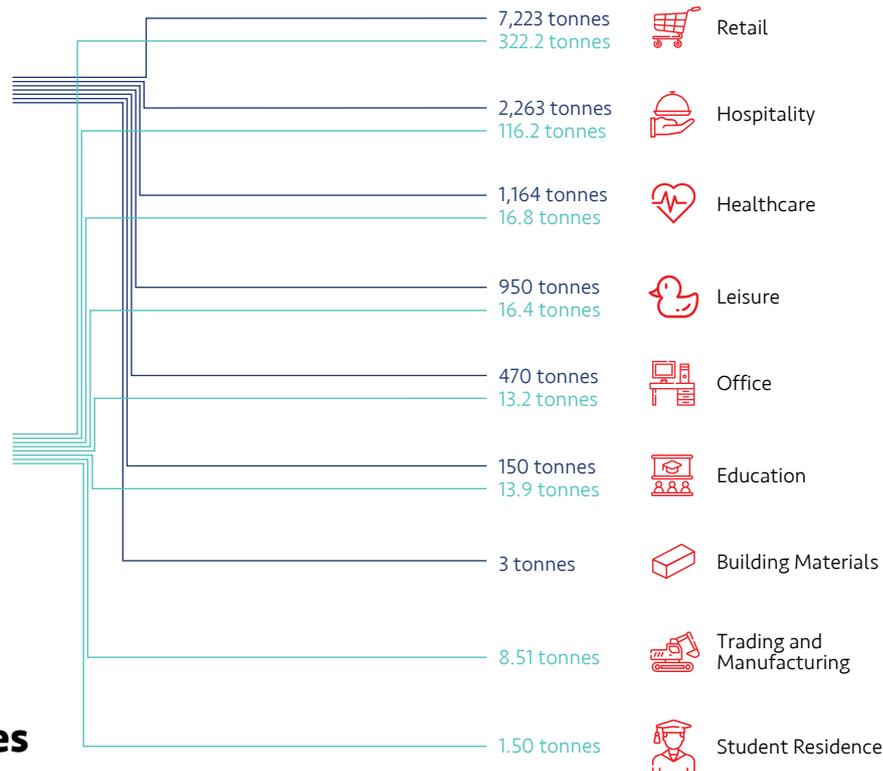
### GENERAL WASTE BY SECTOR (TONNES) IN 2020



General Waste  
**12,223 tonnes**



Diverted Waste  
**509 tonnes**



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



# 1 TRANSFORMING OUR PORTFOLIOS TO LOW-CARBON SUSTAINABLE CITIES

## ADVANCING FORWARD WITH INNOVATION



### ADVANCING FORWARD WITH INNOVATION

To leapfrog urban transformation towards achieving sustainable development goals, we are turning Sunway's own cities into living laboratories to build on the cumulative knowledge and technology we have amassed to accelerate innovation to positively impact the world around us. Sunway City Kuala Lumpur has been made a test bed for Sunway iLabs, where teams of engineers, architects, doctors, researchers and educators - all representing Sunway - can come together to collaborate with the best minds from around the world, together with governments, academia, industry and non-profit organisations.

Sunway City Kuala Lumpur is also the Asian hub for the United Nations Sustainable Development Solutions Network (UN-SDSN), which is located at the Jeffrey Sachs Center on Sustainable Development in Sunway University. At our partner educational institutions (Sunway University and Monash University), we are conducting research alongside some of the most brilliant talents from the University of Cambridge, Harvard University, University of Oxford and University of California, Berkeley to create new ideas for a better world.

In tandem with this, we are harnessing the power of youth and the convergence of technology and the start-up ecosystem to help us create a brighter future. We have invested, via Sunway Ventures, in producing synergistic urban solutions and have set up SunSEA Capital to search for and invest in the best ideas across Asia.

In addition, we have established Sunway iLabs to nurture the brightest youths to develop transformative ideas that will power the future, encouraging them to become



^ A collaboration between Sunway Medical Centre, Sunway iLabs and fellow Malaysians to create the contactless COVID-19 testing pod.

entrepreneurs instead of being job seekers. To enable this, Sunway iLabs has set up a fund with regional venture capital firms, Gobi Partners and Malaysia Venture Capital Management Berhad (MAVCAP) to launch the Malaysia SuperSeed Fund to discover the next global disruptor in areas such as artificial intelligence, big data, cloud services, e-commerce, fintech, Internet of Things, marketplace, the circular economy and TaqwaTech. Going forward, we will strive to impact the evolution of technology and society as we aspire to create a sustainable future for all.



# 02 GOAL



## ADVOCATING A RESPONSIBLE VALUE CHAIN

A sustainable supply chain is integral to our journey of value creation. Sunway is committed to advocating sustainable practices by instilling ESG awareness among its suppliers and vendors to safeguard a responsible value chain that will ensure long-term value creation.



### CAPITAL



Social



Natural

### MATERIAL ISSUES

- Supply Chain Management

### ACTIVITIES

- Sustainable Procurement Policy
- Sunway's Supplier Code of Conduct

### VALUE CREATED

- Responsible supply chain
- Minimised environmental footprint
- Zero tolerance on human rights violations



# 2 ADVOCATING A RESPONSIBLE VALUE CHAIN

## ENSURING A SUSTAINABLE SUPPLY CHAIN

### SUPPLY CHAIN MANAGEMENT

GRI 102-9, 204-1, 301-1, 301-2, 301-3, 308-1, 308-2, 407-1, 408-1, 414-1, 414-2

**As a conglomerate, Sunway sources for products and services from thousands of suppliers across the world. We acknowledge that dealing with external vendors and suppliers exposes our businesses to various risks including legal and reputational. As such, ensuring sustainable and responsible procurement practices will mitigate these risks and bolster the sustainability of the Group as we seek to create value over the long term. Sunway is committed to conducting business in an ethical, legal and socially responsible manner, which includes reducing and managing our environmental impact. Our overall procurement practices are guided by the Integrity Pact that is applied throughout our business divisions.**

Sunway is committed to sourcing responsibly by selecting partners who uphold high standards in key sustainability areas such as ethical conduct, human rights, workplace standards and environmental management. In 2020, we conducted a pilot social and environmental risk assessment on 62 suppliers or 87% of our local suppliers, covering freedom of association and collective bargaining, child labour and forced labour. They were also assessed against a set of environmental criteria. We are pleased to report that 100% of the suppliers assessed did not commit any non-compliance in the areas assessed. Going forward, we hope to continue the assessment in future and expand it to overseas suppliers.

### SUSTAINABLE PROCUREMENT POLICY

Sunway developed a Sustainable Procurement Policy in 2020 to establish a best practice approach to sustainable procurement. The policy sets out the guiding principles in our supplier selection process, which prioritises suppliers who adopt sustainability practices in their organisations and business dealings in the following two key areas:

#### ENVIRONMENTAL



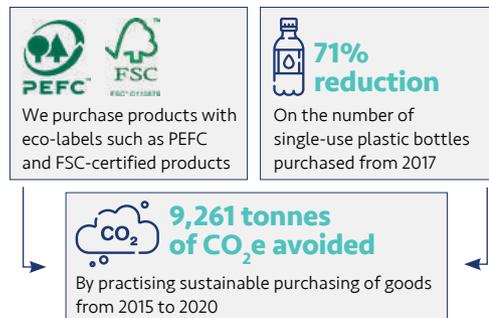
- Minimises environmental footprint of the goods and services over the life cycle (e.g. choosing products and services that have lower adverse impacts associated with any stage in their production, use or disposal).
- Environmental footprint includes but is not limited to climate change, energy use, water use and biodiversity.
- Provides goods and services that are certified with eco-labels.
- Introduces take-back service at the products' end of life.

#### SOCIAL



- Provides non-discriminatory, healthy and safe environment to employees.
- Supports the right to freedom of association and collective bargaining.
- Provides goods and services that are certified with social labels.
- Prohibits slavery and use of forced or child labour across supply chains.
- Provides minimum wage in compliance with local laws.
- Zero tolerance on supplier violation of Employment Act 1955.

### Sustainable Purchasing of Goods





## ADVOCATING A RESPONSIBLE VALUE CHAIN ENSURING A SUSTAINABLE SUPPLY CHAIN

In 2020, **95%** of our procurement budget was used for significant locations of operations, which included all Sunway business divisions' operations in Malaysia. The budget was also spent on local suppliers although Sunway does not have a formal policy on prioritising local suppliers. 'Local' refers to Malaysian-owned companies that operate within Malaysia.

All our suppliers have equal access to purchasing opportunities. Prior to any purchases made, a tendering and bidding process is conducted to screen for credibility. The screening process, which is done online and offline, is conducted according to clear and transparent procurement policies and practices.

To bolster our sustainable practices, we provided our procurement staff with training on Sustainable Procurement Policy, Supplier Environment Risk Assessment and Supplier Social Risk Assessment to identify salient human rights issues specific to our business.

### SUPPLIER CODE OF CONDUCT



Sunway's suppliers must comply with all applicable laws, codes or regulations of the countries, states and localities in which they operate, including laws and regulations relating to the environment, occupational health and safety and labour practices. This safeguards against breaches involving 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 align 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:

- Fair trade practices
- Laws against bribery, kickbacks and fraud
- Sunway's policies and procedures (including conflicts of interests, procurement relationships and Code of Conduct & Business Ethics)
- Intellectual property rights
- All applicable labour and employment laws, ordinances, by-laws, rules, regulations or orders
- Stipulations on how information is managed, monitored and reviewed

### FOREST STEWARDSHIP COUNCIL (FSC) LEADERSHIP AWARD

Sunway Malls was awarded the Forest Stewardship Council (FSC) Asia Pacific Leadership Award in 2019 for its role in advocating, educating and raising awareness on the importance of forest sustainability. The global recognition essentially placed Sunway Malls as a leader in the Asia Pacific mall industry and as the voice to advocate the importance of supporting products sourced through responsible forest management. Sunway Malls' most notable efforts include its commitment to use only toilet paper products from FSC-managed forests and FSC certified mills, an effort that helps safeguard the sustainable cycle of responsible harvesting and replanting to help maintain the ecology of the forests.

For more information on Sunway's partnership with FSC, please refer to the Sunway REIT Integrated Report 2020 on page 126 by visiting <http://ir.chartnexus.com/sunwayreit/docs/ar/2020.pdf>

### SUNWAY

Top construction materials (used by the property development division) in 2020 (MT/tonnes):

1. Reinforced Bars - 1,528,497
2. Concrete - 212,716
3. Formwork - 263\*

\* Formwork is the only reusable material among the three materials.

Top materials (used by the building materials division) in 2020 (MT/tonnes):

1. Quarry Dust - 58,046
2. Chipping - 43,425\*\*
3. Manufacturing Sand - 32,726
4. Cement - 20,594
5. Fine Sand - 11,466\*\*

\*\* Chipping and fine sand are the only renewable materials among the five materials.

# 03 GOAL



## DEVELOPING A SAFE, EQUAL AND DIGNIFIED WORKFORCE

Sunway's commitment to respecting human rights and safeguarding the safety, development and well-being of its people transcends the boundaries of age, race and gender as the Group strives to shape an inclusive workforce.



### CAPITAL



Social



Human

### MATERIAL ISSUES

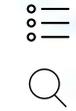
- Human Rights
- Labour Practices
- Freedom of Association
- Employee Engagement
- Training and Education
- Diversity and Inclusion
- Employee Health and Safety

### ACTIVITIES

- Recognition of International Labour Organisation's (ILO) fundamental Conventions
- Employee learning & development
- Enhanced township security

### VALUE CREATED

- Zero tolerance on labour rights violations
- Upskilled workforce
- High-morale employees
- Safe and healthy communities





## 3 DEVELOPING A SAFE, EQUAL AND DIGNIFIED WORKFORCE

IMPACT STORIES: EMBEDDING ESG FOR GOOD



**Sunway's commitment to environmental, social and governance (ESG) impacts goes beyond constitutional compliance, making it possible for it to remain in the FTSE4Good Bursa Malaysia Index for the sixth consecutive year in 2020. This does not mean we will rest on our laurels as there is much more to be accomplished in our journey of sustainable value creation. In this regard, we have strengthened our sustainability governance and we endeavour to enrich our people by equipping them with the necessary skills to stay relevant, besides ensuring their safety and well-being at the workplace. Going forward, we will bolster our contribution to sustainable development by continuing our collaborations with international affiliations to further expand our expertise and resources to benefit society at large.**

### STRENGTHENING GOOD GOVERNANCE

Good governance is integral to our sustainability journey as it instils sound business practices, underpinning core ethical values that form a resilient foundation in our organisation. To strengthen our ESG and sustainability practices, we established a Board Sustainability Committee in 2020 to oversee the Sunway Group Sustainability Department. This structure will serve as the overarching sustainability management framework for the Group as the Committee identifies and advises on key ESG elements in our operations and their relationship to business performance. The Committee also ensures every business division is held accountable for its contribution to Sunway's sustainability plan as we seek to develop evidence-based goals for continued progress.

### NURTURING A LEARNING CULTURE

Our people are our greatest asset, and have a significant role in ensuring sustainable business growth. As we seek to empower our people from the ground up, we actively organise in-house training programmes, whereby the company's policies and goals are communicated to executive and non-executive staff. In 2020, the Group Sustainability Department conducted a virtual pilot workshop for non-executives from Sunway Property and Facility Management due to the pandemic. During the workshop, participants were made aware of several key components that guide our purpose and daily duties:

- The 17 UN Sustainable Development Goals (UN-SDGs)
- The extent of environmental issues such as climate change and pollution, as well as their consequences
- Individual actions to protect the environment
- The importance of OSH
- Sunway's Code of Conduct and Business Ethics.

Our business model is premised on a long-term and holistic outlook. Hence, we believe such workshops and training will broaden employees' perspectives and ultimately nurture our corporate culture. As such, plans are in the pipeline to roll out similar workshops to other business divisions in the future to instil a learning culture across the Group.



## DEVELOPING A SAFE, EQUAL AND DIGNIFIED WORKFORCE EMBEDDING ESG FOR GOOD

### SAFEGUARDING OUR PEOPLE'S RIGHT TO A SAFE AND HEALTHY WORKPLACE

At Sunway, we are powered by a strong workforce of over 10,000 employees who are passionate about accelerating the company's initiatives and realising our vision and mission. It is therefore our responsibility to ensure a safe and healthy workplace, where our people can develop a rewarding career and generate positive value for local communities and the environment.

Sunway's resilient safety culture is underpinned by our robust Occupational Health and Safety Management System (OHSMS), which has been established based on OHSE legal requirements including the Occupational Safety and Health Act (OSHA 1994), Factories and Machineries Act 1967 (FMA 1967) and Environmental Quality Act 1974 (EQA 1974). The extensive framework encompasses OHSE fundamentals such as leadership commitment, hazard and risk management, employer and employee engagement, resource provision, auditing and taking corrective and preventive actions.

To inculcate a strong and inclusive workforce, we go beyond compliance and policies by giving our people a greater voice and encouraging them to be part of the solution. Sunway employees are given the opportunity to share their input with the Management through the OHSE committee to improve workplace conditions. We will continue to prioritise safety and health in our workplace to safeguard the health and well-being of our people as we strive to develop a safe, inclusive and dignified workforce.

### ADVANCING FORWARD

Building sustainable development involves generating long-lasting positive impacts that can benefit society at large. To this end, we have pledged to donate USD10 million to the Sustainable Development Solutions Network (SDSN) over the course of five years starting from 2021. The monetary support will energise the mission of SDSN and the SDG Academy regional headquarters for Asia which resides at the Jeffrey Sachs Center on Sustainable Development in Sunway University. This will crystallise Sunway's leadership in sustainability development as we continue to impact the evolution of ESG practices in Malaysia and across Asia, for we know that the time is here for all to recognise the virtue of ESG compliance - that it is simply good business to be good.





## 3 DEVELOPING A SAFE, EQUAL AND DIGNIFIED WORKFORCE RESPECTING HUMAN RIGHTS

**Sunway strives to be the preferred employer by ensuring constant employee engagement, employee well-being and a resilient future-proof workforce. With 10,111 employees, we are cognisant of our responsibility to foster a safe, diverse and nurturing workplace where our employees are valued and supported to be their best.**



The commitment to these conventions is reflected in our Code of Conduct and Business Ethics and our Supplier Code of Conduct, and all policies regarding labour standards are communicated to all Sunway employees upon joining. All employees are expected to adhere to our Code of Conduct and Business Ethics Policy by acknowledging that they have read, understood and will abide by the policy through submission of the Annual Staff Declaration Form.

In 2020, 13% of our security personnel received training on human rights, which covered the basic course, customer service, law and authority and domestic inquiry. These courses were carried out through classroom, practical and online sessions.

We also have a whistleblowing hotline that covers grievances including issues related to human rights and provides a confidential and anonymous mechanism for both internal and external stakeholders to report any violations or grievances. Any arbitration is independently conducted by a third party to ensure fair dispute resolution. In 2020, we received three reports through our whistleblowing channel, but none of these cases was related to human rights violations. Furthermore, none of our operations staff and suppliers was found to be at significant risk for incidents of child labour or incidents of forced or compulsory labour. There have also been no incidents of violations involving rights of indigenous peoples.

In 2021, we will be implementing a new Group Human Rights Policy that will be applicable to all our operations and suppliers and require them to adhere to minimum standards of human rights. To ensure adherence to this policy, we will begin carrying out risk assessments across our operations for potential, new or existing operations or projects.

### RESPECTING HUMAN RIGHTS

GRI 102-12, 102-17, 102-41, 402-1, 409-1, 410-1, 411-1, 412-1, 412-2

### OUR COMMITMENTS AND VALUES

We are committed to respecting human rights as set out in the UN Guiding Principles on Business and Human Rights and UN Global Compact (UNGC) Principles, of which we have been a signatory since 2012. We recognise the International Labour Organisation's (ILO) eight fundamental Conventions concerning freedom of association and the right to collective bargaining, and the elimination of forced labour, child labour and discrimination in the workplace. We have zero tolerance for child labour and forced labour and comply with child labour laws in every country we operate in.

### UPHOLDING FAIR LABOUR PRACTICES

At Sunway, we take the rights of our workers very seriously. Sunway is governed by the Employment Act 1995 and all other relevant labour laws of Malaysia. These laws underline principles that reflect the protection of human rights through fair working hours, fair payment of wages and fair treatment of all without differentiation in gender, race and religion. We believe and acknowledge that in addition to being a right, freedom of association enables us to protect our respective economic interests and the civil freedoms of our employees such as the right to life, security, integrity as well as personal and collective freedom in accordance with local laws and regulations. Employees are free to join a trade union of their choice provided they abide by local laws and the rules of the trade union. Where the rights to freedom of association and collective bargaining are restricted under the law, Sunway will allow its workers to choose their representatives freely. In total, 0.88% of our employees are covered by collective bargaining agreements. This small percentage is a result of only four of our companies with employees covered by collective bargaining agreements.

## 3 DEVELOPING A SAFE, EQUAL AND DIGNIFIED WORKFORCE

### ENSURING EMPLOYEE WELL-BEING

Business Divisions	Names of Unions	% of Employees Covered
SUNWAY VCP SDN BHD	No-Metallic Mineral Products Manufacturing Employees' Union	39%
SUNWAY LAGOON CLUB BERHAD	Club Employees Union Peninsular Malaysia	55%
SUNWAY BIZ HOTEL SDN BHD	National Union of Hotels, Bar & Restaurant	37%
SUNWAY HOTEL (SEBERANG JAYA) SDN BHD	Workers Peninsular Malaysia	34.4%

Our representatives meet with the respective unions every three years to finalise a collective agreement. We have provisions for medical benefits and compensation for medical boards in all of our collective agreements. The notice period and provisions for consultation and negotiation is three months. For other operational changes that affect employees, the Management makes a decision on a case-by-case basis. This year, due to the dynamic nature of the pandemic and the various government announcements regarding business and workplace restrictions, our Management had to make a number of decisions in a short time span.

#### ENSURING EMPLOYEE WELL-BEING

GRI 401-2, 401-3

At Sunway, we understand the importance of investing in our employees and ensuring our whole workforce remains motivated and committed to achieving success. Creating a positive and supportive workplace is a key priority and we continue to engage with our employees through various platforms and programmes.

#### CREATING A HEALTHY WORKPLACE

This year has been an especially challenging year due to the pandemic, with long periods of remote working and major disruptions to many of our hospitality and retail operations. During the Movement Control Order (MCO), we established a number of initiatives to ensure our employees remained safe, healthy and connected. In our malls, laptops were leased to employees who did not have a computer at home to assist in remote working during the MCO. GlobalProtect VPN was deployed and all laptops were pre-installed with remote access software to enable them to access documents at home. Our IT team was on hand to provide direct support virtually to employees if they faced any technical problems.

The Management team continued to engage with employees through virtual Town Halls and Dialogue Sessions with our CEO to address any concerns. We also conducted a Prihatin survey to gain an understanding of our employees' well-being and feedback on the support provided during the pandemic for remote working. All concerns were noted and we took swift action to close the gaps.

To ensure the health and safety of our employees, we provided a continuous supply of safety kits that included a face mask, hand sanitiser, gloves, face shield and vitamin C. We sanitised all offices on alternate days with regular touchpoints sanitised every 45 minutes. All COVID-19 tests were sponsored for employees and we continued to offer our free Health Screening Programme to eligible employees, which was part of our non-occupational medical and healthcare services. Access to non-occupational medical and healthcare services was provided through medical health insurance as well as protection and indemnity insurance.

We also carry out many health promotion programmes throughout the year to address major non-work-related health risks such as stress, substance abuse, physical inactivity and general health awareness. Additionally, we provide a number of services to help mitigate these issues such as providing healthy food in the cafeteria and online fitness programmes. Our provision of such services was impacted due to the pandemic; however, we did manage to organise virtual sessions on a range of topics related to potential impacts of the pandemic such as Financial Resilience and De-escalating Conflict.

Our Employee Assistance Program (EAP) provides assistance to employees who require mental health support to manage stress, health issues, family/ financial or other personal problems. A mental health hotline for counseling services is available for employees who require early-stage assistance and upon recommendation, an employee will be referred to a psychiatrist if further support and treatment is required. In 2020, this was an especially helpful programme to many of our employees due to the impact of the COVID-19 pandemic.

Sunway also provided support to employees who were affected by the pandemic. All non-executives received cash vouchers amounting to RM800 each to mitigate the impact of reduced overtime pay. For employees who had to support our operations during the crisis and had to work overtime with no leave, we provided a hardship incentive and meal vouchers. Employees who tested positive for COVID-19 or who had to quarantine were supplied with groceries and for those living in high-density buildings or units, Sunway sent a sanitisation team to their residence to sanitise the unit.



## DEVELOPING A SAFE, EQUAL AND DIGNIFIED WORKFORCE ENSURING EMPLOYEE WELL-BEING

PROGRAMMES	DESCRIPTION
<b>FAMILY-FRIENDLY POLICIES</b>	
 Supporting Working Mothers	<ul style="list-style-type: none"> <li>• Our premises offer designated car parks and escort assistance by security officers.</li> <li>• Mother's rooms provide convenience to working mothers.</li> <li>• Mother's rooms are present in our malls, education buildings, office (Menara Sunway) and hospital (Sunway Medical Centre).</li> </ul>
 Childcare Subsidy	<ul style="list-style-type: none"> <li>• Sunway partially subsidises the tuition fees for R.E.A.L. Kids Sunway and The Parenthood as well as Sunway Little Sunshine, a childcare centre catering to babies from two to three months old, if parents are employees.</li> <li>• This subsidy is available for up to two children per family for a maximum of RM200 per month per child.</li> <li>• Childcare subsidies of up to RM2,400 are tax-exempted.</li> </ul>
 Leave	<ul style="list-style-type: none"> <li>• Extended Maternity Leave</li> <li>• Medical/Hospitalisation leave</li> <li>• Paternity leave</li> <li>• Maternity leave</li> <li>• Parental/Childcare leave</li> <li>• Special leave (e.g. compassionate leave, marriage leave)</li> </ul>
<b>WORK + LIFE INTEGRATION</b>	
 Kelab Sosial Sunway	<p>A social club for Sunway employees that organises various activities such as:</p> <ul style="list-style-type: none"> <li>• Blood donation drives</li> <li>• CSR activities</li> <li>• Donation drives</li> <li>• Health Talks</li> <li>• Sports and recreational activities</li> </ul>
 Employee Health Screening	<ul style="list-style-type: none"> <li>• Employee health screenings are available at the Group function level as well as in selected business divisions.</li> <li>• Confirmed executives of Sunway Berhad with a minimum of six months' service may undergo the Health Screening Programme either once every two years or once a year, depending on their age range.</li> <li>• Confirmed executives are eligible to apply for subsequent health screening either one year or two years from the date of the last health screening, depending on their age range.</li> <li>• The Health Screening Programme is also extended to all confirmed non-executives of Sunway Berhad depending on their age range and duration of service. They may undergo the Health Screening Programme once a year and will be eligible to apply for subsequent health screening one year from the date of their last health screening.</li> </ul>
 Staff Discounts	<ul style="list-style-type: none"> <li>• We act as a co-investor in our integrated communities and we manage our assets within them.</li> <li>• As part of our long-term co-investor proposition, we encourage Sunway employees to be part of the communities they serve and live, learn, play and be healthy alongside our communities.</li> <li>• Live: discounts on property purchases.</li> <li>• Learn: discounts on selected educational programmes in all our learning institutions.</li> <li>• Play: discounts on theme park tickets, hotel room rates and food &amp; beverage.</li> <li>• Health: discounts on healthcare services.</li> </ul>

## 3 DEVELOPING A SAFE, EQUAL AND DIGNIFIED WORKFORCE

### FUTURE-PROOFING OUR PEOPLE

#### FUTURE-PROOFING OUR PEOPLE

GRI 404-1, 404-2, 404-3

At Sunway, we believe that continuous learning is imperative for our employees' personal and professional growth. Giving our employees opportunities to hone their skills and knowledge also enables Sunway to nurture a strong talent pool that is competitive, dynamic and most importantly, skilled and able to lead Sunway into the future. We provide a number of personal development training programmes that provide employees the opportunity to become high-performing and productive individuals.

Our core programmes were carried out online and in physical classes over the year. A total of 807 employees (executives and non-executives) participated in the following programmes:



#### The 7 Habits of Highly Effective People

The 7 Habits of Highly Effective People by Stephen R. Covey helps employees have a different perspective on how they approach challenges or opportunities in life and how they can apply simple changes to create positive change.



#### Customer Service Training

As a customer-centric business, customer service training is essential for maintaining our brand and delivering a great experience.

At Sunway Healthcare, 'On Brand' training is conducted weekly for all its employees to familiarise themselves with and practise the right customer service approaches in the healthcare environment. The objective is for all employees to understand the importance of delivering great customer service as a way to build the brand and customer loyalty through its three pillars of "I care, I am reliable and I make a difference".

To ensure the right customer service is practised, our theme parks conduct the 'Service Culture Programme'. This training is conducted for all employees to familiarise themselves with the theme park as well as learn how to deliver the best service experience to visiting customers.



#### Microsoft Excel

The course helps employees to understand the features of Excel and learn common formulas and functions to help them prepare relevant reports or data more efficiently and professionally.



#### First-Time Manager

The First-Time Manager training workshop introduces essential skills for new managers to learn how to make the transition to become a better manager.

Sunway Hotels also has its own customer service programme known as SHINE Service Excellence training which focuses on putting guests at the centre of what employees do as well as inculcating a strong service culture. The two days of highly interactive training include practical skill learning to help the employees understand and deliver the best service to create memorable experiences for the customers at Sunway Hotels.



## 3 DEVELOPING A SAFE, EQUAL AND DIGNIFIED WORKFORCE

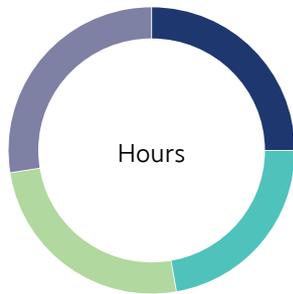
### ENCOURAGING INCLUSIVE GROWTH

#### AVERAGE TRAINING HOURS

##### AVERAGE HOURS OF TRAINING PER EMPLOYEE

# 20.2

##### BY EMPLOYEE CATEGORY



■ Senior Management <b>19.8</b>	■ Manager & Senior Manager <b>17.3</b>
■ Senior Executive & Assistant Manager <b>19.9</b>	■ Executive <b>21.5</b>

#### TALENT MANAGEMENT

Sunway cultivates a high-performance culture and strives to provide competitive compensation and benefits to our employees. We review our salary structure each year in line with general industry practice and periodically conduct market performance benchmarking to ensure our total remuneration remains competitive. Our performance management strategy includes a balance between performance-linked bonuses and increments and competitive benefits.

Employee performance is monitored and measured through various feedback opportunities, which are part of Sunway's My Performance Focus Areas:

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

At the very beginning, managers will conduct individual career conversation sessions with their direct reports, which helps managers understand their career aspirations. Regular evaluations involve employees performing a self-evaluation before being evaluated by their supervisors. Division heads and the CEO conduct the final review for moderation and calibration. In 2020, 100% of employees received regular performance and career development reviews.

#### ENCOURAGING INCLUSIVE GROWTH

GRI 102-8, 102-17, 102-38, 202-2, 401-1, 405-1, 405-2, 406-1

#### DIVERSITY AND INCLUSIVITY

We promote an inclusive and progressive culture within Sunway where diversity is celebrated and welcomed. Our team of diverse people bring with them different experiences and skillsets, offering unique insights that only help to strengthen our business. Our talent policies and initiatives are aimed at strengthening our team by creating an equitable and safe workplace where employees can thrive and work together for high-impact urban transformations.

Our Diversity and Inclusion Policy clearly outlines our commitment to creating a culture that respects and values each other's differences – both visible and underlying differences such as age, gender, religion, thinking styles and beliefs. In support of recognising female leaders, we are proud to note that Tan Sri Dr. Jeffrey Cheah has been

appointed as the Founding Chair of Malaysia's 30% Club. The club is a group of chairpersons and business leaders who are committed to bringing more women into Malaysian corporate boards. We also have three female directors, who account for 30% of the Group's Board.

We believe in upholding equal opportunities and have zero tolerance for any direct or indirect discrimination, victimisation, intimidation, bullying or harassment in the workplace. We are strongly committed to ensuring our workplace is free from unwelcome harassment by any employee or external party such as vendors, visitors or guests of Sunway. This has been made clear in our Code of Conduct and Business Ethics Policy where any non-compliance can be reported through our Whistleblowing hotlines or Group HR and may be subject to disciplinary action. In 2020, there were zero cases of non-discrimination reported.

**Sunway supports local talent and is committed to local employment. Local employment made up 94% of our senior management in 2020.**



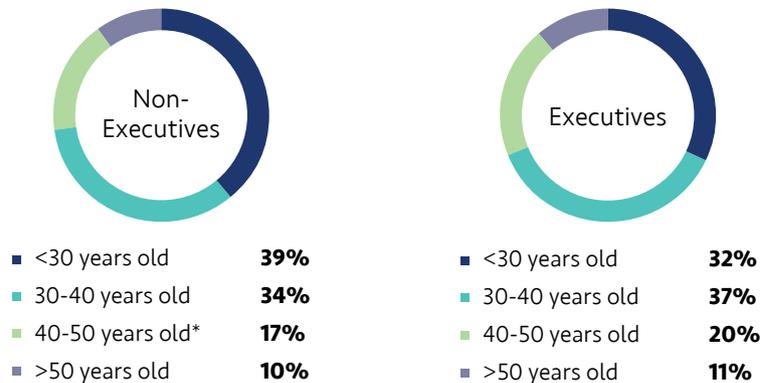
## DEVELOPING A SAFE, EQUAL AND DIGNIFIED WORKFORCE ENCOURAGING INCLUSIVE GROWTH

### TOTAL NUMBER OF EMPLOYEES IN 2020: 10,111

#### EMPLOYEE DIVERSITY (GENDER)

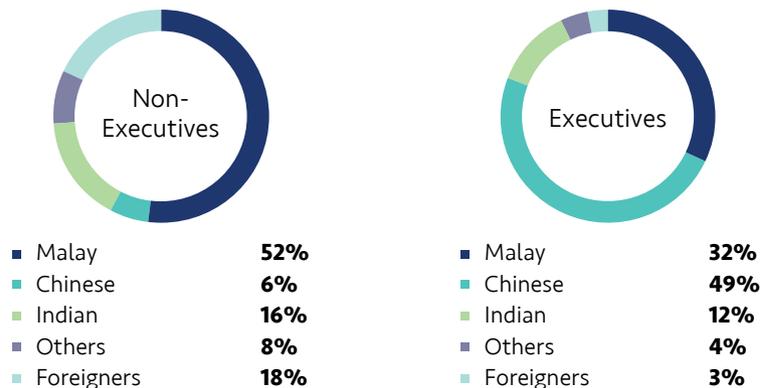


#### EMPLOYEE DIVERSITY (AGE GROUP)



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

#### EMPLOYEE DIVERSITY (ETHNICITY)



#### TOTAL NUMBER OF EMPLOYEES AND TURNOVER RATE

Total Employees **10,111**

Turnover Rate **14.3%**

#### TOTAL NUMBER OF NEW EMPLOYEE HIRES BY GENDER AND REGION

Domestic Overseas

570 571 64 25

#### TOTAL NUMBER OF NEW EMPLOYEE HIRES BY REGION AND AGE GROUP

Domestic

Age Group	>50 years old	30-40 years old	40-50 years old*	<30 years old
Domestic	65	282	102	692

Overseas

Age Group	>50 years old	30-40 years old	40-50 years old*	<30 years old
Overseas	9	26	12	42

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

#### TOTAL CEO COMPENSATION (ANNUAL) TO TOTAL MEDIAN COMPENSATION (ANNUAL)

**48:1**

Total CEO compensation (annual)  
**RM2,578,621**

ANNUAL MEAN PAY  
**RM78,125**

ANNUAL MEDIAN PAY  
**RM53,715**

ANNUAL LOWEST TOTAL PAY  
**RM16,455**

ANNUAL HIGHEST TOTAL PAY  
**RM1,744,304**

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



# 3 DEVELOPING A SAFE, EQUAL AND DIGNIFIED WORKFORCE

## ENSURING A SAFE WORKPLACE

GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10, 416-1

### SUNWAY'S APPROACH

Health and safety are deeply embedded in our culture at Sunway. Our commitment to ensuring the health and safety of our employees and contractors is demonstrated by the establishment of a Group Occupational Health, Safety and Environment Policy. The policy can be found on our corporate website at [www.sunway.com.my](http://www.sunway.com.my). The policy, which came into effect in January 2021, ensures that all employees, contractors, visitors and stakeholders are aware of their responsibility to act in a responsible manner. The Management's responsibility is to provide the necessary training and framework to achieve a safe and healthy working environment. This is a big step forward in managing our health and safety risks from a Group perspective and the Management team is committed to ensuring all our business divisions integrate this policy into their activities.

Moving forward, we have developed a five-year (2021-2025) strategic OHS plan that has five strategic objectives:

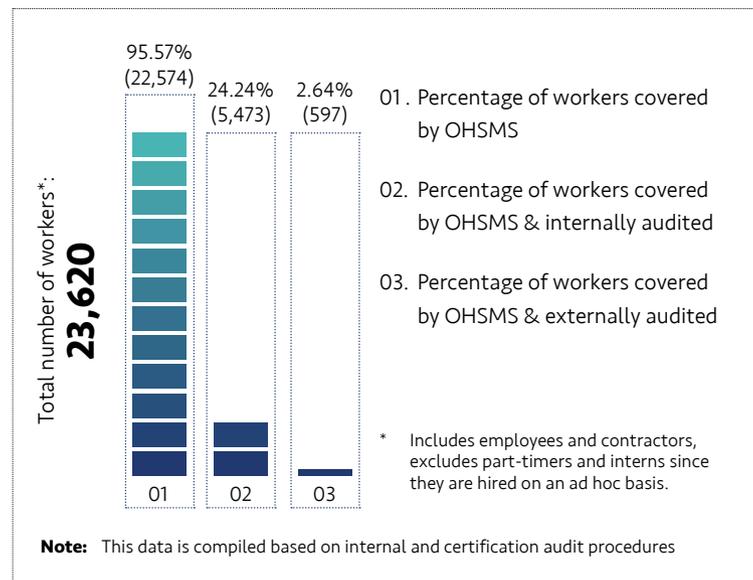
STRATEGIC OBJECTIVES					
OHS Management System	Legal Compliance	Risk Management	Incident Reporting, Investigation and Emergency Response	OHS Performance Review, Corrective & Preventative Actions and Continual Improvement	Induction and Training

It is envisioned that over the next 10 years, we will be able to achieve a high compliance rate across all our sites and reach level 5 (generative) safety culture. We have key targets for 2023 and 2025 which we will track and disclose publicly as follows:

### HEALTH AND SAFETY STANDARDS

Sunway's OHS Management System (OHSMS) has been developed according to OHSE legal requirements including the Occupational Safety and Health Act (OSHA 1994), Factories and Machineries Act 1967 (FMA 1967) and Environmental Quality Act 1974 (EQA 1974). One or 1% of our local properties are ISO 45001:2018 certified. Our OHSMS covers 95.57% of our workers and we are working towards improving the percentage of those who are internally and externally audited. We comply with all relevant laws and regulations as governed by local and international governmental agencies and undertake regular internal and external audits to assess compliance. We are doing the best we can to progressively improve our OHSMS.

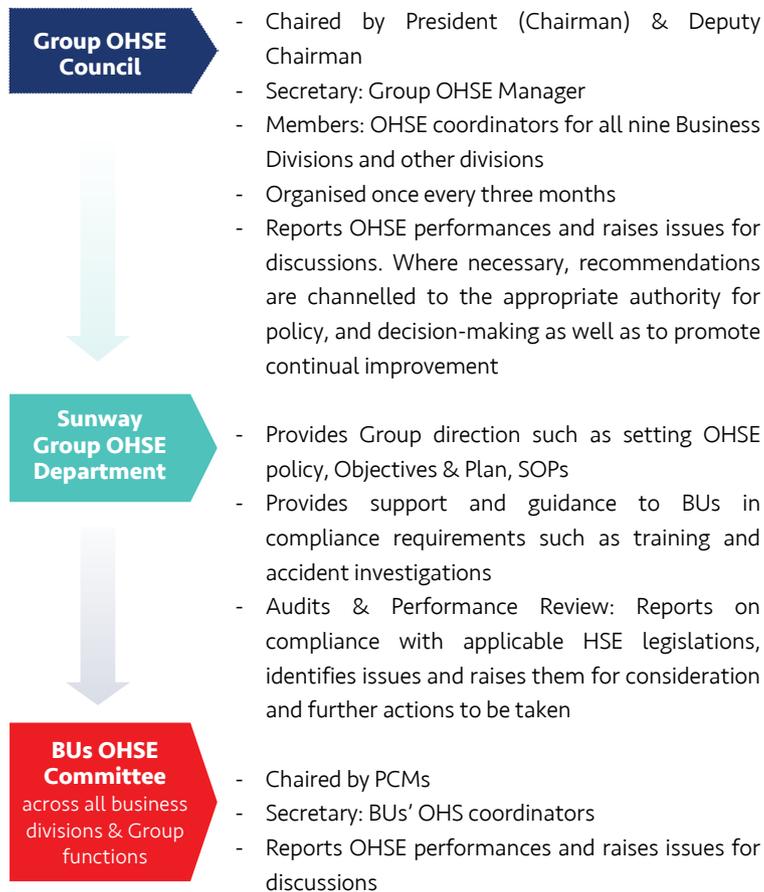
Business Division	Site Name	Certification
Leisure	Sunway Theme Parks	ISO 45001:2018
		



The Board has oversight on the management of Occupational Safety and Health matters in the Group. Most of our business divisions have an Occupational Safety and Health Committee whose responsibility is to manage the OHSMS for the business division. Committee members receive training on several topics to ensure they have the knowledge and awareness to manage any issues. The OSH Committees organise quarterly meetings which act as a communication channel to enable employees to participate

## DEVELOPING A SAFE, EQUAL AND DIGNIFIED WORKFORCE ENSURING A SAFE WORKPLACE

in the development, implementation and evaluation of the OHSMS. This meeting comprises employer and employee representatives from all departments. All employees are welcome to attend the meeting if they have any relevant issue to raise. The meeting minutes are shared across the business unit to ensure all employees are kept up to date on safety matters. Decisions in the Group OHSE Council are made by the President, who is also part of the Board Sustainability Committee, while OHSE Committee meetings are chaired by the respective senior management.



OHSE Committee Responsibilities	Training Provided to OHSE Committee Members
<ul style="list-style-type: none"> <li>• Corrective and preventive actions (CAPA) on HSE reports.</li> <li>• Develop OHS rules and Safe System of Work.</li> <li>• Incident studies, corrective and preventive actions.</li> <li>• Inspection of place of work.</li> <li>• Investigation into any accident.</li> <li>• Investigation of complaint.</li> <li>• Resolution of complaint.</li> <li>• Review of effectiveness of OHS programmes.</li> <li>• Review of OHS Policy.</li> </ul>	<ul style="list-style-type: none"> <li>• Accident investigation.</li> <li>• Basic Firefighter.</li> <li>• Construction Industry Development Board (CIDB).</li> <li>• COVID-19 hygiene.</li> <li>• Ergonomics.</li> <li>• First Aider, CPR.</li> <li>• Risk management and Fire Prevention.</li> <li>• Roles and Responsibility of OHSE committee member.</li> <li>• Safety, Health and Environment Awareness.</li> <li>• Safe working habits.</li> <li>• Standard Operating Procedures (SOPs).</li> </ul>

### RISK IDENTIFICATION AND ASSESSMENT

As a diversified company, we have a wide range of risks associated with our various business activities. All business units undertake formal risk assessments of all activities in accordance with the OHSMS before they are commenced, which includes identifying ways to avoid or reduce risks and mitigation measures to be taken. Assessments are conducted by personnel who have been trained and certified by a Safety & Health Officer (SHO) as well as a member of the business unit's Safety and Health Committee. Risk assessments are approved by the Chairman of the OHSE Committee and depending on the business unit, each assessment is reviewed either every year or once in three years, or if there are any major changes that affect the risk (legal requirement, activities, equipment, incident occurrence, etc.). Out of 40 sites, 31 sites or 77.5% have conducted risk assessments.

We take a proactive role in identifying potential work-related hazards that could cause high-consequence injuries by reviewing accident statistics, conducting site inspections and quarterly audits as well as listening to employee feedback. The types of hazards that caused or contributed to high-consequence injuries during the reporting period were construction and renovation work, slips, trips, falls and machinery/tool hazards. Appropriate preventive and corrective measures have been taken such as ensuring stairs are provided with adequate lights and handrail support, establishing SOPs, conducting more safety briefings and specialised training as well as improving our contractor management. We are also looking to improve our Permit-to-Work (PTW) system to ensure that all risks are properly identified and the necessary precautions are taken before any work is carried out.



## DEVELOPING A SAFE, EQUAL AND DIGNIFIED WORKFORCE ENSURING A SAFE WORKPLACE

In addition to the above, we provide various occupational health (OH) services for our employees and tenants to further help identify and minimise health and safety risks:

- Clinical services are provided by Sunway Medical Centre and private and public medical clinics
- Emergency response and disaster management are managed by the Crisis Management, Response and Recovery (CMRR) team which consists of occupational health and safety experts
- Health assessment and medical health surveillance for staff working with chemicals
- Medical removal for those with health issues
- Occupational poisoning and disease investigations by registered Occupational Health Doctor
- Post-employment medical examination
- Pre-employment medical examination
- Rehabilitation programme
- Return to Work programme
- Transportation is provided to take workers to their medical appointments with private and public medical practitioners
- Various health promotion programmes

We have employed a number of competent persons to provide some of these key services, including a Hygiene Manager, OHS Manager, Fire, Life and Safety Officer, First Aider, Occupational Health Doctor (OHD) and an Occupational Health Nurse (OHN). The quality of the services provided are regularly assessed through legal compliance, quarterly performance audit at group level as well as internal OHS policy audits.

### A SAFE AND HEALTHY ENVIRONMENT

GRI 102-17, 410-1, 416-2, 419-1

Sunway is committed to ensuring our employees have a safe and healthy environment to work in. A critical part of this is providing relevant OHS training to our workers based on their scope of work, operational needs and legal requirements. We provide beginner, intermediate and advanced level training on over 60 general and specialised safety and health topics that are conducted by trained and competent instructors during paid working hours. Training categories included are inductions & awareness (2), occupational safety (25), occupational health (17), industrial hygiene (3) and management systems (16). For the benefit of non-executive employees, training sessions are also conducted in both English and Malay. Training needs are assessed via surveys and identified according to the workers' job scope, operational needs, legal requirements, audit and observation findings, risk assessments, examination and incidences. Training effectiveness is evaluated based on the number of accidents in the year, HSE observation data, pre- and post-training assessments, continuous monitoring and evaluation of worker competencies after training, accreditation audits, table top drills and major drills at least once a year.

Our employees are made aware of the risks and hazards through our OHS Induction training sessions and are encouraged to be proactive and report all hazards and incidents, including near misses, to the Management and assist with actions to reduce and eliminate risks. We have a clear incident reporting process and all reports are treated as private and confidential, which ensures employees are protected against reprisals. Our Whistleblowing Policy also allows workers to remove themselves from work situations that they believe could cause injury or ill health.

#### INCIDENT REPORTING AND INVESTIGATION PROCESS

- 01 Employee reports hazard and/or incident through E-log system.
- 02 Report is presented to DOSH as commitment of compliance to incident reporting.
- 03 An experienced OHSE coordinator investigates the claim. A root cause analysis is conducted in consultation with Operations, HR and Safety & Health committee members.
- 04 Safety & Health committee members recommend risk mitigation methods that are equivalent to a hierarchy of controls for the identified hazard.
- 05 Preventive and corrective actions are taken.
- 06 Report is presented to the Management in the management review meeting.

Our safety culture extends to our suppliers and, in this respect, we have ensured that both our Procurement Policy and Supplier Code of Conduct require our suppliers to comply with all applicable laws, codes or regulations in the areas in which they operate. To further mitigate the risks associated with our business activities and relationships, we are looking at including a clause in the SOP for our procurement process stating the applicability of our OHS rules to non-workers.

## DEVELOPING A SAFE, EQUAL AND DIGNIFIED WORKFORCE ENSURING A SAFE WORKPLACE

### SAFEGUARDING OUR COMMUNITIES

#### Safety at our malls

Safety at our malls was one of our main focus areas in 2020 as we strived to curb the spread of the COVID-19 virus. Sunway Malls kick-started its 'Your Safe Space, Our Safe Space' initiative to keep shoppers safe on its premises.

The initiative has seen the implementation of safety and hygiene measures including the installation of 4,000 CCTV cameras, 12 units of thermal cameras and 30 cameras equipped with facial recognition to encourage physical distancing. All family-friendly amenities and frequent touchpoints in the malls such as the children's toilet, baby rooms, baby strollers, wheelchairs, playgrounds and play areas are disinfected every 45 minutes and coated with Nano Coating Technology to eliminate viruses and bacteria. Care ambassadors and physical distancing officers are also stationed within all malls to ensure that shoppers observe physical distancing and the safety and hygiene guidelines.

To advocate sustainable practices and environmental conservation, Sunway Malls also launched a Mask-On Campaign by allowing shoppers to redeem Sunway Malls' reusable fabric face masks to stay safe and stylish in the new normal. The masks are made of antimicrobial fabric with a slot to insert an additional filter to protect the users from the virus.

Apart from responding to the pandemic, we continued to uphold the safety of our customers and tenants by ensuring car park lighting and security, clean air and safe infrastructure such as escalators and travelators. In 2020, we undertook various upgrades such as a massive vertical transportation upgrading to improve the safety of our malls.

Our ongoing safety initiatives include:

- Parents with young children may approach the Sunway Pyramid concierge for a complimentary safety pack that includes temporary tattoos with concierge numbers as well as child-safe wristlets that link parents to their children.
- Provision of a calm room and sensory walls for the safety of autistic children in Sunway Putra Mall, the first autism-friendly mall in Malaysia with special features such as reserved parking, dimmer lights, low-volume music and assistance.

We ensure that our builders and consultant teams are aware of our QESH requirements and we have put in place a Sunway Safety Merit System (SSMS) Assessment to monitor and ensure compliance with ESH standards. The SSMS is an internal assessment based on Malaysian environmental, safety and health statutory requirements, focusing on site implementation requirements. To achieve the SSMS target rating of 80% and above, we require our builders to strictly comply with the statutory requirements throughout the construction stage.

Our building contracts focus on the need to mitigate the impacts of construction activity on the surrounding environment and on safety at project sites. All contracts require our builders to comply with the Environmental Quality Act 1974, Occupational Safety & Health Act 1994 and Factories and Machinery Act 1967, among other relevant legislation and regulations. In the event of any non-compliance, penalties are imposed accordingly on the builders.

In 2020, we were issued one fine of RM21,000 for having mosquito larvae found on our construction site and immediate actions were taken to bolster safety and health. Among the measures taken were briefings on anti-dengue awareness, a Communication for Behavioural Impact (COMBI) programme, housekeeping and cleaning as well as warnings given to the safety and health teams. We will improve our COMBI by conducting more frequent checks at work sites and encouraging contractors to ensure good housekeeping.



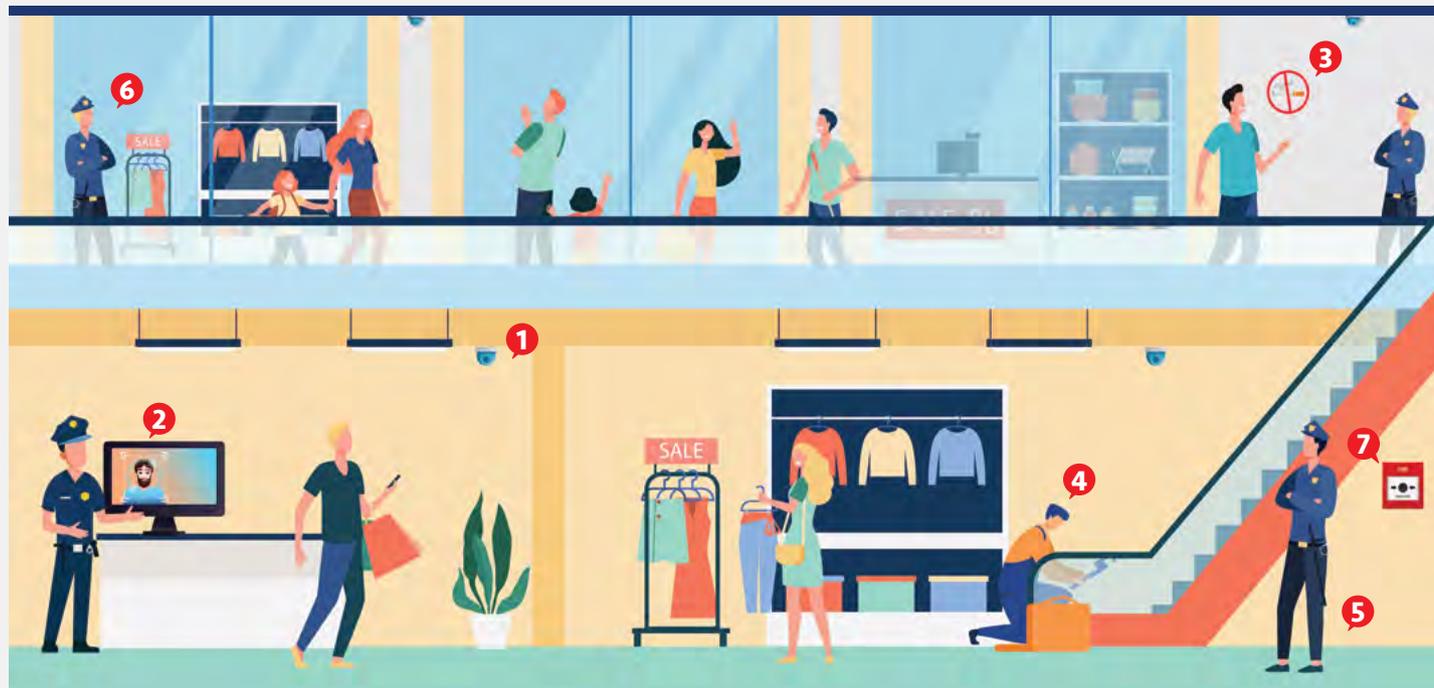


## DEVELOPING A SAFE, EQUAL AND DIGNIFIED WORKFORCE ENSURING A SAFE WORKPLACE

### Safety in our townships

Sunway is committed to keeping our townships and developments safe. At the design and planning stage, we employ crime prevention through environmental design (CPTED) principles as an initial preventative measure in mitigating crime. This includes integrating design concepts such as natural surveillance, natural access control, territorial reinforcement and maintenance.

We have centralised security systems to manage township security and work closely with the Royal Malaysian Police (PDRM), NGOs such as the Malaysian Crime Prevention Foundation (MCPF) and other community stakeholders to make our developments safe. More than 10,000 CCTVs and 1,082 auxiliary police and security personnel, who patrol our townships day and night, help keep our stakeholders safe. For Sunway City Kuala Lumpur, any emergencies or disasters are quickly attended to by our two SWIFT Teams (Sunway Immediate Forward Team).



### 1 Crime prevention through environmental design (CPTED)

- Natural surveillance
- Natural access control
- Territorial reinforcement
- Maintenance

### 2 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

### 3 Enforcement of clean air

- In 2019, the Ministry of Health empowered Sunway's auxiliary police to issue notices of summons to those caught smoking in non-smoking zones at Sunway City Kuala Lumpur

### 4 Escalators

- All new escalators will have an additional auxiliary brake, in accordance with British Standard EN 115
- We conduct inspections on all escalators and travelators

## DEVELOPING A SAFE, EQUAL AND DIGNIFIED WORKFORCE ENSURING A SAFE WORKPLACE

All our security personnel receive a minimum amount of training every year which includes at least 16 hours of classroom training, 48-hour foot drills, BOMBA training and at least two firearm training courses. Our security personnel are able to provide assistance in reporting any incidence of non-conformance to our policies on human rights, forced labour, child labour and children's rights. Our auxiliary police all undergo two months of intensive training at PDRM's training centre (PULAPOL).

We engage with our tenants on safety issues through town halls as well as other instances such as fire drills and evacuation exercises.

### SAFETY PERFORMANCE

Work-related hazards that have the potential to result in high-consequence injuries are determined according to periodic or ad hoc reviews of the Hazard Identification, Risk Assessment and Determining Controls (HIRADC). These could include accident statistics, site inspections, quarterly audits and assessments as well as employee feedback.

In 2020, one high-consequence work-related injury was reported involving an employee working with an animal. Following the report of this incident, we took follow-up actions to prevent such incidents occurring again. This included providing specialised training such as Working with Animals Safety, improving risk assessments and SOPs as well as displaying warning signages. The main types of recordable work injuries reported included cuts, lacerations, slips, trips and missteps. We continue to try to prevent and mitigate these risks by providing adequate lines, light and handrails for high-frequency accident areas such as stairs, establishing and communicating SOPs for risk management, organising training on machinery safety and wearing suitable PPE while performing work.

Among our contractors, one high-consequence work-related injury was reported in 2020 caused by a falling object. Unfortunately, we regret to report that we had five fatalities this year while the contractors were undertaking tree-cutting work and during construction work. These incidences are very rare, and we have taken the necessary steps to try and ensure that they do not happen again in the future such as improving our contractor management and safety training programmes. There were three cases of work-related ill health reported by our overseas sites in 2020.

As most of our sites are open to the public, the chances of health and safety issues being reported are relatively higher compared to private premises. Most of the public incidents reported were minor, such as slips, trips, falls, cuts, lacerations and noise. Due to the pandemic, the overall number of public incidents reported was greatly reduced as many of our sites were closed during the MCO. Moving forward, we aim to launch a centralised platform for the public to report any OHS matters.

### 5 Security and crime prevention

- Partnership with PDRM and MCPF
- Our 1,082 security force personnel include auxiliary police, in-house security and out-sourced Nepalese guards
- Our auxiliary police personnel have undergone a two-month intensive training programme at PDRM's training centre (PULAPOL)

### 6 Minimum training for auxiliary police & all security personnel

- Sunway's Group Security division organises monthly training for our security personnel
- PDRM runs at least two firearm training courses for 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 for auxiliary police

### 7 Emergency response plan

- Panic buttons in our shopping malls' car parks for quick emergency response
- Every commercial building carries out at least one fire drill/evacuation exercise annually, aligned to BOMBA requirements. Failure to comply will affect the renewal of fire certificates for Sunway's buildings
- Sunway Group Security has formed 2 SWIFT Teams (Sunway Immediate Forward Team) to respond to any kind of emergency or disaster within Sunway City Kuala Lumpur

Our security personnel undertook a total of  
**4,848** hours of training in 2020.



## DEVELOPING A SAFE, EQUAL AND DIGNIFIED WORKFORCE ENSURING A SAFE WORKPLACE

### WORK-RELATED INJURIES (EMPLOYEES)

Years	2018		2019		2020	
	Number	Rate*	Number	Rate	Number	Rate
Hours worked	13,123,139.50	N/A	13,834,218.50	N/A	13,917,109.30	N/A
Fatalities	0	0	0	0	0	0
High-consequence work-related injuries	0	0	0	0	1	0.09
Recordable work-related injuries	84	6.4	126	9.04	85	6.79

\* The rates are calculated based on 1,000,000 hours worked.

### WORK-RELATED INJURIES (NON-EMPLOYEES)

Years	2018		2019		2020	
	Number	Rate*	Number	Rate	Number	Rate
Hours worked	87,929,870.50	N/A	59,408,634.50	N/A	39,123,798.50	N/A
Fatalities	0	0	1	0.02	5	0.13
High-consequence work-related injuries	0	0	4	0.07	1	0.03
Recordable work-related injuries	1	0.01	7	0.12	13	0.4

\* The rates are calculated based on 1,000,000 hours worked.

### WORK-RELATED ILL HEALTH (EMPLOYEES)

Years	2018	2019	2020
Number of fatalities	0	0	0
Number of recordable work-related ill health cases	0	0	0
Main types of work-related ill health	N/A	N/A	N/A

### WORK-RELATED ILL HEALTH\* (NON-EMPLOYEES)

Years	2018	2019	2020
Number of fatalities	0	0	0
Number of recordable work-related ill health cases	0	0	3
Main types of work-related ill health	N/A	N/A	Vibration

\* Work-related hazards that pose a risk of ill health are identified using HIRARC assessment and incident statistics, chemical health risk assessments (CHRA), chemical exposure monitoring, medical records and stakeholder feedback.



# 04 GOAL



## INVESTING IN COMMUNITY INCLUSIVITY

We champion good corporate social responsibility and believe in giving back to society by creating long-lasting positive impacts that will enrich the communities over the long term. Our programmes and #SunwayforGood initiatives are focused on empowering the underprivileged and marginalised as we gradually transition to smart and sustainable cities which ensure inclusivity.



### CAPITAL Social

- MATERIAL ISSUES**
- Community
  - Access and Affordability

- ACTIVITIES**
- Employee Volunteerism
  - Community Investment
  - Disaster Relief Programmes
  - Awareness Programmes
  - COVID-19 Community Care
  - Diverse Cultural Celebrations
  - Community Safety

- VALUE CREATED**
- Inclusive communities
  - Nation-building
  - Community impact
  - Empowered workforce

## 4 INVESTING IN COMMUNITY INCLUSIVITY

**IMPACT STORIES:** EXPLORING FACTORS AFFECTING MOBILITY AMIDST AN AGEING POPULATION



**Sunway continues to explore ways to improve mobility across all demographics, noting that mobility, ease of access to transportation and well thought out physical infrastructure are crucial to the sustainability of any development. With rapidly expanding urban sprawl, coupled with Malaysia reaching the status of an ageing population by 2030, it is important to discover the necessary steps needed to create age-friendly cities in still-developing countries.**

Through the Monash University Malaysia Sustainable Community Grant Scheme, a study\* of 32 participants aged 50 years and above living in Sunway City Kuala Lumpur was carried out to identify their viewpoints in the areas of transportation systems, land pattern use and urban design. One of the key outcomes was that the participants' health status and well-being is a determinant of their mobility behaviour and how they interact with infrastructure around them. The results clearly demonstrated that older dwellers value outdoor spaces, well-planned physical infrastructure and efforts at social inclusion. We believe that these results, although limited in terms of the sampling, provide a good start to identifying specific pain points and remedying them to lead to better and more liveable spaces for our older citizens.

A summary of the findings following our interviews and focus group sessions from the materiality study is listed below:

### FINDINGS BY CATEGORY:

#### TRANSPORTATION SYSTEMS

Availability of street walking paths is of great importance as well as the presence of nearby transit stops. Promotes greater connectivity and increased convenience for users.

#### LAND USAGE AND URBAN DESIGN

- Purposefully creating destinations may create greater mobility to reduce distance between destinations, while also remembering to incorporate age-friendly and disability friendly features.
- Providing easy and convenient access to places of need that are in close proximity will encourage mobility. The existing provision of spaces for parking of wheelchairs was also highlighted.
- Sensitivity to limitations of older users or disabled users in the context of physical infrastructure, such as type/height of pavements, elevators, lighting

and signages. Incorporating the appropriate placement of stairs, ramps that are shallow in gradient, frequently maintained elevators, good lighting for early morning and night travel, as well as ensuring that signages are not blocked by foliage, are all factors that can boost mobility.

- Human behaviour can undermine well-planned services and infrastructure. The behaviour of vehicle owners who park indiscriminately along walking paths affects mobility. The lack of car parking spaces for those who are used to driving is also a factor that reduces mobility.

#### LAND USAGE AND URBAN DESIGN/ HEALTH STATUS

Reliability of public transportation, walking distance to destinations as well as a lack of attention to urban landscaping could deter mobility. The reliability and frequency of public transportation is key to the older demographic who regard this mode of transportation as a key part of their mobility considering its lower cost. Providing stretches of shade/canopy is also beneficial given the generally hotter climate in Malaysia.



\* *Designing for Me! What Older Dwellers Want to Improve Mobility in an Age-friendly City* by Monash University Malaysia. For more information on this research, please write to [sustainability@sunway.com.my](mailto:sustainability@sunway.com.my)

## 4 INVESTING IN COMMUNITY INCLUSIVITY

GROWING TOGETHER WITH OUR COMMUNITIES

GRI 203-1, 203-2, 413-1, 413-2

At Sunway, we are committed to building a society that continues to grow and prosper. Our #SunwayforGood strategy focuses on three key pillars – Education, Healthcare and Community Enrichment – and our initiatives are fully aligned with the UN-SDGs. Our aim is to enrich the lives of our communities and provide equal opportunities by reducing the poverty gap. Sustainable growth can only be achieved when society, environment and economy all work together in harmony and we strive to contribute to all these areas to create long-lasting impact and value. Our initiatives focus on ‘hands up’ instead of ‘handout’ by empowering our beneficiaries with skills, training and opportunities to enable them to be financially independent and live a fulfilling life. We work with government bodies and non-profit organisations to channel our contributions to our targeted groups.

In 2020, Sunway invested  
**RM 45,022,646\***  
 in community inclusivity

This amount included:

- \* RM12 million pledge to cover the cost of subsidising treatment for public patients from MOH and UMMC hospitals.
- \* RM20 million rent-free grant to non-essential trade retailers.
- \* RM1 million donation to the National COVID-19 Fund.

Total amount of Group donations to registered not-for-profit organisations:

**RM 1,505,786**

In 2020, the COVID-19 pandemic took much of our focus and we delivered much-needed assistance to our communities through our various businesses. While we continued our #SunwayforGood programmes to support B40 families and other underprivileged and marginalised groups through our collaborations with government and non-government organisations, we also put our efforts into supporting our healthcare workers and support systems who were all facing extremely challenging situations. As the pandemic is not yet over, we remain committed to doing what we can to help our communities.



For more information on how we work with the communities to reduce waste, please refer to Managing Our Environmental Impacts on page 51



### EMPLOYEE VOLUNTEERISM

Employee volunteerism plays a vital part in our organisation to embed our core values of integrity, humility and excellence among our people. Volunteerism will enable our employees to better understand the communities we serve and seek to improve the lives of the communities in need as we aim to build sustainable development. It also promotes relationship-building among employees and develops leadership qualities and soft skills, apart from instilling a sense of belonging and identity in the communities.

Sunway's employees participate in volunteerism through Kelab Sosial Sunway to reach out to the underprivileged and vulnerable groups in our communities. The club allows our volunteers to actively participate in #SunwayforGood initiatives during working hours and they are given replacement hours if the activities occur outside working hours.



Total beneficiaries  
**119,058**



Total man-hours  
**18,474**

## INVESTING IN COMMUNITY INCLUSIVITY GROWING TOGETHER WITH OUR COMMUNITIES

### COVID-19 COMMUNITY CARE

When the pandemic first hit Malaysian shores, Sunway went above and beyond to reach out to the communities in need through various initiatives to ensure that no one is left behind.

#### COVID-19 COMMUNITY CARE



##### Provision of medical supplies and necessities

Sunway Medical Centre (SMC) donated more than RM300,000 worth of medical supplies to 25 hospitals to support the efforts of medical frontline workers in managing the rise of COVID-19 cases. This included two ventilators worth RM110,000, 22 cartons of hand sanitisers, 20,000 pieces of KN95 masks and 1,000 boxes of surgical masks. SMC also provided free COVID-19 tests, hand sanitisers and face shields to the Subang Jaya Community Ambulance and other frontline ambulance teams as they were at high risk of being exposed to COVID-19.

Sunway Hotel Seberang Jaya contributed 1,500 shower caps to Hospital Seberang Jaya for the hospital's healthcare staff while Sunway Resort donated a total of 14,525 pillows, blankets and toiletries to patients in Hospital Sungai Buloh in April 2020. Sunway Hotels donated more than 4,000 pieces of Soapful soaps. Sunway Velocity Hotel also donated a total of 7,600 toiletries. Sunway Group donated 15 multipurpose infrared electronic thermometers to Hospital Sultanah Aminah. The hospital, as well as Iskandar Puteri Police, Sunway Iskandar Security team, the Kota Damansara community and Majlis Bandaraya Pulau Pinang, also received face masks and hand sanitisers from Sunway Group.



##### Designated quarantine hotels

Sunway supported the government in providing quarantine accommodations for persons under surveillance (PUS) from 13 April to 14 May 2020. Sunway Pyramid Hotel and Sunway Clio Hotel provided a total value of RM2,899,960 in room nights. Guests staying at the hotels were also given some mental health relief as the hotels collaborated with renowned comedian Harith Iskander to screen a one-hour exclusive live show titled 'Locked Down Laughs with Harith Iskander'. Screened through Microsoft Teams on 30 April, the show attracted more than 1,000 viewers and guests were able to interact with Harith during the show.

Hotel	No. of sponsored room nights	Value (RM)	No. of beneficiaries
Sunway Pyramid Hotel	14,938	1,792,560	1,127
Sunway Clio Hotel	11,074	1,107,400	891



##### Food For Thought

The Food for Thought campaign is an immediate nutritional aid programme created on the back of the Food Bank programme aimed to feed 25,000 individuals in B40 income-group families who were worst hit during the COVID-19 pandemic. Sunway Malls worked with volunteers from two NGOs, namely Adab Youth Garage and Kechara Soup Kitchen, to distribute 8,100 packed lunches to individuals in need. The lunch packs were purchased from Sunway Malls' F&B tenants in a bid to support their businesses during these challenging times.



##### Medical assistance

To help ease the burden on public hospitals due to COVID-19, 100 slots for AV Fistula creation for dialysis patients at a discounted rate were allocated to Hospital Selayang and Hospital Serdang in a joint public-private partnership programme with SMC and Jabatan Kesihatan Negeri Selangor. Thus far, SMC has provided surgery for 62 patients. SMC also pledged RM12 million to cover the treatment cost of public patients from the Ministry of Health and UMMC hospitals and took on some non-COVID-19 cases from public hospitals.

To ensure access to professional medical advice during the lockdown, SMC Velocity (SMCV) provided free teleconsultation to enable the public to seek medical advice despite the lockdown restrictions. An estimated 170 sessions were conducted in a five-month period from April to August 2020. SMCV also offered delivery service of medication, on-site COVID-19 group tests as well as drive-through COVID-19 test through the Paeds-Stop Vaccination initiative.

In addition, SMCV established a free transportation service to pick up patients who were facing challenges in travelling to the medical centre during the pandemic. It also continued to engage with the public during the lockdown by creating a 'Your Daily Dose' video series on Facebook that shared important information about COVID-19, including how to manage mental health as well as signs and symptoms of COVID-19.



##### Tokens of appreciation

As a token of appreciation to all our frontliners for their hard work, Sunway Malls in the Klang Valley collaborated with TGV Cinemas to provide a complimentary 'Thank you Pack' that could be redeemed at the respective malls' Concierge Counters. The pack provided medical and law enforcement workers a free movie at TGV and an assortment of cash vouchers.

Sunway Malls also provided free snacks and drink packs to all food delivery riders during the MCO as a huge 'thank you' for serving our communities.

## INVESTING IN COMMUNITY INCLUSIVITY GROWING TOGETHER WITH OUR COMMUNITIES



### Sunway Food Bank

During the first MCO in March 2020, Sunway Group started a Food Bank in collaboration with Yayasan Kebajikan Negara Malaysia (YKN) to provide assistance to B40 families in the central and southern regions who were struggling to put food on the table due to the pandemic. Sunway Group donated RM100,000 to provide families with a standard pre-packed supply of dry groceries worth RM50. This enabled us to reach out to 12,000 beneficiaries with 22,000 kg of groceries. From July to December 2020, we launched the #SunwayforGood Food Bank Campaign in partnership with all Sunway Malls, with the aim of collecting 40,000 kg of food. This was the largest food drive that was ever created by any Malaysian company and with the assistance of various NGOs such as Development of Human Resources for Rural Areas Malaysia (DHRRA Malaysia), the Food Aid Foundation and The Lost Food Project, we were able to reach out to more than 32,000 beneficiaries with 36,376 kg of groceries. As of December 2020, we had collected more than 58,000 kg of food surpassing our initial target.



### Moral Support

Sunway Hotel Georgetown donated 40 cartons of mineral water to the Penang State Government in support of the state's efforts in curbing the spread of COVID-19.



### #kitasupportkita

The pandemic brought out the best in our community and throughout Malaysia, with the phrase 'Kita Support Kita' that has shown how people and communities can support each other in times of hardship. Sunway truly believes in supporting Malaysians and this year, we focused our efforts on supporting one of our most important stakeholders - our mall tenants who suffered greatly from reduced spending and footfalls. In light of this, we established a Best Tenant Service Award to reward our tenants' staff who stood to receive a RM220 cash voucher and also provided RM40 cash vouchers to all staff of tenants to help increase sales for underperforming tenants.

While the pandemic affected everyone greatly, one of the key groups that was hit especially hard was single parents. Sunway Velocity Mall helped support single parents in the community who had been struggling to stay afloat over the course of the year by providing household items and appliances, clothing and IT gadgets. These items helped to ease the burdens of these families and enhance their living conditions.



### Mask for a mask

At Sunway Putra Mall (SPM), a donation drive was held to encourage our shoppers to donate a minimum of RM10 in return for a fabric face mask sponsored by Smart Master, a tenant of SPM. As a result of the campaign, SPM was able to donate essential hygiene items such as face masks, hand sanitisers, disinfectant sprays, hand soaps and food necessities to three homes. Sunway Group also sponsored safety packs, which included a face mask and hand sanitiser, for all 427 students and 36 school personnel of SJK (C) Gunung Hijau, Perak.



### #SunwayforGood Fund

The #SunwayforGood fund raised RM793,022. The funds were used to pay for:

- 5,664 stay safe packs
- groceries for 200 B40 families in Ipoh worth RM50 each
- 16 homes' electricity bills for six months (July-December 2020)
- Aeon vouchers for 2,787 B40 community members: 2,051 Sunway community dwellers received RM50 Aeon vouchers and 736 B40 students received RM100 Aeon vouchers.

## INVESTING IN COMMUNITY INCLUSIVITY GROWING TOGETHER WITH OUR COMMUNITIES



### HEALTHCARE

#### **Medical financial assistance**

This year, our Let's ACE campaign invested RM101,927 to help 21 patients who were facing financial difficulties in battling cancer. We continued to provide financial assistance to help patients manage their treatment bills and provided RM5,360,028 to 10,791 patients in 2020. We also provided one-off financial support for a number of treatments and surgeries amounting to RM679,788.

#### **Blood donation drives**

Due to COVID-19, the number of blood donations was declining in 2020 and the National Blood Bank had a low supply of blood. To help support their efforts in making it more accessible for the public to donate blood, a number of our developments provided a free space for blood donation drives to be held and helped promote the events. Participating developments included Sunway Medical Centre, Sunway Pyramid Shopping Mall, Sunway Velocity Mall, Sunway Putra Mall, Sunway Giza, Sunway Big Box Retail Park, Sunway Putra Tower, Menara Sunway, Wisma Sunway, Sunway Geo Tower and The Pinnacle Sunway.



### EDUCATION

Sunway rolled out a number of initiatives to promote the learning of core literacy subjects such as Mathematics and English, which supports SDG4: Quality Education. In March, we sponsored three teams to participate in the Sunway University Mathematics Boot Camp which was held virtually this year. Our Sunway-Oxbridge Essay Competition 2020, which was in its 7<sup>th</sup> year, continued with a modified programme with 2,530 participating students.

In 2020, we partnered with Perdana Leadership Foundation and created the 'Program Literasi Maklumat', a programme aimed at guiding students on research and presentation skills with a key focus on encouraging students to communicate in English and boost their confidence in public speaking. In partnership with Friends to Mankind, Sunway READ was created – a community library for the Desa Mentari community living in low-cost flats where most of the children attend SK and SMK Bandar Sunway. Sunway sponsored RM10,000 of the cost to set up the library and held a book donation drive among our employees which helped collect over 2,000 books for the library. The space was provided by MyPJ and is also now being used as a safe space to provide skills training to single mothers. We also donated RM1,500 to purchase new books for the library in SJK Ladang Chemor, Perak, benefitting 103 students who are mostly from B40 families.

### FESTIVITIES



#### **CHINESE NEW YEAR (CNY) CHEER**



##### **Sunway Group**

Sunway teamed up with Great Heart Charity Association to bring festive cheer to 222 urban poor families around the Klang Valley from the B40 category on 15 February 2020. In the spirit of inclusivity, beneficiaries of Sunway's 'Share Because You Care' Chinese New Year Cheer comprised Chinese, Malay and Indian families. Sunway employees made this event even more meaningful with their generous contributions of 'ang paws' and groceries worth over RM41,000 to the beneficiaries.

##### **Sunway Putra Mall**

In a collaboration with the Touching Lives Club, Sunway Putra Mall hosted 155 underprivileged children from Yayasan Chow Kit, Sunbeam Home, Victory Home, Rainbow Home, Hiichiikok Home for Children and Zotung Refugee Learning Centre on 11 January 2020. The children were treated to a movie sponsored by TGV Cinemas and scrumptious lunch and dinner sponsored by McDonald's at the mall.

##### **Sunway Hotel Georgetown, Sunway Hotel Seberang Jaya, Sunway Carnival Shopping Mall**

A joint effort between Sunway Hotel Georgetown, Sunway Hotel Seberang Jaya and Sunway Carnival Shopping Mall saw the residents of Rumah Sejahtera Permatang Tinggi enjoying a catered lunch to celebrate CNY. The residents also received goodie bags, mandarin oranges and red packets.

##### **Sunway Putra Hotel**

The hotel provided a special CNY Luncheon and red packets for 50 children and their caretakers from Charis Home on 2 February 2020.

## INVESTING IN COMMUNITY INCLUSIVITY GROWING TOGETHER WITH OUR COMMUNITIES



### THAIPUSAM

#### Sunway Hotel Georgetown, Sunway Hotel Seberang Jaya

In line with SDG2: Zero hunger, 2,500 devotees at Nagarathar Sivan Temple were treated to free meals prepared by Sunway Hotel Georgetown and Sunway Hotel Seberang Jaya on 7 February 2020.



### DEEPAVALI CHEER

#### Sunway Group

To provide some cheer over the Deepavali period, Sunway, in collaboration with the Malaysia Red Crescent Society (MRC) Johor, targeted to sponsor 880 bags of groceries worth RM100 each. In the end, a total of 910 bags were distributed to 5,550 beneficiaries in Johor and Ipoh. We also supplied 90 Orang Asli students from SK Pendas Gelang Patah Johor with back-to-school items such as school bags and stationery.



### RAYA CHEER

#### Sunway Group

- From May 1 to 22, some 6,500 packets of 'bubur lambuk' were delivered to frontline workers, essential service staff and B40 families. The bubur lambuk was specially prepared by our chefs in Sunway Resort, Sunway Putra Hotel, Sunway Velocity Hotel, Sunway Hotel Seberang Jaya and Sunway Hotel Georgetown. Our NGO partner, Adab Youth Garage (AYG), delivered 4,500 packets to frontline workers at Hospital Kuala Lumpur, Hospital Sungai Buloh, Hospital Serdang, Hospital Kajang, essential workers and B40 families. The other 2,000 packets of bubur lambuk were distributed to the Penang State Assembly to selected B40 families.
- On 15 May 2020, Sunway Group delivered new clothes and 'duit raya' to the children and caretakers of Pusat Jagaan Nur Bakarrah, Pusat Jagaan Baitus Sofwah, Pertubuhan Anak Yatim Berkat Kasih (House of Love) and Pusat Pengurusan Al-Firdaus. Each home also received RM1,000



worth of groceries from Sunway Pyramid, 200 packs of Raya cookies from Sunway Resort and 140 units of Vitamin C, hand sanitiser and toiletries from Sunway Property.

- On 16 June 2020, Sunway hosted a special Hari Raya luncheon for 1,700 inmates of the Kajang Women's Prison and also distributed packets of cookies and toiletry hampers, which were also sold by the prison inmates.

#### Sunway City Iskandar Puteri

- In partnership with the National Committee for Community Services & Health, Malaysian Red Crescent, we prepared and delivered packed meals to some 900 beneficiaries who were seeking temporary shelter at Kem Wawasan Negara Gunung Pulai, Johor.
- We also sponsored 40 units of laptops to Yayasan Raja Zarith for B40 students at PPR flats in Johor.



### CHRISTMAS

Sunway Resort donated 600 cans of soft drinks to eight orphanages, benefitting a total of 417 children.



## OTHERS

### Sunway Group

- Provided fresh, pesticide-free vegetables to Generating Opportunities for Learning Disabilities (GOLD) students and their families as well as frontline workers at Bangunan 3C.
- Sponsored RM4,200 of the expenses of 15 disabled athletes to attend 'Kejohanan Para-Badminton MSN Sirkuit 1 dan 2 Kebangsaan 2020'.
- Donated groceries to Taman Negara's Orang Asal families and Mutiara Food Bank to aid the B40 communities in Pahang.
- Donated RM2,000 to PJ City Food Bank that distributed groceries to B40 communities.
- Donated more than 110 kg of organic vegetables from Sunway City Ipoh's organic farm to Hospital Raja Permaisuri Bainun in Ipoh.

 For more information on Sunway's FutureX Farm, please refer to page 32

### Sunway Velocity Mall

- On 8 August 2020, we hosted a simple, yet energetic workout session after the MCO with students from Persatuan Down Syndrome at Vanity Atrium and donated 35 sets of LI-NING sportswear to encourage the students to stay active and healthy.
- On 23 November 2020, Sunway Velocity Mall gifted 136 children as well as 53 caretakers from Yayasan Sunbeams Home with brand new pairs of shoes from FUFA and XES.
- We helped support the goals of NGOs and community groups by providing free venue space to hold important Donor Pledge Programmes to raise funds for their programmes. Organisations that were supported included World Vision, WWF, Malaysian AIDS Foundation and UNICEF, among others. More than RM12,000 was raised through the programmes.

### Sunway Pyramid Shopping Mall

- Contributed RM500 to Persatuan Veteran Bomba dan Penyelamatan Malaysia.

### Sunway Property

- Back To School - We continued with our #SunwayforGood's Back To School programme to reduce the burden on B40 families. Sunway Property provided 400 students from SMK Yaacob Latif with a new school bag, water bottle, food container and stationery.

### Sunway Putra Hotel

- 5,000 eggs were donated to an estimated 200 households in underserved communities.

### Wisma Sunway

- Held an e-Census mobile clinic to raise awareness on the importance of the census.

### Sunway Lost World of Tambun

- Hosted 32 members of the Perak Association for Recovery of Disabled Individuals (PPOCP) in conjunction with Independence Month.

### Sunway Resort

- Donated 100 used pillows to Persatuan Taska Negeri Selangor in Shah Alam and 150 used pillows to B40 families in Kota Damansara.



## 4 INVESTING IN COMMUNITY INCLUSIVITY

ENSURING NO ONE IS LEFT BEHIND

GRI 203-1, 203-2, 416-1, 417-1

**Sustainable development is not only about having a low-carbon economy, green buildings and efficient resource and waste management. It is also about ensuring everyone has access to essential services such as education and healthcare services. We are pleased to report that most of our developments since 2014 have been equipped with disabled-friendly and child-friendly access with minimal or zero steps within the units. Additionally, light switches have been installed at an ideal height for children and wheelchair users.**

When it comes to healthcare, we continuously strive to make our healthcare services affordable to a wide range of customers by providing various discount healthcare and medical services packages. One of our unique offerings is a variety of discount packages designed for senior citizens who seek private healthcare services but are not insured. For instance, our Cherish Card is a privilege card that enables customers who are 60 years old and above to enjoy various discounts and benefits at Sunway Medical Centre (SMC).

In addition, our insured customers are entitled to further discounts for selected treatment and services based on their insurance policies and companies. SMC also offers value packages for self-paying customers, such as the total knee replacement package, coronary artery bypass grafting (CABG) package and colonoscopy package.

We are aware that medication is an expensive part of treatment, and hence, we prioritise cost considerations when procuring medicines to ensure customers' accessibility to affordable medicine. SMC is also an active participant in the Patient Assistance Programme offered by drug companies to ensure that expensive medicines, such as oncology medicine, are within our patients' reach.

### ENSURING PRODUCT QUALITY AND SAFETY

SMC complies with all the necessary regulatory requirements for drug procurement and distribution. All medicines in Malaysia must satisfy the stringent registration requirements of the National Pharmaceutical Regulatory Agency (NPRRA), and this includes medication for diseases stated in the World Health Organization's list of Prequalified Medicinal Products.

SMC takes the safety of its patients and customers seriously and ensures that all medicines purchased are from authorised distributors. We have in place a robust system that ensures that every product received by the hospital's inventory system is assigned a unique code, with batch and expiry information, which is traceable through an automated dispensing cabinet (ADC) system to individual patients. A hologram is also available on every product to confirm authenticity. SMC will file a product complaint through the NPRRA if there is any product complaint or suspicion of counterfeit products.

As for controlled substances, we make certain that they are dispensed only with valid doctors' prescriptions and are restricted to genuine cases. All prescriptions comply with the Poisons Act 1952 and Dangerous Drugs Act 1952.

In terms of medical equipment and devices, we have in place a procurement vetting process and ensure that all vendors are registered with the Medical Device Authority (MDA), a statutory body of the Ministry of Health established under the Medical Device Authority Act 2012 to control and regulate medical devices. All products that have been procured will be assessed by consultants, nurses or end-users and the medical engineering technical team before they are registered in the procurement system.

SMC will continue to strengthen its procurement process and regulatory compliance while ensuring the cost-effectiveness of its products and services to benefit the communities we serve.

### SUSTAINABLE INFRASTRUCTURE

Building sustainable infrastructure is part of Sunway's commitment to establishing transit-oriented developments by connecting communities and supporting inclusive growth.

In 2020, two of our developments, Sunway Velocity and Sunway Velocity TWO, received MSC Cyberstatus from Malaysia Digital Economy Corporation (MDEC), making them the first Cybercentre in Cheras, Selangor. The MSC Cybercentre status is awarded to cities, townships or large building complexes for providing dedicated and specialised industry areas for MSC-status companies or information and communications technology (ICT)-facilitated businesses to locate their operations.

Sunway is currently building a one-stop centre cyber management office that will guide entrepreneurs, provide business development programmes and serve as a customer service centre for businesses within Sunway Velocity. Once completed, the development will be able to assist the business communities to collaborate with local institutions of higher learning, focusing on developing AI solutions for healthcare through partnership with Sunway Medical Centre Velocity.

To increase connectivity to Sunway Velocity, Sunway has completed two bridges that link the township to Maluri MRT station and Cochrane MRT station. The construction work for a bridge across Jalan Cheras to connect Chan Sow Lin MRT station to the town is currently in progress. We are also building three bridges from Sunway Velocity TWO to Sunway Velocity to ease connectivity by foot and promote transit-oriented development.

# 05 GOAL



## RESPECTING ETHICAL PRINCIPLES

Sunway holds true to its core value of Integrity and goes beyond compliance and regulations in all its business dealings to drive good corporate governance in the Group. We strive to ensure that our people act professionally, ethically and honourably to maintain our record of zero reported incidents of bribery and corruption. We are committed to strong governance to uphold peace, justice and strong institutions.



### CAPITAL

- Financial
- Social
- Intellectual

### MATERIAL ISSUES

- Business Ethics
- Systematic Risk Management
- Economic Performance
- Business Model Resilience
- Customer Welfare
- Product Quality & Safety
- Selling Practices & Product Labelling

### ACTIVITIES

- Code of Conduct and Business Ethics
- Board Policies
- Corporate Policies
- Sustainability Policies
- Whistleblowing Procedure
- Risk Management
- Cybersecurity and Data Governance

### VALUE CREATED

- Strong Governance
- Zero Tolerance for Fraud, Bribery and Corruption
- Customer Satisfaction



## 5 RESPECTING ETHICAL PRINCIPLES

### UPHOLDING GOOD GOVERNANCE

GRI 102-17, 102-18, 102-19, 102-22, 102-23, 102-24, 102-26, 102-27, 102-28, 102-34, 102-35, 205-1, 205-2, 205-3, 406-1, 419-1

**This section should be read together with the Group's Corporate Governance Overview Statement in Sunway Berhad's Integrated Annual Report 2020 and Sunway Berhad's Corporate Governance Report 2020.**

Good corporate governance is paramount to the sustainability of our business as it ensures stability and bolsters our credibility as one of the largest conglomerate in Malaysia. We are committed to upholding the highest standards of corporate governance to ensure smooth business operations and long-term value creation. To ensure best practices, we review and strengthen our corporate governance approach from time to time to achieve incremental improvements. Our commitment to good corporate governance is underpinned by our core values of Integrity, Humility and Excellence.

Sunway's Board of Directors leads the organisation in upholding the highest levels of good corporate governance with uncompromised accountability. As the stewards of the Group's sustainable growth and value creation, the Board holds ultimate responsibility for implementing good and sound corporate governance practices at all times when discharging its duties. Setting the tone from the top, the Board determines the Group's values, strategic direction and the management of Sunway towards sustainable performance.

The Board of Directors is guided by the Board Charter, which sets out the Board's strategic intent, powers, roles and responsibilities, as well as those that cascade to the Management. This ensures the Board operates systematically to comply with the Companies Act 2016, Main Market Listing Requirements of Bursa Malaysia Securities Berhad and all relevant laws and regulations.

The Charter also outlines the evaluation of the Board's effectiveness as it seeks to assess the performance of the Board in the areas of economic, environmental, social and governance. This automatically sets the tone for the various Board Committees and embeds a culture of responsibility among employees with a resilient system of checks and balances across the organisation.

### The Board of Sunway Berhad comprises 6\* Independent Non-Executive Directors and 4 Non-Independent Executive Directors.

\* Tan Sri Jamaludin Ibrahim was appointed as a new Independent Non-Executive Director in March 2021

The Board has ultimate oversight on our code of conduct, code of ethics and ESG risks including climate change. In 2020, we established the Board Sustainability Committee (BSC) in addition to our existing three Board Committees to further strengthen our commitment to sustainability.

In compliance with the requirements of the Malaysian Institute of Accountants, we are committed to rotating our auditors at any time or up to seven years at the Board's discretion. Our external auditors rotate their engagement quality control review partners assigned to the Group every seven years.

We will continue to review and strengthen our approach to governance to adapt to the changing environment and to incorporate best practices to drive outcomes and deliver on our goals and strategies.

 For more information on our Board Sustainability Committee, please refer to Our Approach to Sustainability & Sustainability Governance on page 93



#### From left to right:

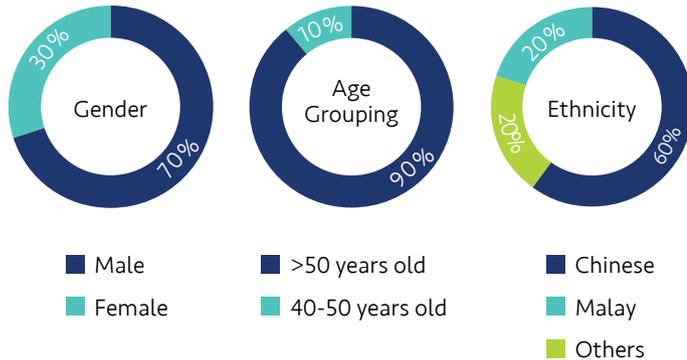
Tan Sri Jamaludin Ibrahim (Independent Non-Executive Director), Tan Sri Dato' Dr. Lin See Yan (Independent Non-Executive Director), Philip Yeo Liat Kok (Senior Independent Non-Executive Director), Sarena Cheah Yean Tih, S.M.S. (Executive Director, Non-Independent Executive Director), Dato' Sri Idris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

## RESPECTING ETHICAL PRINCIPLES UPHOLDING GOOD GOVERNANCE



RESPECTING ETHICAL PRINCIPLES  
UPHOLDING GOOD GOVERNANCE

2020 BOARD OF DIRECTORS



STRONG GOVERNANCE FOR PEACE AND JUSTICE

Sunway is committed to ensuring ethical business practices across its operations to ensure sustainable value creation in the long term. We comply with our set of policies and codes underpinned by the Group's Code of Conduct and Business Ethics that guides the actions and behaviours of the Board and our employees. We are committed to comply with all applicable laws, rules and regulations of the governments, commissions and exchanges in jurisdictions and countries within which the Group operates. Every employee is expected to understand and comply with the laws, rules and regulations that are applicable to their duties and designations. The Code of Conduct and Business Ethics is reviewed from time to time to ensure effectiveness and a strong governance culture within the Group.

CODE OF CONDUCT AND BUSINESS ETHICS



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.



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 merit 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.



ANTI-CORRUPTION, BRIBERY AND FRAUD

Our zero tolerance towards corruption, bribery and fraud is embodied in our Anti-Bribery and Corruption Policy which is aligned with the Malaysian Anti-Corruption Commission Act (MACC) 2009 and the MACC (Amendment) Act 2018. Under this policy, employees must not accept or provide gifts or entertainment that may influence business decisions.



COMPLIANCE WITH INTERNAL CONTROLS AND PROCEDURES

We maintain and adhere to sound internal controls and procedures to ensure that critical risks are managed to the best of our ability. We also ensure that financial and operational information reflects all business transactions accurately, is timely and unbiased, financial forecasts and assessments are genuine and assets are safeguarded.



MAINTENANCE OF BOOKS AND RECORDS

Sunway's books and records are recorded accurately, fairly and reasonably to 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.



HEALTH AND SAFETY

All employees are expected to comply with all Occupational Safety and Health laws in whichever country they operate.

## RESPECTING ETHICAL PRINCIPLES UPHOLDING GOOD GOVERNANCE

### ZERO TOLERANCE FOR FRAUD, BRIBERY AND CORRUPTION

Sunway practises zero tolerance towards all forms of fraud, bribery and corruption as outlined in our Code of Conduct and Business Ethics. The Code of Conduct also defines behavioural standards, underlining the seriousness of the Group in prohibiting its employees from engaging in any form of fraudulent acts or dishonest conduct involving property or assets and/or financial reporting and accounting.

In addition, we have in place a fraud response plan and procedure to guide our management personnel within Sunway in responding to allegations or suspicions of fraud, ensuring that all cases of alleged fraud are reported promptly and investigated independently and effectively.

The Board has also established an Anti-Bribery and Corruption Task Force (Task Force) to implement policies and procedures for the anti-bribery and corruption programme to further strengthen our internal processes and practices on anti-corruption. This is in line with the National Anti-Corruption Plan 2019-2023 (NACP) launched in 2019 and the new corporate liability provision in section 17A of the amended Malaysian Anti-Corruption Commission (MACC) Act 2009 and the MACC (Amendment) Act 2018 that took effect on 1 June 2020.

**In 2020, there were zero reported cases of bribery and corruption and we aim to maintain this record by driving a positive culture of compliance. No employees were disciplined or dismissed due to non-compliance with the ABC policy.**

#### BOARD POLICIES

##### Non-Audit Services Policy

The Non-Audit Services Policy guides the Audit Committee in assessing and monitoring the provision of non-audit services by external auditors. The Audit Committee is responsible for reviewing, assessing and monitoring the performance, suitability and independence of external auditors.

##### Policy on Selection and Assessment of Members of the Board of Directors and Board Composition

This policy details the processes and criteria for selection and assessment of potential candidates for election to the Board of Directors as well as the Board composition of the company. This policy is to be practised in conjunction with the Diversity and Inclusion Policy of the company as well as the succession planning of Sunway Group.

##### External Auditors Selection Policy

This policy outlines the selection criteria of independent external auditors, who are recommended by the Audit Committee to the Board of Directors for selection. Among the criteria are the fees, the independence of the auditors, the competency and resources as well as the rotation of audit engagement partners.

##### Directors Remuneration Policy

This policy guides the Remuneration Committee in determining and proposing an appropriate level of remuneration for Sunway's Directors to attract and retain Directors of high calibre.

#### CORPORATE POLICIES

##### Anti-Bribery & Corruption (ABC) Policy

Sunway's ABC policy was approved by the Board in 2019. It covers the Group's anti-bribery and corruption strategies as well as action plans in preventing, detecting and managing bribery and corruption issues. Sunway does not make or offer monetary or in-kind political contributions to political parties, political party officials or candidates for political office. In 2020, we rolled out training on the ABC policy to all Sunway staff.

##### Anti-Money Laundering Policy

Sunway is strongly against all kinds of money laundering including dealing in the proceeds of criminal activities and terrorism financing. This policy guides all Sunway employees on strengthening anti-money laundering governance and reiterates Sunway's commitment to complying with the Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001.

##### Diversity & Inclusion Policy

This policy outlines Sunway's commitment to fostering diversity and inclusion at the workplace, as these values are closely tied to our core values of integrity, humility and excellence.

##### Whistleblowing Policy & Procedure

This policy serves as an avenue for Sunway's employees and stakeholders to report any suspected inappropriate behaviour or misconduct relating to fraud, corrupt practices and/or abuses involving the Group's resources. Complaints and feedback can be made via the Whistleblowing hotline at +03-5639 8025 or email at [whistleblowing@sunway.com.my](mailto:whistleblowing@sunway.com.my). All faxes and emails received will be directed to the Head of Group Internal Audit Department (GIAD). In 2020, GIAD received three reports not related to corruption and bribery through the whistleblowing channel.

## RESPECTING ETHICAL PRINCIPLES UPHOLDING GOOD GOVERNANCE

### SUSTAINABILITY POLICIES

#### Group Sustainability Policy

This policy guides the execution of sustainability across the Group and sets out the scope, commitment and principles of Sunway with regard to sustainable development.

#### Sustainable Procurement Policy

The Sustainable Procurement Policy was established in 2020 to ensure a best practice approach to sustainable procurement. The policy outlines the guiding principles of our supplier selection process, focusing on the environmental and social aspects of the supply chain.

#### Group Occupational Health, Safety and Environment Policy

This policy sets out Sunway's commitment to achieving excellence in providing a safe and healthy working environment for its employees and external stakeholders.

#### Human Rights Policy

This policy sets out the scope, commitment and implementation of human rights practices within Sunway. The oversight of the policy is led by the Board of Directors, Board Sustainability Committee, Group Internal Audit and Group Human Resources.



### RISK MANAGEMENT: CLIMATE RISK AND RESILIENCE

The Group has a resilient risk management framework that embeds enterprise risk management (ERM) into key business activities, initiatives and processes of the Group. This allows the Group to identify, evaluate, mitigate and monitor risks that may impact the Group and its stakeholders. As such, we ensure our stakeholders and shareholders' interest is protected. Details of the ERM framework which includes ESG risks can be found in Sunway Berhad's Integrated Annual Report 2020. The report also includes our disclosures on ESG-related fines and settlements in our audited accounts.

Our framework is also benchmarked against the ISO31000:2018 Risk Management Guidelines as the Group seeks to constantly strengthen its risk management to remain relevant and effective amidst the current challenging times and uncertainties.

To ensure an efficient risk management system, our Group Risk Management Department (GRMD) has in place a Group-wide approach for non-compliance procedures to investigate and follow-up on any non-compliance identified as well as reporting the number of substantiated claims or incidents of non-compliance. In addition, the GRMD reviews the quarterly risk reports in identifying and mitigating the top risks of the Group's subsidiaries before reporting to the Chief Financial Officer, President and RMC. The Group constantly communicates its goals, targets, policies and procedures to the Board and employees through various platforms such as the corporate website, training sessions and induction programmes.

To bolster our risk management in climate change, we mapped our risks against TCFD's recommendations in 2020. The mapping process showed that our businesses in property development and investment, building materials, quarry and trading & manufacturing are exposed to risks and will be directly impacted by the effects of climate change. The process also enabled us to identify and manage the risks and opportunities to make more-informed business decisions to help smoothen the transition to a low-carbon and sustainable economy.

 For more information on our adoption of the TCFD approach, please refer to page 34

## 5 RESPECTING ETHICAL PRINCIPLES SAFEGUARDING CUSTOMER RIGHTS



As a conglomerate, we have a wide customer base that ranges from corporate to healthcare patients, hotel guests, shoppers and theme park visitors. Customer welfare is thus an extremely important and material issue to us as we seek to ensure customer safety. Inadequate customer welfare will lead to poor customer satisfaction and expose the organisation to reputational risk and even legal risk, eventually affecting our business performance in the long term. Hence, Sunway is committed to upholding our customers' safety and privacy by continuously strengthening our safety policies and practices.

 For more information on our customer safety, please refer to Safeguarding Our Communities from pages 71 to 73.

### CYBERSECURITY AND DATA GOVERNANCE

GRI 418-1

As we embrace digitalisation such as Google cloud and AI to advance our cities towards a low-carbon and sustainable economy, we acknowledge that cybersecurity can become a threat to our systems if we do not identify and mitigate the risks. We are committed to upholding robust and comprehensive cybersecurity controls while practising the highest standards of data governance, thereby preventing breaches to our systems and unauthorised access to customer data. In 2020, we reported two complaints about breaches of customer privacy or loss of customer data.

Protecting the data and privacy of our stakeholders is a top priority. We manage cybersecurity challenges through a stringent series of codes, policies and security controls. Customer data is protected from intrusions and unauthorised access while employees are required to ensure the strictest standards of privacy and confidentiality. We have established a company-wide governance infrastructure to take a holistic approach to data privacy and security, underscoring our seriousness in approaching this matter. This practice is applied across all our business divisions including protecting the privacy of stakeholders such as shoppers in our malls and medical centre patients.

To support this, our Information Technology Shared Services Centre adheres to ISO 27001:2013 international standards which embrace the Information Security

Management System (ISMS) – a framework of policies and procedures that includes all legal, physical and technical controls involved in an organisation's information risk management processes. We are also committed to ensuring proper and adequate protection of personal data within our control in compliance with the Personal Data Protection Act 2010.

In addition, we conduct training sessions for our employees and send out informative emails to them throughout the year to improve their awareness and protect them from being victims of fraudulent practices. Going forward, we will continue to bolster our cybersecurity practices as we embrace innovation and technology to build a sustainable future for all.



## RESPECTING ETHICAL PRINCIPLES SAFEGUARDING CUSTOMER RIGHTS

### PRODUCT QUALITY AND SAFETY

GRI 416-1, 417-1

Product quality and safety remain a top priority in Sunway as we strive to deliver excellence. Ensuring the quality of our products and the safety of our customers will enable us to gain the trust of our stakeholders, in addition to propelling our brand as a market leader.

In our projects under construction, our product workmanship is assessed through the Sunway Quality Merit System (SQMS), where we target to achieve 80%. The SQMS is an internal assessment, which is conducted based on the sampling of active trades throughout the construction of the main building works of a project. To achieve a rating of 80% and above, the quality of works for structure, architecture and M&E installation is monitored and controlled throughout a project.

Our Quarry division leverages technology and digitalisation for quality control as it utilises the Quality Assurance and Quality Control (QA/QC) report, a web-based tool for laboratory users to enter and prepare test reports. Reports are accessible online while the data captured is used for plant quality and operator performance analysis.

### ENSURING CUSTOMER SATISFACTION

The success of our businesses is highly dependent on creating a positive customer experience, be it for our hotel guests, mall patrons or property tenants. We take a customer-centric approach in everything we do and ensure our employees receive appropriate training in customer service so that we continue to deliver a great experience and build brand trust.

In our property development division, we continued to focus on our customer experience digitalisation strategy for property purchasers. We currently have three main channels of communication with our buyers, which include the MySunwayProperty web-based portal, Sunway Property Facebook page and a live chatbot system. In 2020, we improved the tracking of our property buyers using the Net Promoter Score (NPS) Survey via a new IT system. This has resulted in higher response rates and increased engagement with customers due to the system's capability of allowing surveys to be conducted at our sales galleries.

#### MYSUNWAYPROPERTY



Property buyers are able to:

- View and track construction progress of their purchased properties
- Submit defects and check progress online
- View and track progress billings and billing summaries
- Register for complimentary tickets for events organised by Sunway
- View Sunway's latest property offerings as well as community news
- Complete sales surveys upon vacant possession and nine months thereafter

#### SUNWAY PROPERTY FACEBOOK PAGE



- Provides regular updates on our latest property offerings
- Directly engages with potential and existing buyers and the community through various promotions and social media videos
- Responds to any direct messages from potential or existing customers

#### CHATBOT LIVE SYSTEM



- Available on Sunway Property's website, mobile app and Facebook page
- Provides immediate assistance to any customer queries or complaints

In 2020, we started work on re-developing the MySunwayProperty portal with the aim of making it more user-friendly. The new portal is due to be ready in the second quarter of 2021. In addition, a new mobile app post-sale module will also be ready by then.

#### Customer Satisfaction Metrics for 2020

DIVISION	CUSTOMER SATISFACTION METRICS	KEY PERFORMANCE INDICATOR TRACKING (%)
Property development	Sales Gallery Visit Upon & After Vacant Possession (VP)	95.0
Office	Tenant satisfaction	96.0
Hospitality	Guest satisfaction	89.8
Healthcare	Healthcare Customer Satisfaction Index	97.0

## RESPECTING ETHICAL PRINCIPLES SAFEGUARDING CUSTOMER RIGHTS

The following customer satisfaction scoring system by our Building Materials division shows that we have well exceeded the benchmark which is based on our competitors in similar industries, and are moving towards the highest score of 5.

	Pavers	Eurotiles/TNS	Benchmark
<b>Services &amp; Support</b>			
Criteria 1: Accessibility & contactability	4.54	4.43	3.50
Criteria 2: Follow-up action	4.42	4.39	3.50
Criteria 3: Response to complaint	4.25	4.27	3.50
<b>Design Proposal</b>			
Criteria 1: Meeting the deadline (10 working days)	4.05	3.61	3.50
Criteria 2: Meeting the design expectation (Quality of work & creativity)	4.18	3.68	3.50
<b>Delivery Services</b>			
Criteria 1: On-time delivery. For own collection - time taken for loading	4.23	3.91	3.50
Criteria 2: Drivers' attitude and cooperation	4.08	3.85	3.50
<b>Packaging</b>			
Criteria 1: Ease of handling	4.16	3.87	3.50
Criteria 2: Stability	4.03	3.75	3.50
Criteria 3: Protection of packaging	4.03	3.76	3.50
<b>Product</b>			
Criteria 1: Aesthetic appearance	4.45	4.19	3.50
Criteria 2: Consistency of quality	4.27	4.09	3.50
Criteria 3: Colour of product	4.22	4.04	3.50
Criteria 4: Dimension tolerance	4.11	4.04	3.50
<b>Value for Price</b>			
Criteria 1: As compared to direct competitors	3.77	3.64	3.50
Criteria 2: As compared to indirect competitors	3.81	3.63	3.50

# OUR APPROACH TO SUSTAINABILITY & SUSTAINABILITY GOVERNANCE

GRI 102-11, 102-18, 102-20, 102-29, 102-30, 102-31, 102-33

## OUR APPROACH TO SUSTAINABILITY

**Sustainability is deeply rooted in the core values, vision and mission of Sunway Berhad, and has been driving the Group's direction since its establishment. We stay committed towards building a sustainable future for all as we strive to embed sustainability in our business practices, processes and daily operations in our value creation journey.**

Sunway Berhad's sustainability approach is anchored on its vision to be Asia's model corporation for sustainable development. Guided by the UN Sustainable Development Goals and TCFD, the Group reviewed its sustainability approach this year by strengthening its sustainability governance and establishing a new set of future value goals and targets to build a sustainable future.



## SUSTAINABILITY GOVERNANCE



Sunway Berhad's sustainability governance is led by the Group's Board Sustainability Committee (BSC), which comprises four Directors from the Group's Board of Directors. The BSC was established in 2020 to review, supervise and recommend Sunway's sustainability strategy and issues, key environment, social and governance (ESG) targets and performance, progress and scorecard to advance the Group's sustainability leadership. The BSC plans to meet at least twice a year to review Sunway's sustainability plans.

To further strengthen our sustainability strategy, the BSC is supported by the Sunway Group Sustainability Department (SSS) and the Jeffrey Sachs Center on Sustainable Development (JSC), which acts as the Advisory Panel to the BSC. The JSC also supports the SSS with findings from their academic research.

Acting as the 'executive arm' of the BSC, the SSS helps the BSC to make informed decisions to integrate the Group's sustainability strategies into business operations and implement initiatives towards achieving the Group's sustainability goals. The SSS also oversees and monitors sustainability trends, governance and reporting besides overseeing key sustainability risks and opportunities, stakeholders engagement as well as materiality assessment. The SSS chairs the Sustainability Committee (SC), and communicates the Group's sustainability direction to the SC.

The SC comprises the business divisions Heads of Department and their line managers, who are accountable for their ESG performances that are linked to their remuneration and appraisal.

## SUNWAY BERHAD BOARD SUSTAINABILITY COMMITTEE



Tan Sri Dato' (Dr.) Chew Chee Kin



Datuk Tong Poh Keow



Sarena Cheah Yean Tih



Philip Yeo Liat Kok

## SUSTAINABILITY GOVERNANCE STRUCTURE



# MATERIALITY

GRI 102-21, 102-32, 102-47 

**Materiality assessments are integral to Sunway's value creation journey as they enable us to identify and assess key risks and opportunities to ensure long-term sustainable growth. A thorough materiality assessment will help us further engage with our stakeholders and improve our understanding on the material matters that are most important to the Group and our stakeholders. In 2020, we engaged an external consultant to conduct a comprehensive materiality assessment.**

## THE PROCESS OF SUNWAY BERHAD'S MATERIALITY ASSESSMENT

### STEP

#### 1 Identification of objectives and scope

First, we identified the objectives and scope of our materiality assessment.

### STEP

#### 2 Identification and categorisation of material issues

After identifying and categorising our sustainability matters according to environmental, social and governance, we identified 24 issues that were material to our organisation and stakeholders.

### STEP

#### 3 Stakeholders engagement through online surveys and focus group discussions

Next, we held an online materiality survey among internal and external stakeholders, where we also gathered opinions from selected stakeholder groups such as analysts and bankers, the media and NGOs. Focus group discussions among the C-suite of each business division were also held to gather insights and refine the material issues. We received 1,485 responses from the survey.

### STAKEHOLDER GROUPS:

#### INTERNAL

 C-Suite of Business Divisions

 Sunway Employees

#### EXTERNAL

 Analysts & Investors

 Bankers

 Customers

 Media

 NGOs

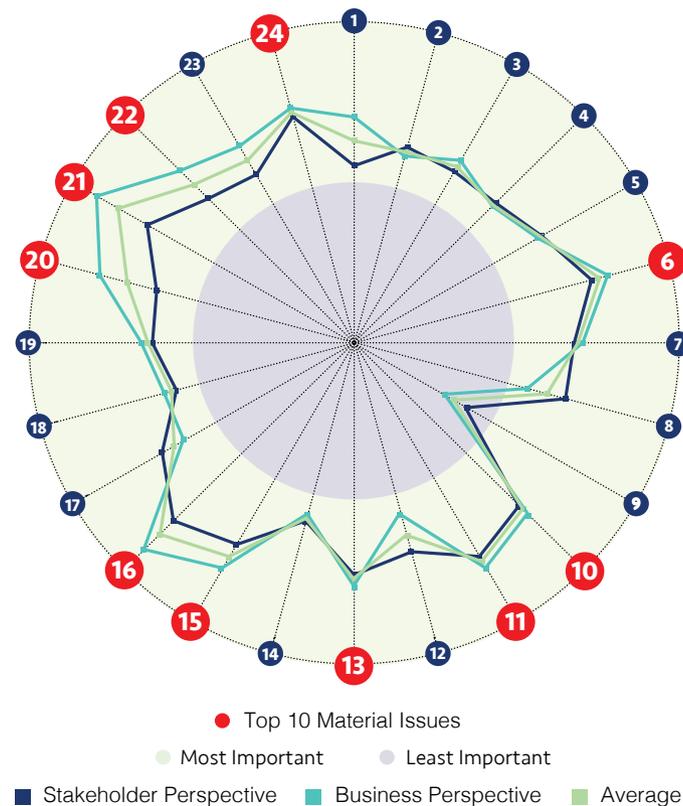
 Suppliers

 Students

### LIST OF 24 MATERIAL ISSUES

1. Ecological Impacts
2. Waste and Hazardous Materials Management
3. Water and Effluents Management
4. Physical Impacts of Climate Change
5. Energy Management
6. Training and Education
7. Employee Engagement
8. Diversity & Inclusion
9. Freedom of Association
10. Labour Practices
11. Employee Health and Safety
12. Human Rights
13. Community
14. Product Design & Lifestyle Management
15. Customer Welfare
16. Product Quality & Safety
17. Access & Affordability
18. Selling Practices & Product Labelling
19. Supply Chain Management
20. Innovation
21. Business Ethics
22. Systematic Risk Management
23. Business Model Resilience
24. Economic Performance

### SUNWAY BERHAD'S MATERIALITY MATRIX



MATERIALITY

**STEP 4** **Prioritisation of material issues**

The information and feedback gathered from the survey and discussions enabled us to narrow down the list and prioritise 10 issues.

**STEP 5** **Validation**

To ensure we align with industry peers locally, regionally and globally, we conducted a desktop validation review and took into consideration global megatrends and top risks. As a result, we added four environmental material matters to address the pressing need for mitigating environmental impacts and to reflect our commitment to adapting to climate change.

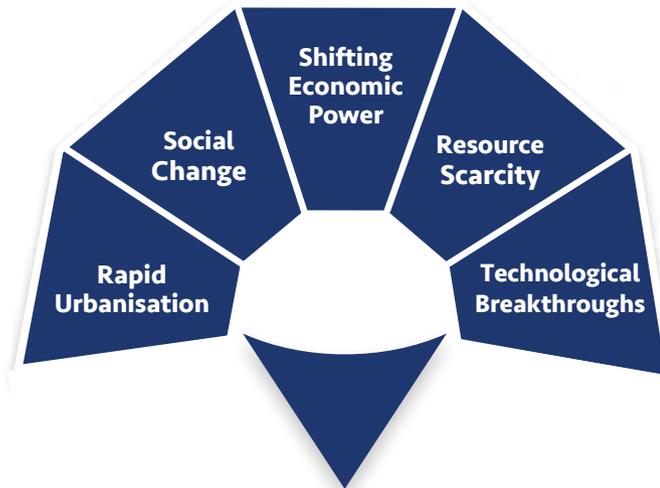
**STEP 6** **Endorsement**

Finally, the results of the materiality assessment and the 14 sustainability issues were approved and endorsed by the BSC.

**TOP 10 MATERIAL ISSUES**

- PRODUCT QUALITY & SAFETY **16**
- BUSINESS ETHICS **21**
- EMPLOYEE HEALTH AND SAFETY **11**
- TRAINING AND EDUCATION **6**
- CUSTOMER WELFARE **15**
- INNOVATION **20**
- ECONOMIC PERFORMANCE **24**
- LABOUR PRACTICES **10**
- COMMUNITY **13**
- SYSTEMATIC RISK MANAGEMENT **22**

**GLOBAL MEGATRENDS**



**TOP GLOBAL RISKS (LIKELIHOOD)**

- Extreme weather
- Climate action failure
- Natural disasters
- Biodiversity loss
- Human-made environmental disasters

**TOP GLOBAL RISKS (IMPACT)**

- Climate action failure
- Weapons of mass destruction
- Biodiversity loss
- Extreme weather
- Water crises

**MATERIAL ISSUES RELATED TO GLOBAL TRENDS & RISKS**

- ENERGY MANAGEMENT
- WATER & EFFLUENTS MANAGEMENT
- WASTE & HAZARDOUS MATERIALS MANAGEMENT
- PHYSICAL IMPACTS OF CLIMATE CHANGE

**PRIORITISED MATERIAL ISSUES FROM OUR MATERIALITY ASSESSMENT**

- PRODUCT QUALITY & SAFETY
- BUSINESS ETHICS
- EMPLOYEE HEALTH AND SAFETY
- TRAINING AND EDUCATION
- CUSTOMER WELFARE
- INNOVATION
- ECONOMIC PERFORMANCE
- LABOUR PRACTICES
- COMMUNITY
- SYSTEMATIC RISK MANAGEMENT

# STAKEHOLDERS ENGAGEMENT

GRI 102-40, 102-42, 102-43, 102-44

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 with and working in partnership with our stakeholders is crucial to address key priorities. The table below illustrates our method of engagement with each stakeholder group, frequency of engagement, their expectations and the manner in which we address their expectations. In addition, stakeholders' engagement enables the Group to identify its risks and opportunities along with the corresponding mitigating plans and strategies.

STAKEHOLDER GROUPS	ENGAGEMENT METHODS	FREQUENCY	MATERIAL MATTERS	RESPONSE
<b>CUSTOMERS</b>				
We value our customers and aim to use the best of our abilities and resources to provide them with quality products and services	<ul style="list-style-type: none"> <li>Materiality study</li> </ul>	Annually	<ul style="list-style-type: none"> <li>Product Quality and Safety</li> <li>Innovation</li> <li>Customer Welfare</li> <li>Ecological Impacts</li> <li>Training and Education</li> <li>Waste and Hazardous Waste Management</li> <li>Water and Effluents Management</li> </ul>	<ul style="list-style-type: none"> <li>We place innovation at the forefront as one of the strategic growth pillar. The various divisions strive towards innovation, product quality &amp; safety and customer service excellence in order to maintain their competitive advantage as well as accelerate customers' engagement during the pandemic.</li> <li>Our sustainability report addresses our environmental impact in a comprehensive and transparent manner (pg 23).</li> <li>We have put in place a cybersecurity system to mitigate cyberattacks and protect the data privacy of our stakeholders (pg 90).</li> <li>We ensure our employees are well-equipped with the latest knowledge and skills to meet customer expectations. We recorded an average of 20.2 training hours per employee in 2020 (pg 66).</li> </ul>
	<ul style="list-style-type: none"> <li>Customer satisfaction surveys</li> <li>Events and activities</li> <li>Loyalty programmes</li> </ul>	Throughout the year		
<b>EMPLOYEES</b>				
We prioritise the welfare of our employees and believe that they act as enablers of the transformation we want to achieve within the organisation, in the communities we build, own, manage and serve as well as our world at large	<ul style="list-style-type: none"> <li>Materiality study</li> </ul>	Annually	<ul style="list-style-type: none"> <li>Employee Engagement</li> <li>Employee Health and Safety</li> <li>Training and Education</li> <li>Labour Practices</li> </ul>	<ul style="list-style-type: none"> <li>To future-proof our workforce, we provide holistic and structured training and development programmes that help employees achieve their personal goals and the Group's collective goals as an organisation (pg 65).</li> <li>Our employees enjoy a wide range of benefits, varying from childcare subsidies to staff discounts to being a part of the communities they serve, live, learn, play and keep healthy in (pg 64).</li> <li>We ensure a safe and conducive workplace by developing a five-year (2021-2025) strategic Occupational Health and Safety plan. We target to achieve a zero fatality rate among workers and contractors at worksites by 2030 (pg 68).</li> </ul>
	<ul style="list-style-type: none"> <li>Employee engagement programmes, training and town hall sessions</li> <li>Employee engagement survey</li> <li>Kelab Sosial Sunway activities</li> </ul>	Throughout the year		
<b>GOVERNMENT &amp; INDUSTRY AFFILIATES</b>				
We work closely with the government, DOSH and industry affiliates to progress in sustainable development and nation-building	<ul style="list-style-type: none"> <li>Materiality study</li> </ul>	Annually	<ul style="list-style-type: none"> <li>Business Ethics</li> <li>Ecological Impacts</li> <li>Economic Performance</li> <li>Employee Health and Safety</li> <li>Labour Practices</li> </ul>	<ul style="list-style-type: none"> <li>We uphold good corporate governance through robust policies such as the Code of Conduct and Business Ethics and Anti-Bribery and Corruption Policy to ensure regulatory compliance (pg 87 and 88).</li> <li>We support the government's Nationally Determined Contribution (NDC) as we seek to progress towards low-carbon sustainable cities through sustainable development, innovation and technology (pg 34).</li> <li>We support the Ministry of Housing and Local Government's recommendations on Smart and Sustainable Cities (pg 14).</li> <li>We support, collaborate and play active roles in industry affiliations to steer policy changes and industry initiatives to contribute to nation building and economic prosperity.</li> </ul>
	<ul style="list-style-type: none"> <li>Meetings</li> <li>Project site visits</li> <li>Site inspections</li> <li>Technical committees</li> </ul>	As and when		
	<ul style="list-style-type: none"> <li>Engagement sessions</li> <li>Report submissions</li> <li>Site visits and audits</li> <li>Training, seminars and demonstrations</li> </ul>	Throughout the year		
	<ul style="list-style-type: none"> <li>Dialogues</li> </ul>	Ongoing		

## STAKEHOLDERS ENGAGEMENT

STAKEHOLDER GROUPS	ENGAGEMENT METHODS	FREQUENCY	MATERIAL MATTERS	RESPONSE
<b>LOCAL COMMUNITIES &amp; NGOS</b>				
We invest in the communities in which we operate and aim to create long-term value to enrich their livelihoods	<ul style="list-style-type: none"> <li>Materiality study</li> </ul>	Annually	<ul style="list-style-type: none"> <li>Business Model Resilience</li> <li>Community</li> <li>Physical Impacts of Climate Change</li> <li>Waste and Hazardous Materials Management</li> <li>Water and Effluents Management</li> </ul>	<ul style="list-style-type: none"> <li>We recorded 18,474 man-hours of employee volunteerism in #SunwayforGood and CSR programmes (pg 77).</li> <li>We took proactive measures to respond to COVID-19 impacts and contributed to frontline workers, the underprivileged as well as our mall tenants whose businesses were impacted by the pandemic (pg 78 and 79).</li> <li>We worked together with the communities to advocate waste reduction while improving their livelihoods at the same time (pg 51).</li> </ul>
	<ul style="list-style-type: none"> <li>Community engagement through social activities and #SunwayforGood initiatives</li> <li>Corporate advertisements</li> </ul>	Throughout the year		
<b>SHAREHOLDERS/INVESTORS/ANALYSTS</b>				
We maintain prudent risk management and maximise our shareholders' returns on top of ensuring transparency through reporting and timely communication	<ul style="list-style-type: none"> <li>Annual general meeting</li> <li>Materiality study</li> </ul>	Annually	<ul style="list-style-type: none"> <li>Business Model Resilience</li> <li>Business Ethics</li> <li>Ecological Impacts</li> <li>Economic Performance</li> <li>Systematic Risk Management</li> </ul>	<ul style="list-style-type: none"> <li>We embedded the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) to bolster the Group's risk management in climate change (pg 34 and 89).</li> <li>We implement strategies to enhance business and financial resilience.</li> <li>We conduct active investor relations programmes and activities to engage the investment community and retail investors.</li> </ul>
	<ul style="list-style-type: none"> <li>Extraordinary general meeting (if required)</li> </ul>	As and when		
	<ul style="list-style-type: none"> <li>Corporate website</li> <li>Investor relations enquiry platforms</li> <li>One-on-one meetings</li> <li>Group meeting</li> <li>Investors' non-deal roadshows</li> <li>Site visits</li> </ul>	Throughout the year		
<b>SUPPLIERS/VENDORS</b>				
When working with us, our suppliers need to adhere to our Sustainable Procurement Policy and Supplier Code of Conduct, which emphasise environmental protection and social ethics	<ul style="list-style-type: none"> <li>Materiality study</li> <li>Supplier feedback forms</li> </ul>	Annually	<ul style="list-style-type: none"> <li>Economic Performance</li> <li>Employee Health and Safety</li> <li>Human Rights</li> <li>Labour Practices</li> <li>Training and Education</li> </ul>	<ul style="list-style-type: none"> <li>We developed a Sustainable Procurement Policy to set guidelines for suppliers and vendors in adopting sustainability practices in their business dealing with Sunway (pg 57).</li> <li>We practise equal access to purchasing opportunities and ensure a transparent tendering and bidding process in the procurement value chain (pg 57 and 58).</li> <li>Our procurement registration form and terms &amp; conditions are easily accessible via our corporate website at <a href="http://www.sunway.com.my">www.sunway.com.my</a></li> <li>We utilise the Esker software to ease the approval process and eliminate hard copy submissions from suppliers to maintain a systematic archive and improve customer experience.</li> <li>Sunway is committed to respecting human rights as set out in the UN Guiding Principles on Business and Human Rights and UN Global Compact (UNGC) Principles. We also recognise the International Labour Organisation's (ILO) eight fundamental conventions concerning freedom of association and the right to collective bargaining, and the elimination of forced labour, child labour and discrimination in the workplace (pg 62).</li> </ul>
	<ul style="list-style-type: none"> <li>Tender and bidding process</li> </ul>	As and when		
	<ul style="list-style-type: none"> <li>Day-to-day support engagements</li> <li>Meetings</li> </ul>	Ongoing		

# KEY PERFORMANCE INDICATORS

GRI 102-48, 305-7 

Sunway aligns its sustainability performance data with three pillars of the World Economic Forum International Business Council: People, Planet and Prosperity.

## PLANET

INDICATOR	UNIT OF MEASUREMENT	2015	2016	2017	2018	2019	2020
<b>EMISSIONS</b>							
<b>i. GHG Emissions</b>							
Scope 1	Tonnes CO <sub>2</sub> e	16,198	16,971	19,806	17,338	15,557	13,872
	Tonnes CO <sub>2</sub>	16,169	16,940	19,777	17,315	15,537	13,816
	Tonnes CH <sub>4</sub>	14	15	14	12	10	9
	Tonnes N <sub>2</sub> O	15	16	15	11	10	47
Scope 2	Tonnes CO <sub>2</sub>	168,916	190,206	184,026	195,379	203,414	166,319
Scope 3							
Business Travel (Land)	Tonnes CO <sub>2</sub> e	355	316	415	411	381	864
	Tonnes CO <sub>2</sub>	295	263	325	322	298	676
	Tonnes CH <sub>4</sub>	0	1	1	1	1	1
	Tonnes N <sub>2</sub> O	1	1	1	1	1	1
Business Travel (Air)	Tonnes CO <sub>2</sub> e	1,959	3,701	3,266	3,095	1,048	131
	Tonnes CO <sub>2</sub>	1,610	3,052	2,679	2,539	860	107
	Tonnes CH <sub>4</sub>	0	0	0	0	0	0
	Tonnes N <sub>2</sub> O	16	29	25	24	8	1
Waste generation	Tonnes CO <sub>2</sub> e	-	-	1,329	1,528	1,386	6,942
Purchased goods	Tonnes CO <sub>2</sub> e	264	289	2,353	2,105	2,058	823
<b>TOTAL Scope 3</b>	<b>Tonnes CO<sub>2</sub>e</b>	<b>2,577</b>	<b>4,307</b>	<b>7,363</b>	<b>7,138</b>	<b>4,872</b>	<b>8,761</b>
	<b>Tonnes CO<sub>2</sub></b>	<b>1,906</b>	<b>3,315</b>	<b>3,004</b>	<b>2,861</b>	<b>1,158</b>	<b>783</b>
	<b>Tonnes CH<sub>4</sub></b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>
	<b>Tonnes N<sub>2</sub>O</b>	<b>16</b>	<b>30</b>	<b>26</b>	<b>25</b>	<b>9</b>	<b>2</b>
<b>TOTAL Scope 1+2</b>	<b>Tonnes CO<sub>2</sub>e</b>	<b>16,198</b>	<b>16,971</b>	<b>19,806</b>	<b>17,338</b>	<b>15,557</b>	<b>13,872</b>
	<b>Tonnes CO<sub>2</sub></b>	<b>185,085</b>	<b>207,146</b>	<b>203,803</b>	<b>212,694</b>	<b>218,951</b>	<b>180,136</b>
	<b>Tonnes CH<sub>4</sub></b>	<b>14</b>	<b>15</b>	<b>14</b>	<b>12</b>	<b>10</b>	<b>9</b>
	<b>Tonnes N<sub>2</sub>O</b>	<b>15</b>	<b>16</b>	<b>15</b>	<b>11</b>	<b>10</b>	<b>47</b>
<b>TOTAL Scope 1+2+3</b>	<b>Tonnes CO<sub>2</sub>e</b>	<b>18,775</b>	<b>21,278</b>	<b>27,169</b>	<b>24,477</b>	<b>20,430</b>	<b>22,632</b>
	<b>Tonnes CO<sub>2</sub></b>	<b>186,991</b>	<b>210,461</b>	<b>206,806</b>	<b>215,555</b>	<b>220,109</b>	<b>180,919</b>
	<b>Tonnes CH<sub>4</sub></b>	<b>14</b>	<b>16</b>	<b>16</b>	<b>13</b>	<b>11</b>	<b>10</b>
	<b>Tonnes N<sub>2</sub>O</b>	<b>32</b>	<b>46</b>	<b>41</b>	<b>36</b>	<b>19</b>	<b>49</b>
<b>ii. GHG Avoidance</b>							
Scope 1	-	-	-	-	-	-	-
Scope 2	Tonnes CO <sub>2</sub>	-	-	-	-	1,327	4,283
Scope 3							
Waste diverted	Tonnes CO <sub>2</sub> e	-	-	33	38	51	236
Purchased goods	Tonnes CO <sub>2</sub> e	684	751	1,602	2,418	2,010	1,797
<b>TOTAL GHG AVOIDANCE</b>	<b>Tonnes CO<sub>2</sub>e</b>	<b>684</b>	<b>751</b>	<b>1,635</b>	<b>2,455</b>	<b>2,061</b>	<b>2,033</b>
	<b>Tonnes CO<sub>2</sub></b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,327</b>	<b>4,283</b>
<b>iii. GHG Sequestration</b>							
Number of trees	-	79,430	79,430	79,430	79,430	79,430	79,430
GHG sequestered	Tonnes CO <sub>2</sub> e	5,295	5,295	5,295	5,295	5,295	5,295

**Notes:** 1. The environmental data for 2015 to 2019 has been restated to enhance the completeness of data

2. '-' refers to data unavailability

3. Figures stated may not add up due to rounding of decimals

## KEY PERFORMANCE INDICATORS

## PLANET

INDICATOR	UNIT OF MEASUREMENT	2015	2016	2017	2018	2019	2020
<b>ENERGY</b>							
<b>i. Electricity and Solar Consumption</b>							
Retail	MWh	123,293	141,349	161,725	178,257	175,396	150,185
Hospitality		41,808	45,145	47,981	47,626	49,459	31,360
Office		21,185	20,054	22,961	24,488	24,740	21,213
Education		28,145	28,878	27,012	27,823	28,908	21,166
Healthcare		13,425	16,197	20,161	22,358	28,525	31,007
Leisure		14,523	17,970	17,228	17,141	17,329	9,933
Student Residence		3,098	4,433	4,916	5,019	6,339	6,952
Building Materials		10,845	11,141	12,591	11,268	9,558	7,893
Trading & Manufacturing		-	-	-	-	-	999
Quarry		-	-	-	-	9,976	8,686
Ongoing Construction Sites		-	-	-	-	-	2,320
<b>TOTAL</b>			<b>256,322</b>	<b>285,166</b>	<b>314,575</b>	<b>333,981</b>	<b>350,228</b>
<b>ii. Electricity Consumption</b>							
<b>TOTAL</b>	MWh	<b>256,322</b>	<b>285,166</b>	<b>314,575</b>	<b>333,981</b>	<b>347,716</b>	<b>284,306</b>
<b>iii. Solar Energy</b>							
<b>TOTAL</b>	MWh	-	-	-	-	<b>2,512</b>	<b>7,408</b>
% of Renewable Energy from Overall Electricity Consumption	%	-	-	-	-	1	3
<b>iv. Energy savings<sup>1</sup></b>							
Retail	MWh	-	11,761	14,856	16,024	17,687	19,424
Hospitality		-	-	-	-	-	3,724
Office		-	-	37	37	273	2,772
Education		-	-	845	1,789	1,789	3,848
Healthcare		-	-	-	-	-	12,084
Leisure		-	-	-	-	-	5,443
Student Residence		-	-	-	-	-	-
Building Materials		-	-	-	-	-	-
Trading & Manufacturing		-	-	-	-	-	-
Quarry		-	-	-	-	-	-
Others		-	86	86	86	1,336	1,336
<b>TOTAL</b>			-	<b>11,847</b>	<b>15,823</b>	<b>17,936</b>	<b>21,085</b>
<b>v. Building Energy Intensity/Energy Use Intensity</b>							
Retail	kWh/m <sup>2</sup> /yr	339	352	296	301	299	228
Hospitality		246	181	188	194	194	311
Office		136	149	137	135	127	106
Education		187	188	166	169	176	125
Healthcare		366	274	358	312	377	505
Student Residence		-	-	123	86	87	126
Leisure	kWh/person/yr	7.25	7.83	7.31	7.74	8.03	19.92

**Notes:** 1. The environmental data for 2015 to 2019 has been restated to enhance the completeness of data  
3. Figures stated may not add up due to rounding of decimals

2. '-' refers to data unavailability  
4. Energy savings data compilation only began in 2016

## KEY PERFORMANCE INDICATORS

## PLANET

INDICATOR	UNIT OF MEASUREMENT	2015	2016	2017	2018	2019	2020
<b>ENERGY</b>							
<b>v. Building Energy Intensity/Energy Use Intensity</b>							
Sunway Paving Solutions	kWh/tonne/yr	-	-	-	5.23	1.78	1.66
Sunway Spun Pile		-	-	-	-	19.61	19.42
Sunway VCP		98.70	105.25	101.3	96.77	99.62	117.36
Quarry		-	-	-	-	2.62	3.13
<b>vi. Fuel Consumption</b>							
Diesel	litre	-	-	-	-	-	2,395,955
LFO		-	-	-	-	8,897,764	8,001,454
LPG		10,732,563	11,255,534	13,107,326	11,391,345	10,193,401	7,099,131
<b>TOTAL</b>		<b>10,732,563</b>	<b>11,255,534</b>	<b>13,107,326</b>	<b>11,391,345</b>	<b>19,091,165</b>	<b>17,496,540</b>

INDICATOR	UNIT OF MEASUREMENT	2015	2016	2017	2018	2019	2020	
<b>WATER</b>								
<b>i. Water Consumption</b>								
Retail	M <sup>3</sup> (000)	901	1,280	1,898	1,774	1,943	1,256	
Hospitality		297	590	963	1,013	1,162	625	
Office		211	237	207	174	212	165	
Education		349	361	397	409	444	434	
Healthcare		166	170	179	190	235	259	
Leisure		466	634	770	836	1,144	495	
Building Materials		26	36	32	32	46	40	
Trading & Manufacturing		-	-	-	-	-	17	
Student Residence		92	111	93	161	277	111	
Ongoing Construction Sites		-	-	-	-	-	69	
<b>TOTAL</b>		<b>2,509</b>	<b>3,421</b>	<b>4,540</b>	<b>4,589</b>	<b>5,464</b>	<b>3,471</b>	
<b>ii. Water Use Intensity</b>								
Retail		M <sup>3</sup> /M <sup>2</sup>	2.30	2.30	3.35	3.01	3.29	1.79
Hospitality	2.32		1.78	2.75	2.89	3.32	1.77	
Office	1.06		1.19	1.00	0.76	0.93	0.72	
Education	2.32		2.39	2.49	2.53	2.75	2.61	
Healthcare	3.28		2.02	2.13	2.25	2.05	2.25	
Student Residence	1.54		1.86	1.56	1.98	2.78	1.11	
Overall Intensity	2.06		1.99	2.62	2.49	2.77	1.72	
Leisure	M <sup>3</sup> /Person	0.23	0.28	0.33	0.38	0.53	0.99	
<b>iii. Rainwater Harvesting</b>								
Retail	M <sup>3</sup>	-	-	-	0	0	2,100	
Hospitality		-	-	-	0	0	24	
Office		-	-	-	2,910	13,450	24,881	
Education		-	-	-	0	0	817	
Healthcare		-	-	-	0	0	0	
Leisure		-	-	-	0	0	1,805	

**Notes:** 1. The environmental data for 2015 to 2019 has been restated to enhance the completeness of data

2. '-' refers to data unavailability

3. Figures stated may not add up due to rounding of decimals

## KEY PERFORMANCE INDICATORS

## PLANET

INDICATOR	UNIT OF MEASUREMENT	2015	2016	2017	2018	2019	2020
<b>WATER</b>							
<b>iii. Rainwater Harvesting</b>							
Building Materials		-	-	-	0	0	0
Trading & Manufacturing	M <sup>3</sup>	-	-	-	0	0	0
Student Residence		-	-	-	0	0	0
<b>TOTAL</b>		-	-	-	<b>2,910</b>	<b>13,450</b>	<b>29,627</b>
<b>iv. Groundwater</b>							
Leisure	M <sup>3</sup>	-	-	-	-	-	2,419
<b>v. Lakewater</b>							
Landscape watering	M <sup>3</sup>	-	-	-	-	-	12,800
<b>vi. Water Treatment Plant</b>							
Office		-	-	-	18,269	11,821	63,827
Retail		-	-	-	9,971	13,581	311,031
Hospitality	M <sup>3</sup>	-	-	-	23,840	9,351	57,065
Education		-	-	-	1,036	124	95,157
Leisure		-	-	-	48	417	7,239
Healthcare		-	-	-	597	-	4,387
<b>TOTAL</b>		-	-	-	<b>53,761</b>	<b>35,294</b>	<b>538,706</b>
<b>vii. Water Savings</b>							
Retail		-	-	-	-	-	4,500
Hospitality		-	-	-	-	-	24
Office		-	-	-	-	-	27,976
Education		-	-	-	-	-	817
Healthcare	M <sup>3</sup>	-	-	-	-	-	-
Leisure		-	-	-	-	-	4,075
Student Residence		-	-	-	-	-	-
Building Materials		-	-	-	-	-	-
Trading & Manufacturing		-	-	-	-	-	-
<b>TOTAL</b>		-	-	-	-	-	<b>37,392</b>

INDICATOR	UNIT OF MEASUREMENT	2015	2016	2017	2018	2019	2020
<b>WASTE</b>							
<b>i. General Waste</b>							
Retail		-	-	7,633	8,282	8,654	7,223
Hospitality		-	-	2,117	2,098	2,472	2,263
Office		-	-	636	1,050	1,050	470
Education		-	-	362	295	356	150
Healthcare	Tonnes	-	-	820	1,028	1,006	1,164
Leisure		-	-	1,644	2,439	200	950
Building Materials		-	-	17	19	17	3
Trading & Manufacturing		-	-	-	-	-	0
Student Residence		-	-	-	-	-	0
Ongoing Construction Sites		-	-	-	-	-	1,430
<b>TOTAL</b>		-	-	<b>13,230</b>	<b>15,211</b>	<b>13,756</b>	<b>13,653</b>

**Notes:** 1. The environmental data for 2015 to 2019 has been restated to enhance the completeness of data

2. '-' refers to data unavailability

3. Figures stated may not add up due to rounding of decimals

KEY PERFORMANCE INDICATORS

PLANET

INDICATOR	UNIT OF MEASUREMENT	2015	2016	2017	2018	2019	2020
<b>WASTE</b>							
<b>ii. Construction Waste</b>							
Timber	Tonnes	-	-	-	-	-	807
Steel		-	-	-	-	-	299
Concrete		-	-	-	-	-	1,246
<b>TOTAL</b>		-	-	-	-	-	<b>2,352</b>
<b>iii. Diverted Waste</b>							
Retail	Tonnes	-	-	294.0	317.4	425.6	322.2
Hospitality		-	-	80.0	91.6	89.2	116.2
Office		-	-	3.9	24.0	11.6	13.2
Education		-	-	26.0	19.7	27.3	13.9
Healthcare		-	-	2.6	5.1	5.4	16.8
Leisure		-	-	2.0	8.5	15.8	16.4
Building Materials		-	-	0.08	2.24	0.05	0
Trading & Manufacturing		-	-	15.84	15.62	42.72	8.51
Student Residence		-	-	-	-	1.31	1.5
<b>TOTAL</b>		-	-	<b>424</b>	<b>484</b>	<b>619</b>	<b>509</b>
<b>iv. Breakdown of waste</b>							
Food composted	Tonnes	-	-	-	-	32	31
Scheduled waste		-	-	16	30	18	22
Clinical waste		-	-	361	266	342	441
<b>TOTAL</b>		-	-	<b>377</b>	<b>296</b>	<b>486</b>	<b>493</b>

PARAMETER	COMPLIANCE LIMIT (MG/L)	2020		
		AVERAGE BASELINE	MIN	MAX
<b>EFFLUENT DATA</b>				
<b>i. Building Materials</b>				
pH	6.0-9.0	7.1	7.0	7.3
BOD	20	12.5	<5	15.0
COD	80	28.0	5.0	41.0
<b>ii. Quarry</b>				
pH	6.0-9.0	6.8	6.2	7.5
BOD	20	6.0	<2	6.0
COD	80	14.0	6.0	22.0
TSS	50	13.1	<2	41.0
Oil & Grease	1	<1	<1	<1
<b>iii. Property Development</b>				
TSS of Water	50-150	12.9	No discharge	61.0
TSS for Silt Trap	50-100	67.4	No discharge	880.0*

- Notes:**
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  - '-' refers to data unavailability
  - Figures stated may not add up due to rounding of decimals
  - \* Maximum limit exceeded for 1 project , corrective action was taken and the TSS reduced to within the compliance limit in the subsequent monitoring done in the next month

## KEY PERFORMANCE INDICATORS

## PLANET

PARAMETER	COMPLIANCE LIMIT	AVERAGE BASELINE	2020	
			MIN	MAX
<b>AIR EMISSION</b>				
<b>i. Building Materials</b>				
Ambient Air	260 µg/m <sup>3</sup>	84.3	72.0	112.8
PM10	100 µg/m <sup>3</sup>	12.3	8.0	20.0
PM2.5	35 µg/m <sup>3</sup>	5.8	4.0	9.0
SO <sub>2</sub>	250 µg/m <sup>3</sup>	12.3	10.0	15.0
NO <sub>2</sub>	280 µg/m <sup>3</sup>	12.3	11.0	14.0
CO	10,000 µg/m <sup>3</sup>	102.0	95.0	118.0
O <sub>3</sub>	4 µg/m <sup>3</sup>	5.8	4.0	9.0
Isokinetic Stack & Air Emission	150 mg/m <sup>3</sup>	89.0	89.0	89.0
Dust	150 mg/m <sup>3</sup>	29.1	11.7	55.9
NMVOG (Halogenated Hydrocarbon)	20 mg/m <sup>3</sup>	9.8	6.0	19.0
NMVOG (Non-Halogenated Hydrocarbon)	50 mg/m <sup>3</sup>	9.0	1.0	15.0
Carbon Monoxide	1,000 mg/m <sup>3</sup>	25.8	5.1	42.0
<b>ii. Quarry</b>				
Total PM	50 mg/m <sup>3</sup>	32.0	14.5	50.0
NO <sub>x</sub>	500 mg/m <sup>3</sup>	24.9	3.2	79.2
SO <sub>2</sub>	500 mg/m <sup>3</sup>	170.4	<0.001	170.4
Dark Smoke	Not darker than Ringelmann Chart No. 1	Not exceeding	Not exceeding	Not exceeding
Ambient Air	260 µg/m <sup>3</sup>	73.2	40	136.0
<b>iii. Property Development</b>				
TSP	260 µg/m <sup>3</sup>	46.3	10.8	93.2

PARAMETER	COMPLIANCE LIMIT (dB)	AVERAGE BASELINE	2020	
			MIN	MAX
<b>NOISE MONITORING</b>				
<b>i. Building Materials</b>				
Boundary Noise	Day time = 70 dB	60.6	49.5	67.4
	Night time = 60 dB	52.9	43.8	58.3
<b>ii. Quarry</b>				
Boundary Noise	Day time = 65 dB	59.5	46.0	64.4
	Night time = 65 dB	48.3	42.5	53.8
<b>iii. Property Development</b>				
Boundary Noise	Day time = 65 dB	63.4	54.7	78.8*
	Night time = 60 dB	54.8	38.5	85.6**

**Notes:** 1. The environmental data for 2015 to 2019 has been restated to enhance the completeness of data

2. Figures stated may not add up due to rounding of decimals

\* Noise level exceeded the limit due to vehicular movement on public roads, vehicular movement in and out of adjacent buildings and ongoing construction works

\*\* No construction activity happens at night. Noise level exceeded the limit due to vehicular movement on public roads and vehicular movement in and out of adjacent buildings

## KEY PERFORMANCE INDICATORS

### PEOPLE

INDICATOR	UNIT OF MEASUREMENT	2018	2019	2020
<b>i. Employee Count</b>				
Total number of employees	Number	11,191	11,430	10,111
Total number of new employees		2,624	2,916	1,230
Turnover rate	%	17	18	14.3
<b>ii. Board Diversity - Gender</b>				
Male directors	%	80	78	70
Female directors		20	22	30
<b>TOTAL</b>		<b>100</b>	<b>100</b>	<b>100</b>
<b>iii. Board Diversity - Age Grouping</b>				
Directors between 40 and 50 years old	%	10	11	10
Directors more than 50 years old		90	89	90
<b>TOTAL</b>		<b>100</b>	<b>100</b>	<b>100</b>
<b>iv. Board Diversity - Ethnicity</b>				
Malay Directors	%	22	25	20
Chinese Directors		67	63	60
Directors of other ethnicity		11	12	20
<b>TOTAL</b>		<b>100</b>	<b>100</b>	<b>100</b>
<b>v. Employment Status - Gender</b>				
Permanent male employees	Number	4,996	5,044	4,491
Permanent female employees		4,214	4,740	4,439
Contract male employees		1,750	1,436	1,039
Contract female employees		231	210	142
Part-time male employees		164	166	70
Part-time female employees		338	443	356
<b>TOTAL</b>			<b>11,693</b>	<b>12,039</b>
<b>vi. Employment Status - Region</b>				
Permanent domestic employees	Number	8,752	9,410	8,631
Permanent overseas employees		458	374	299
Contract domestic employees		1,801	1,627	1,103
Contract overseas employees		180	19	78
Part-time domestic employees		502	609	426
Part-time overseas employees		0	0	0
<b>TOTAL</b>			<b>11,693</b>	<b>12,039</b>
<b>vii. Employee Diversity - Gender</b>				
Male executives	%	44	42	40
Female executives		56	58	60
<b>TOTAL</b>		<b>100</b>	<b>100</b>	<b>100</b>
Male non-executives	%	74	71	70
Female non-executives		26	29	30
<b>TOTAL</b>		<b>100</b>	<b>100</b>	<b>100</b>

**Note:** 1. Figures stated may not add up due to rounding of decimals

## KEY PERFORMANCE INDICATORS

## PEOPLE

INDICATOR	UNIT OF MEASUREMENT	2018	2019	2020
<b>viii. Employee Diversity - Age Group</b>				
Executives less than 30 years old		37	37	32
Executives between 30 and 40 years old	%	34	33	37
Executives between 40 and 50 years old		18	19	20
Executives more than 50 years old		11	11	11
<b>TOTAL</b>		<b>100</b>	<b>100</b>	<b>100</b>
Non-executives less than 30 years old		47	45	39
Non-executives between 30 and 40 years old	%	28	30	34
Non-executives between 40 and 50 years old		16	15	17
Non-executives more than 50 years old		9	10	10
<b>TOTAL</b>		<b>100</b>	<b>100</b>	<b>100</b>
<b>ix. Employee Diversity - Ethnicity</b>				
Malay executives		31	32	32
Chinese executives	%	49	48	49
Indian executives		12	13	12
Other race executives		4	4	4
Foreign executives		4	3	3
<b>TOTAL</b>		<b>100</b>	<b>100</b>	<b>100</b>
Malay non-executives		47	50	52
Chinese non-executives	%	5	6	6
Indian non-executives		15	16	16
Other race non-executives		7	7	8
Foreign non-executives		26	21	18
<b>TOTAL</b>		<b>100</b>	<b>100</b>	<b>100</b>
<b>x. Employee Diversity - Years of Service</b>				
Executives worked less than 1 year		20	22	10
Executives worked between 1 and 5 years	%	37	37	45
Executives worked between 5 and 10 years		22	22	22
Executives worked between 10 and 15 years		10	9	10
Executives worked between 15 and 20 years		5	5	5
Executives worked more than 20 years		6	6	7
<b>TOTAL</b>		<b>100</b>	<b>100</b>	<b>100</b>
Non-executives worked less than 1 year		27	21	9
Non-executives worked between 1 and 5 years	%	36	41	48
Non-executives worked between 5 and 10 years		19	20	22
Non-executives worked between 10 and 15 years		9	9	10
Non-executives worked between 15 and 20 years		5	5	7
Non-executives worked more than 20 years		3	4	5
<b>TOTAL</b>		<b>100</b>	<b>100</b>	<b>100</b>

**Note:** 1. Figures stated may not add up due to rounding of decimals


**KEY PERFORMANCE INDICATORS**
**PEOPLE**

INDICATOR	UNIT OF MEASUREMENT	2018	2019	2020
<b>xi. Family-friendly Leave</b>				
Number of parental/childcare leave applications	Number	733	867	807
Number of days applied for parental/childcare leave		1,140	1,049	1,373.5
Number of maternity leave applications		251	222	229
Number of days applied for maternity leave		14,967	13,319	13,619
Number of paternity leave applications		262	257	219
Number of days applied for paternity leave		759	706	640
<b>xii. New Hires - Gender</b>				
Male domestic new hires	Number	1,560	1,328	570
Female domestic new hires		1,016	1,421	571
Male overseas new hires		37	98	64
Female overseas new hires		11	69	25
<b>TOTAL</b>		<b>2,624</b>	<b>2,916</b>	<b>1,230</b>
<b>xiii. New Hires - Age Group</b>				
Domestic employees below 30 years old	Number	1,834	1,893	692
Domestic employees between 30 and 40 years old		579	577	282
Domestic employees between 40 and 50 years old		126	182	102
Domestic employees more than 50 years old		37	97	65
Overseas employees below 30 years old		22	97	42
Overseas employees between 30 and 40 years old		19	41	26
Overseas employees between 40 and 50 years old		6	23	12
Overseas employees more than 50 years old		1	6	9
<b>TOTAL</b>		<b>2,624</b>	<b>2,916</b>	<b>1,230</b>
<b>xiv. Others</b>				
Proportion of senior management hired from local community	%	97	94	94
Ratio of basic salary of women to men excluding foreign workers	Ratio	0.9:1	0.89:1	0.88:1
Ratio of basic salary of women to men including foreign workers		1.0:1	0.95:1	0.97:1
<b>xv. Learning Hours</b>				
Total learning hours per employee	Number	-	30.7	20.23
Senior Management		-	-	19.8
Manager & Senior Manager		-	-	17.3
Senior Executive & Assistant Manager		-	-	19.9
Executive		-	-	21.5

**Notes:** 1. '-' refers to data unavailability 2. Figures stated may not add up due to rounding of decimals

## KEY PERFORMANCE INDICATORS

## PEOPLE

INDICATOR	UNIT OF MEASUREMENT	2018	2019	2020
<b>xvi. Completion of Performance Review - Gender</b>				
Male employees	%	100	100	100
Female employees		100	100	100
<b>xvii. Completion of Performance Review - Employee Category</b>				
Managers	%	100	100	100
Executives		100	100	100
Non-executives		100	100	100

KEY PERFORMANCE INDICATORS



PROSPERITY

PROPERTY DEVELOPMENT

DIVISION	CUSTOMER SATISFACTION METRICS	KEY PERFORMANCE INDICATOR TRACKING				
		2016	2017	2018	2019	2020
Property development	Sales Gallery Visit Upon & After Vacant Possession	44%	49%	49%	86%	95%

Survey touchpoints from 2016 - 2020

**2016 - mid-2019:** Sales Gallery Visit, Upon Vacant Possession & 6 months after Vacant Possession

**Mid-2019 - 2020:** Sales Gallery Visit, Upon Vacant Possession & 9 months after Vacant Possession

OFFICE

DIVISION	CUSTOMER SATISFACTION METRICS	KEY PERFORMANCE INDICATOR TRACKING				
		2016	2017	2018	2019	2020
Office	Tenant satisfaction	-	-	77%	88%	96%
No. of Office Buildings				6	6	8

**Note:** Data compilation began in 2018

HOSPITALITY

DIVISION	CUSTOMER SATISFACTION METRICS	KEY PERFORMANCE INDICATOR TRACKING				
		2016	2017	2018	2019	2020
Hospitality	Guest satisfaction	-	87%	88%	89%	89.8%

**Note:** Data compilation began in 2017

HEALTHCARE

DIVISION	CUSTOMER SATISFACTION METRICS	KEY PERFORMANCE INDICATOR TRACKING				
		2016	2017	2018	2019	2020
Healthcare	Customer Satisfaction Index	95%	95%	95%	96%	97%

# MEMBERSHIP IN ASSOCIATIONS

GRI 102-13

Sunway's affiliations with various credible and prestigious associations reflect its commitment to good corporate governance, in line with Principles of Governance, the first pillar of the World Economic Forum International Business Council.

## PRINCIPLES OF GOVERNANCE

INDUSTRY	ORGANISATION	SUNWAY'S REPRESENTATION
<b>Corporate Governance/ Leadership</b>	Malaysian Employers Federation (MEF)	Sunway Berhad
	Sustainable Development Solutions Network Malaysia	Tan Sri Dr. Jeffrey Cheah, Chairman
	Malaysian Crime Prevention Foundation – Selangor Chapter (MCPF Selangor)	
	Jeffrey Cheah Foundation	Tan Sri Dr. Jeffrey Cheah, Founder and Trustee
<b>Property Development</b>	International Real Estate Federation (FIABCI)	Ms Sarena Cheah, National Council Member (2018-2020)
	Real Estate and Housing Developers' Association (REHDA)	Dato' Jeffrey Ng Tiong Lip, Patron
		Mr Chong Sau Min, Committee Member, REHDA Wilayah Persekutuan, Kuala Lumpur
		Ms Sarena Cheah, National Council Member
		Mr Fong Choon Fuoi, Committee Member, REHDA Penang Branch
		Mr Adly Sham, Committee Member, REHDA Selangor Branch
		Mr Gerard Soosay, Committee Member, REHDA Johor Branch
<b>Retail</b>	Malaysia Shopping Malls Association	Mr Chan Hoi Choy, Advisor
	Council of Asian Shopping Centres (CASC)	
<b>Leisure</b>	Malaysian Association of Amusement Theme Park and Family Attractions (MAATFA)	Mr Magendran Marimuthu, Honorary Secretary
	International Association of Amusement Parks and Attractions (IAAPA)	Sunway Lagoon Theme Park and Sunway Lost World of Tambun, Member
	Malaysian Association of Zoological Parks and Aquaria (MAZPA)	
<b>Hospitality</b>	Association of Hotel Employers (AHE)	Sunway Hospitality Business Unit (Malaysia)
	Malaysian Association of Hotels (MAH)	
	Association of Malaysian Spas (AMSPA)	The Banjaran Hotsprings Retreat
	Chaine des Rotisseurs Malaysia Chapitre	
	The International Wine & Food Society (IWFS Ipoh)	

INDUSTRY	ORGANISATION	SUNWAY'S REPRESENTATION
<b>Trading and Manufacturing</b>	Master Builders Association Malaysia (MBAM)	Mr Tony Foo Yoon Seong, Member of Material Resources & Exhibition Committee
	Persatuan Pemborong Barangan Logam Malaysia	Mr Toh Soon Seng, Committee Member
	National Ready Mixed Concrete Association of Malaysia	Sunway Enterprise, Member
<b>Healthcare</b>	Malaysia-China Chamber of Commerce (MCCC)	Sunway Healthcare Business Unit
	Malaysia Healthcare Travel Council (MHTC)	
	Association of Private Hospitals of Malaysia (APHM)	
	American Malaysian Chamber of Commerce (AMCHAM)	
	British Malaysian Chamber of Commerce (BMCC)	
	Malaysia Australia Business Council (MABC)	
	Malaysia New Zealand Chamber of Commerce (MNZCC)	
<b>Construction</b>	Construction Industry Development Board (CIDB)	Sunway Construction Business Unit
	Master Builders Association Malaysia (MBAM)	Dato' Ir. Tan Kia Loke, Honorary Advisor, MBAM Council and Education Fund Committee
Mr Chung Soo Kiong, Deputy Chairman, International Affairs Committee		
Major (R) Leong Yee Keong, Deputy Chairman II, Safety and Health Committee of MBAM		
Mr Steven Shee, Vice President, MBAM Council and Chairman, Publications, ICT and Data Resource Centre Committee of MBAM		
Ms Tan Siew Lian, Committee Member, Material Resources and Committee of MBAM		
<b>Quarry</b>	Malaysia Quarries Association (Selangor - Kuala Lumpur)	Mr Lee Chuan Seng, Deputy Chairman
	Malaysia Quarries Association (National)	Mr Lee Chuan Seng, Training & Development Committee Member
<b>Building Materials</b>	Road Engineering Association of Malaysia (REAM)	Sunway Paving Solutions Sdn Bhd
	International Road Federation (IRF)	
	American Concrete Institute (ACI) – Malaysian Chapter	Mr Arreshvina Naranayan, Member
		Mr Calvin Ooi, Member
<b>REIT</b>	Malaysian REIT Managers Association (MRMA)	Mr Umulnajwa Samsudin, Member
		Dato' Jeffrey Ng Tiong Lip, Chairman
	Malaysian Investor Relations Association (MIRA)	Sunway REIT Business Unit

## FTSE4GOOD ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) INDICATORS

This table reflects how we map the contents of our Report to the Environmental, Social and Governance themes of FTSE4Good.

FTSE4Good Theme	Sections in this Report	Page number
<b>ENVIRONMENTAL</b>		
Biodiversity	Adapting To Climate Change	Pages 24 - 42, 122 - 123
Climate Change		
Pollution & Resources	Managing Our Environmental Impacts	Pages 47 - 54, 122 - 123
Supply Chain (Environmental)	Ensuring A Sustainable Supply Chain, Adapting to Climate Change, Managing Our Environmental Impacts	Pages 16, 34 - 42, 43 - 54, 57 - 58
Water Security	Managing Our Environmental Impacts	Pages 47 - 54, 122 - 123
<b>SOCIAL</b>		
Human Rights & Community	Respecting Human Rights Growing Together With Our Communities	Pages 62, 66, 106 Pages 77 - 82
Health & Safety	Ensuring A Safe Workplace	Pages 68 - 74
Labour Standards	Respecting Human Rights Ensuring Employee Well-being Future-Proofing Our People Encouraging Inclusive Growth	Pages 62 - 67
Supply Chain (Social)	Ensuring A Sustainable Supply Chain, Ensuring No One Is Left Behind	Pages 57 - 58, 83
<b>GOVERNANCE</b>		
Anti-Corruption	Upholding Good Governance	Pages 85 - 89
Corporate Governance		
Risk Management		

# GLOBAL REPORTING INITIATIVE (GRI)

GRI 102-55

GRI Standard	Disclosure Number	Disclosure Title	Mapped to SDGs	Page reference and reasons for omissions, if applicable
<b>GRI 101: FOUNDATION 2016</b>				
<b>GENERAL DISCLOSURES</b>				
<b>Organisational Profile</b>				
GRI 102: General Disclosures 2016	102-1	Organisation's name	-	3
	102-2	Activities, brands, products and services	-	3
	102-3	Location of the organisation's headquarters	-	3
	102-4	Location of operations	-	3
	102-5	Nature of ownership and legal form	-	3
	102-6	Market served	-	5
	102-7	Scale of the organisation	-	5
	102-8	Information on employees and other workers	-	67, 104
	102-9	Organisation's supply chain	-	57 - 58
	102-10	Significant changes during the reporting period	-	2
	102-11	Precautionary Principle or approach	16	93
	102-12	External Initiatives	17	62
	102-13	Membership in national/international associations	17	109
<b>Strategy</b>				
	102-14	Statement from senior decision-maker	16	6 - 9
	102-15	Key impacts, risks, and opportunities	16	12 & 13, 16 - 17
<b>Ethics and Integrity</b>				
	102-16	Values, principles, standards, and norms of behavior	16	2
	102-17	Mechanisms for advice and concerns about ethics (Whistleblowing)	16	62, 66, 70, 88
<b>Governance</b>				
	102-18	Governance structure	16	85 - 86, 93
	102-19	Delegating authority	16	85
	102-20	Executive-level responsibility for economic, environmental, and social topics	16	93

GRI Standard	Disclosure Number	Disclosure Title	Mapped to SDGs	Page reference and reasons for omissions, if applicable
	102-21	Consulting stakeholders on economic, environmental, and social topics	16	94 - 95
	102-22	Composition of the highest governance body and its committees	5, 16	85 - 86
	102-23	Chair of the highest governance body	16	85 - 86
	102-24	Nominating and selecting the highest governance body	5, 16	88
	102-25	Conflicts of interest	16	88
	102-26	Role of highest governance body in setting purpose, values, and strategy	16	85 - 86
	102-27	Collective knowledge of highest governance body	4	85 - 86
	102-28	Evaluating the highest governance body's performance	16	85 - 86
	102-29	Identifying and managing economic, environmental, and social impacts	16	93
	102-30	Effectiveness of risk management processes	16	93
	102-31	Review of economic, environmental, and social topics	16	93
	102-32	Highest governance body's role in sustainability reporting	16	93
	102-33	Communicating critical concerns	16	93
	102-34	Nature and total number of critical concerns	16	88
	102-35	Remuneration policies	16	88
	102-36	Process for determining remuneration	16	Refer to Sunway Berhad Integrated Annual Report 2020
	102-37	Stakeholders' involvement in remuneration	16	Refer to Sunway Berhad Integrated Annual Report 2020
	102-38	Annual total compensation ratio	16	66
	102-39	Percentage increase in annual total compensation ratio	16	Not disclosed due to the commercial sensitivity given the highly competitive human resource environment
<b>Stakeholders Engagement</b>				
	102-40	List of stakeholder groups	-	96 - 97
	102-41	Collective bargaining agreements	8	62 - 63
	102-42	Identifying and selecting stakeholders	16	96 - 97

## GLOBAL REPORTING INITIATIVE (GRI)

GRI Standard	Disclosure Number	Disclosure Title	Mapped to SDGs	Page reference and reasons for omissions, if applicable
	102-43	Approach to stakeholder engagement	16	96 - 97
	102-44	Key topics and concerns raised	16	96 - 97
<b>Reporting Practice</b>				
	102-45	Entities included in the consolidated financial statements	-	Refer to Sunway Berhad Integrated Annual Report 2020
	102-46	Defining report content and topic Boundaries	-	2
	102-47	List of material topics	-	94
	102-48	Restatements of information	-	2
	102-49	Changes in reporting	-	2
	102-50	Reporting period	-	2
	102-51	Date of most recent report	-	2
	102-52	Reporting cycle	-	2
	102-53	Contact point for questions regarding the report	-	2
	102-54	Claims of reporting in accordance with the GRI Standards	-	2
	102-55	GRI content index	-	111 - 119
	102-56	External assurance	-	2, 122 - 123
<b>TOPIC-SPECIFIC STANDARDS</b>				
<b>Economic Contribution to Society</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	Refer to Sunway Berhad Integrated Annual Report 2020
	103-2	The management approach and its components	-	Refer to Sunway Berhad Integrated Annual Report 2020
	103-3	Evaluation of the management approach	-	Refer to Sunway Berhad Integrated Annual Report 2020
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	8, 9	Refer to Sunway Berhad Integrated Annual Report 2020
	201-2	Financial implications and other risks and opportunities due	13	Refer to Sunway Berhad Integrated Annual Report 2020


**GLOBAL REPORTING INITIATIVE (GRI)**

GRI Standard	Disclosure Number	Disclosure Title	Mapped to SDGs	Page reference and reasons for omissions, if applicable
	201-3	Defined benefit plan obligations and other retirement plans	8	Information unavailable. Steps are being taken to include the information in the next Report
	201-4	Financial assistance received from government	8	Refer to Sunway Berhad Integrated Annual Report 2020
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 include the information in the next Report
	202-2	Proportion of senior management hired from the local community	8	66
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	7, 9, 11	3, 36 - 39
	203-2	Significant indirect economic impacts	1, 3, 8, 10, 17	36 - 39, 77 - 83
<b>Anti-Corruption</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	87 - 88
	103-2	The management approach and its components	-	87 - 88
	103-3	Evaluation of the management approach	-	87 - 88
GRI 205: Anti-Corruption 2016	205-1	Operations assessed for risks related to corruption	16	87 - 88
	205-2	Communication and training about anti-corruption policies and procedures	16	87 - 88
	205-3	Confirmed incidents of corruption and actions taken	16	87 - 88
<b>Business Ethics and Compliance</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	85 - 89
	103-2	The management approach and its components	-	85 - 89
	103-3	Evaluation of the management approach	-	85 - 89
GRI 102: General Disclosures 2016	102-17	Mechanisms for advice and concerns about ethics (whistleblowing)	16	88
GRI 206: Anti-competitive Behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices (Business code of conduct)	16	Not applicable
GRI 307: Environmental Compliance 2016	307-1	Non-compliance with environmental laws and regulations	16	35, 50

## GLOBAL REPORTING INITIATIVE (GRI)

GRI Standard	Disclosure Number	Disclosure Title	Mapped to SDGs	Page reference and reasons for omissions, if applicable
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	3, 16	68, 83, 91
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	3, 17	70
GRI 417: Marketing and Labeling 2016	417-1	Requirements for product and service information and labeling	12, 16	83, 91
	417-2	Incidents of non-compliance concerning product and service information and labeling	16	Information unavailable. Steps are being taken to include the information in the next Report
	417-3	Incidents of non-compliance concerning marketing communications	16	Information unavailable. Steps are being taken to include the information in the next Report
GRI 419: Socioeconomic Compliance 2016	419-1	Non-compliance with laws and regulations in the social and economic area	16	71, 88
<b>Responsible Supply Chain and Sourcing</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	57 - 58
	103-2	The management approach and its components	-	57 - 58
	103-3	Evaluation of the management approach	-	57 - 58
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	8, 11	57 - 58
GRI 301: Materials 2016	301-1	Materials used by weight or volume	8, 12	57 - 58
	301-2	Recycled input materials used	8, 12	57 - 58
	301-3	Reclaimed products and their packaging materials	8, 16	57 - 58
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	8, 16	57 - 58
	308-2	Negative environmental impacts in the supply chain and actions taken	8, 16	57 - 58
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	8, 16	57 - 58
	414-2	Negative social impacts in the supply chain and actions taken	8, 16	57 - 58
<b>Energy Efficiency and Renewable Energy</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	43 - 44
	103-2	The management approach and its components	-	43 - 44
	103-3	Evaluation of the management approach	-	43 - 44

GRI Standard	Disclosure Number	Disclosure Title	Mapped to SDGs	Page reference and reasons for omissions, if applicable
<b>Energy Efficiency and Renewable Energy</b>				
GRI 302: Energy 2016	302-1	Energy consumption within the organization	7, 12, 13	43 - 45
	302-2	Energy consumption outside of the organization	7, 12, 13	43 - 45
	302-3	Energy intensity	7, 12, 13	44, 99 - 100
	302-4	Reduction of energy consumption	7, 12, 13	43 - 45, 99 - 100
	302-5	Reductions in energy requirements of products and services	7, 12, 13	44, 99 - 100
<b>Water Management and Efficiency</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	47
	103-2	The management approach and its components	-	47
	103-3	Evaluation of the management approach	-	47
GRI 303: Water and Effluents 2018	303-1	Interactions with water as a shared resource	6	47 - 48
	303-2	Management of water discharge-related impacts	6	50
	303-3	Water withdrawal	6	47 - 49, 100 - 101
	303-4	Water discharge	6	50, 102
	303-5	Water consumption	6	47 - 49
<b>Biodiversity</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	35
	103-2	The management approach and its components	-	35
	103-3	Evaluation of the management approach	-	35
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	35 - 39
	304-2	Significant impacts of activities, products, and services	13, 14, 16	35 - 39
	304-3	Habitats protected or restored	13, 14, 17	35 - 39
	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	13, 14, 18	Disclosure not applicable as Sunway does not operate in these areas

## GLOBAL REPORTING INITIATIVE (GRI)

GRI Standard	Disclosure Number	Disclosure Title	Mapped to SDGs	Page reference and reasons for omissions, if applicable
<b>Emissions</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	42
	103-2	The management approach and its components	-	42
	103-3	Evaluation of the management approach	-	42
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions 7	3, 12, 13	42, 98
	305-2	Energy indirect (Scope 2) GHG emissions	3, 12, 13	42, 98
	305-3	Other indirect (Scope 3) GHG emissions	3, 12, 13	42, 98
	305-4	GHG emissions intensity	13, 14	Information unavailable. Steps are being taken to include the information in the next Report
	305-5	Reduction of GHG emission	13, 14	42, 98
	305-6	Emissions of ozone-depleting substances (ODS)	3, 12, 13	Information unavailable. Steps are being taken to include the information 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 include the information in the next Report
<b>Effluents and Waste</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	50 - 51
	103-2	The management approach and its components	-	50 - 51
	103-3	Evaluation of the management approach	-	50 - 51
GRI 306: Effluents and Waste 2016	306-1	Water discharge by quality and destination	6	50
	306-2	Waste by type and disposal method	12	54, 101 - 102
	306-3	Significant spills	12	Information unavailable. Steps are being taken to include the information in the next Report.
	306-4	Transport of hazardous waste	12	54
	306-5	Water bodies affected by water discharges and/or runoff	12	50


**GLOBAL REPORTING INITIATIVE (GRI)**

GRI Standard	Disclosure Number	Disclosure Title	Mapped to SDGs	Page reference and reasons for omissions, if applicable
<b>Talent Attraction, Retention and Development</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	63, 66
	103-2	The management approach and its components	-	63, 66
	103-3	Evaluation of the management approach	-	63, 66
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	5, 8	67, 106
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employee	8	64
	401-3	Parental leave	5, 8	106
GRI 402: Labor/ Management Relations 2016	402-1	Minimum notice periods regarding operational changes	8	63
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	4, 5, 8	66, 106
	404-2	Programs for upgrading employee skills and transition assistance programs	8	65
	404-3	Percentage of employees receiving regular performance and career development reviews	8	66
<b>Occupational Safety, Health and Well-being</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	68 - 73
	103-2	The management approach and its components	-	68 - 73
	103-3	Evaluation of the management approach	-	68 - 73
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	3, 8	68 - 73
	403-2	Hazard identification, risk assessment, and incident investigation	3, 8	68 - 73
	403-3	Occupational health services	3, 8	68 - 73
	403-4	Worker participation, consultation, and communication on occupational health and safety	3, 8	68 - 73
	403-5	Worker training on occupational health and safety	3, 8	68 - 73
	403-6	Promotion of worker health	3, 8	68 - 73
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	3, 8	68 - 73
	403-8	Workers covered by an occupational health and safety management system	3, 8	68 - 73

## GLOBAL REPORTING INITIATIVE (GRI)

GRI Standard	Disclosure Number	Disclosure Title	Mapped to SDGs	Page reference and reasons for omissions, if applicable
<b>Occupational Safety, Health and Well-being</b>				
	403-9	Work-related injuries	3, 8	73 - 74
	403-10	Work-related ill health	3, 8	73 - 74
<b>Inclusivity and Supporting Local Communities</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	62
	103-2	The management approach and its components	-	62
	103-3	Evaluation of the management approach	-	62
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	5, 10	67, 86, 104
	405-2	Ratio of basic salary and remuneration of women to men	10	106
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	11	77 - 82
	413-2	Operations with significant actual and potential negative impacts on local communities	11	77 - 82
<b>Human Rights</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	62, 89
	103-2	The management approach and its components	-	62, 89
	103-3	Evaluation of the management approach	-	62, 89
GRI 405: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	10	66
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	57, 58, 62
GRI 408: Child Labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	10	57 - 58
GRI 409: Forced or Compulsory Labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	10	58, 62
GRI 410: Security Practices 2016	410-1	Security personnel trained in human rights policies or procedures	10	62, 68, 70, 73
GRI 411: Rights of indigenous people 2016	411-1	Incidents of violations involving rights of indigenous peoples	10	62



GRI Standard	Disclosure Number	Disclosure Title	Mapped to SDGs	Page reference and reasons for omissions, if applicable
<b>Human Rights</b>				
GRI 412: Human Rights Violation 2016	412-1	Operations that have been subject to human rights reviews or impact assessments	10	62
	412-2	Employee training on human rights policies or procedures	10	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 include the information in the next Report
<b>Product Safety and Customer Well-being</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	83, 91
	103-2	The management approach and its components	-	83, 91
	103-3	Evaluation of the management approach	-	83, 91
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	3	83, 91
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	3	70
<b>Product Quality and Responsibility</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	83, 91
	103-2	The management approach and its components	-	83, 91
	103-3	Evaluation of the management approach	-	83, 91
GRI 417: Marketing and Labeling 2016	417-1	Requirements for product and service information and labeling	12, 16	83, 91
	417-2	Incidents of non-compliance concerning product and service information and labeling	16	Information unavailable. Steps are being taken to include the information in the next Report
	417-3	Incidents of non-compliance concerning marketing communications	16	Information unavailable. Steps are being taken to include the information in the next Report
<b>Cyber Security and Data Governance</b>				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	-	90
	103-2	The management approach and its components	-	90
	103-3	Evaluation of the management approach	-	90
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	16	90

## UN SUSTAINABLE DEVELOPMENT GOALS (UN-SDGs)

UN Sustainable Development Goals		Page number
Goal 1	No poverty	77 - 82
Goal 2	Zero hunger	51, 77 - 82
Goal 3	Good health and well-being	68 - 74
Goal 4	Quality education	65 - 66
Goal 5	Gender equality	66 - 67
Goal 6	Clean water and sanitation	26 - 27, 47 - 54
Goal 7	Affordable and clean energy	43 - 46
Goal 8	Decent work and economic growth	59 - 74
Goal 9	Industry, innovation and infrastructure	24 - 25, 30 - 31, 36 - 39, 55
Goal 10	Reduced inequalities	66 - 67
Goal 11	Sustainable cities and communities	24 - 33
Goal 12	Responsible consumption and production	51 - 54
Goal 13	Climate action	34, 40 - 42
Goal 14	Life below water	19, 26 - 27, 38
Goal 15	Life on land	35 - 39
Goal 16	Peace, justice and strong institutions	85 - 89
Goal 17	Partnerships for the goals	51 - 55, 61, 78 - 82, 86, 93, 109

The Ten Principles of the UN Global Compact		
<b>HUMAN RIGHTS</b>		
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights	57 - 58, 62
Principle 2	Make sure that they are not complicit in human rights abuses	57 - 58, 62
<b>LABOUR</b>		
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	57 - 58, 62 - 63
Principle 4	The elimination of all forms of forced and compulsory labour	57 - 58, 62 - 63
Principle 5	The effective abolition of child labour	57 - 58, 62
Principle 6	The elimination of discrimination in respect of employment and occupation	66 - 67
<b>ENVIRONMENT</b>		
Principle 7	Businesses should support a precautionary approach to environmental challenges	24 - 54
Principle 8	Undertake initiatives to promote greater environmental responsibility	24 - 54
Principle 9	Encourage the development and diffusion of environmentally friendly technologies	24 - 54
<b>ANTI-CORRUPTION</b>		
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery	57 - 58, 85 - 89

# EXTERNAL ASSURANCE REPORT



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## INDEPENDENT ASSURANCE STATEMENT

### Scope and Objective

SIRIM QAS International Sdn. Bhd., a Conformity Assessment Body in Malaysia, with extensive expertise and experience in the provision of sustainability-related assurance services, was engaged by Sunway Berhad to perform an independent verification and provide assurance of the Sunway Berhad Sustainability Report 2020. The main objective of the verification process is to provide assurance to Sunway Berhad and its stakeholders of the accuracy and reliability of the information presented in this report. This was confirmed through reviewing and verifying claims made in the report. The verification audit by SIRIM QAS International covered all sustainability-related activities which had been included in the Sunway Berhad Sustainability Report 2020.

The management of Sunway Berhad was responsible for the preparation of the Sustainability Report. The objectivity and impartiality of this verification statement is assured as no member of the verification team and no other employee of SIRIM QAS International was involved in the preparation of any part of the Sunway Berhad Sustainability Report 2020.

### Verification team

The verification team from SIRIM QAS International consisted of:

- 1) Ms. Aernida Abdul Kadir : Team Leader
- 2) Ms. Kamini Sooriamoorthy : Team Member
- 3) Ms. Farhanah Md. Shah : Team Member



A wholly-owned subsidiary of SIRIM Berhad

### Methodology

The verification process was carried out by SIRIM QAS International in March 2021. It involved the following activities:

- Reviewing and verifying the accuracy of data collected from various sources and that are presented in the statement;
- Reviewing of internal and external documentation and displays such as awards, press releases, media publications, internal newsletters, etc.;
- Interviewing of key personnel responsible for collating information and writing various parts of the statement in order to substantiate the veracity of the claims;
- Evaluating the adequacy of the Sustainability Report of Sunway Berhad and its overall presentation against the GRI Standards.

During the verification process, issues were raised and clarifications were sought from the management of Sunway Berhad relating to the consistency of some of the data and statements provided. The report was subsequently reviewed and revised by Sunway Berhad in response to the findings of the verification team. It can be confirmed that the changes that have been incorporated into the final version of the report satisfactorily address the issues that had been raised.

### Limitation

The verification process was subjected to the following limitations:

- The scope of work did not involve verification of information reported in Sunway Berhad Integrated Annual Report 2020 and Sustainability Report 2019;
- The restriction in reviewing confidential and other original data sources and only depending on the endorsed data from the data owner and data provider;
- The verification was designed to provide limited assurance irrespective of the organization's ability to achieve its objectives, targets, or expectations on sustainability-related issues;
- The verification has been remotely carried out during the Conditional Movement Control Order (CMCO) period and did not include visit Menara Sunway or physical inspections of any of Sunway Berhad's operating assets;
- The verification team did not verify any contractor or third-party data.

## EXTERNAL ASSURANCE REPORT

**Materiality Matters**

In 2020, Sunway Berhad has strengthened its materiality determination process to enable better disclosure of the level of impact of each material issue along with the value chain. Apart from the online stakeholder survey, Sunway Berhad had commissioned an independent study to align with industry peers locally, regionally, and globally by considering the global megatrends and top risks into their materiality assessment process. Sunway Berhad has continued prioritizing and focusing their sustainability journey in areas relevant to their material matters concluded from the materiality assessment together with that finalized as material in view of the global trends and risks. The significant material matters were as follows:

1) Top 10 Material Issues:

- |                              |                              |
|------------------------------|------------------------------|
| • Product Quality and Safety | • Innovation                 |
| • Business Ethics            | • Economic Performances      |
| • Employee Health and Safety | • Labour Practices           |
| • Training and Education     | • Community                  |
| • Customer Welfare           | • Systematic Risk Management |

2) Material Issues related to Global Trends and Risks:

- |                                 |  |
|---------------------------------|--|
| • Energy Management             | • Waste and Hazardous Materials Management |
| • Waste and Effluent Management | • Physical Impact of Climate Change        |

**Greenhouse Gases (GHG) emissions and Environmental monitoring**

Sunway Berhad's GHG emissions reporting has included Direct (Scope 1) GHG Emissions, Energy Indirect (Scope 2) GHG Emissions and Other Indirect (Scope 3) GHG Emissions. The GHG emission identification and quantification has been carried out internally in accordance with the requirements of the Greenhouse Gas Protocol, A Corporate Accounting and Reporting Standard with reference to ISO 14064-1:2018 requirements with the following boundaries. The verification of data reported was carried out in reference to the requirements of ISO 14064-3:2019.

- Scope 1 covers the Direct GHG emissions from the group owned vehicles and machineries;
- Scope 2 reporting includes the electricity consumption for the group; and
- Scope 3 covers the business travel, waste generation and outsourced services.

For the environmental monitoring, Sunway Berhad has established an internal team managing the collections and data compilations on energy and water consumption, effluents and waste generation, air and noise emissions. The monitoring activities adhering to Sunway Berhad own-developed procedure to ensure Sunway Berhad manages their environmental impact appropriately.

**Conclusion**

Based on the scope of the verification process, the following represents SIRIM QAS International's opinion:

- The level of accuracy of data included in the Sunway Berhad Sustainability Report 2020 is fair and acceptable;
- The Sustainability Report was prepared in accordance with the GRI Standards: Core Option;
- The overall statement content and quality were well established. The level of sustainability performance information in the statement was found to be acceptable;
- The information has been presented in an appropriate manner;
- Most of the personnel responsible were able to reliably demonstrate the origin(s) and interpretation of data contained in the statement;
- Sunway Berhad has satisfactorily addressed, in the final version of the statement, all issues that had been raised during the verification audit;
- The Sustainability Report provides a reasonable and balanced presentation of the sustainability performance of Sunway Berhad.

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Date : 2 April 2021

Approved by:


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Date : 2 April 2021

Note:

This Independent Assurance Statement has been issued based on the content verified prior to the approval date. SIRIM QAS International Sdn Bhd will not be responsible for any changes or additions made after the referred date.

# GLOSSARY

ACGS	ASEAN Corporate Governance Scorecard
ACI	American Concrete Institute
AHE	Association of Hotel Employers
AMCHAM	American Malaysian Chamber of Commerce
AMSPA	Association of Malaysian Spas
APHM	Association of Private Hospitals of Malaysia
ASRA	Asia Sustainability Reporting Awards
AUM	Assets under Management
BEI	Building Energy Intensity
BEMS	Building Energy Management System
BMCC	British Malaysian Chamber of Commerce
BRT	Bus Rapid Transit
BSC	Board Sustainability Committee
CASC	Council of Asian Shopping Centres
CIDB	Construction Industry Development Board
DEFRA	Department for Environment, Food & Rural Affairs
DOSH	Department of Occupational Safety & Health
EAP	Employee Assistance Programme
EI	Energy Efficiency Index
EESG	Economic, Environmental, Social and Governance
EMP	Environmental Management Plan
EUI	Energy Use Intensity
FIABCI	International Real Estate Foundation
FSC	Forest Stewardship Council
GBI	Green Building Index
GFA	Gross Floor Area
GRI	Global Reporting Initiative
GWP	Global Warming Potential
HSE	Health, Safety & Environment

IAAPA	International Association of Amusement Parks and Attractions
IIRC	International Integrated Reporting Council
ILO	International Labour Organisation
IMTJ	International Medical Travel Journal
IR	Investor Relations
IRF	International Road Federation
ISO	International Organisation for Standardisation
IUCN	International Union for Conservation of Nature
IWFS Ipoh	The International Wine & Food Society
L&D	Learning & Development
LeAD	Leadership on Area Based Demarcation
MAATFA	Malaysian Association of Amusement Theme Park and Family Attractions
MABC	Malaysia Australia Business Council
MAH	Malaysian Association of Hotels
MAZPA	Malaysian Association of Zoological Parks and Aquaria
MBAM	Master Builders Association Malaysia
MCCC	Malaysia-China Chamber of Commerce
MCO	Movement Control Order
MCPF Selangor	Malaysian Crime Prevention Foundation – Selangor Chapter
MDEC	Malaysia Digital Economy Corporation
MEF	Malaysian Employers Federation
MFAR	Muslim Friendly Accommodation Recognition
MHTC	Malaysia Healthcare Travel Council
MIRA	Malaysian Investor Relations Association
MNZCC	Malaysia New Zealand Chamber of Commerce
MOH	Ministry of Health
MRMA	Malaysian REIT Managers Association
MSWG	Minority Shareholders Watch Group

## GLOSSARY

NACRA	National Annual Corporate Report Awards
NLA	Net Lettable Area
Non-IPO	Non-Initial Public Offering
ODP	Ozone Depleting Potential
ODS	Ozone Depleting Substances
OHS	Occupational Health & Safety
PD&T	Project Delivery & Technology
REAM	Road Engineering Association of Malaysia
SASB	Sustainability Accounting Standards Board
SDG	Sustainable Development Goals
SEDA	Sustainable Energy Development Authority
SITE	Sustainable Intelligent Transport Ecosystem
SSS	Sunway Group Sustainability Department
TCFD	Task Force on Climate-Related Financial Disclosures
UMMC	University of Malaya Medical Centre
UN-SDGs	United Nations Sustainable Development Goals
UN-SDSN	United Nations Sustainable Development Solutions Network
VOC	Volatile Organic Compounds
WBCSD	World Business Council for Sustainable Development
WEF	World Economic Forum
WEF-IBC	World Economic Forum – International Business Council
WRI	World Resources Institute

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