



# STRENGTHENING OUR FOUNDATIONS FOR A *Happy* TOMORROW

SUSTAINABILITY REPORT 2020



LOGIN

## CORPORATE PROFILE (GRI 102-2, 102-3, 102-4, 102-16)

UEM Sunrise Berhad (UEM Sunrise) is a public-listed Company and one of Malaysia's leading property developers. It is the flagship Company for township and property development businesses of UEM Group Berhad (UEM Group) and Khazanah Nasional Berhad (Khazanah).



**UEM SUNRISE** ✓  
Corporate Profile



Write a comment... 😊

The Company has core competencies in macro township development; high-rise residential, commercial, retail and integrated developments; as well as property management services. UEM Sunrise is the master developer of Iskandar Puteri, Johor, envisioned to become the largest fully integrated urban development in Southeast Asia.

The Company is also renowned as the pioneer developer of award-winning and upmarket developments, located largely in the affluent Mont' Kiara enclave as well as surrounding neighbourhoods in Greater Kuala Lumpur area. UEM Sunrise has extended its mark internationally with acclaimed properties in Singapore, Australia, Canada and South Africa.

Inspired by the ethos and tagline "Find your Happy", the Company endeavours to inspire joy and happiness one space at a time, with its people, driven by the core values of CHIEF (Caring, Honest, Involved, Enthusiastic, Fun-loving).

Please visit our website at [uemsunrise.com](http://uemsunrise.com) for more information.

## 2020 HIGHLIGHTS



Launched approximately **RM900 mil** worth of projects in FY2020

**Sold 72 freehold industrial plots**

in SiLC Phase 3 to AME for

**RM434 mil**



**Cash balances of RM1.3 bil** including short term investment as at the end of FY2020

**Acquired 11.4 acres**



in Taman Pertama, Cheras with plans to launch residential development towards the end of 2021



Unbilled Sales of **RM1.9 bil** as at FY2020 offers earnings visibility between the next 18-36 months

**Increase foothold in Melbourne by acquiring**

a 1.3-acre plot of land in Collingwood, Melbourne for residential development



**Landbank approximately 11,000 acres**

Gross and net gearings of **0.59x and 0.40x** as at FY2020



**Invested RM445,000**

in CSR and community initiatives



**Invested RM100,000** to purchase a ventilator for a hospital

**Invested RM100,000** to purchase PPE for frontliners in Kuala Lumpur, Selangor and Johor

**Invested RM48,150**

for #caringismyhappy face mask distribution in PINTAR adopted schools

Environment	Community	Human Rights and Labour Compliance Standards	Valuing Our People	Product Responsibility	GRI Content Index
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## VISION

- Building communities of the future with you and for you

## MISSION

- UEM Sunrise brings together the talented and skilled, the imaginative and the courageous. We create sustainable environments loved by homeowners, acclaimed by investors and recognised by industry. We believe in thinking big and acting quickly to unlock potential; to thrive in a changing world

## PHILOSOPHY

- We aim to create and deliver products, services and initiatives that are exciting, value-driven and easy to own (E.V.E) to our customers and the community.

We are renowned for award-winning and up-market high-rise residential and commercial developments, spanning the central and southern regions of Peninsular Malaysia as well as the globe.



### CARING

We care about others as much as doing good work. We take pride in what we do and have the desire to do the best we can consistently – conscientiously finding ways to improve.

We find joy in the work we do, in the people we do it with and in the environment we create to do it in.

We care for people, places we create, and our planet.



### HONEST

This interest we have in inspiring others in their quest for happiness must come from a place of honesty. It must be genuine. It must also be used positively to build and move things forward. Through honesty with an intent to build, we create trust.

This becomes the foundation from which our business is built on and prospers. It influences and drives the way we do business. And the business we are in is to inspire and help others 'Find their Happy' through the environments we create, the products we offer, the services we provide and initiatives we undertake – one space at a time.



### INVOLVED

We need to be actively involved in wanting to support our customers and stakeholders on their 'Find their Happy' journey regardless of whether it is a masterplan we are developing, a residential tower we are building, a commercial centre we are constructing, a space we are creating or a child whose education we are helping.

This involvement must be driven by genuine interest for it to be meaningful, fulfilling and powerful. When we are actively involved and genuinely interested, we will always find ways to help inspire hopefulness in our customers', stakeholders' and colleagues' 'Find their Happy' journey.



### ENTHUSIASTIC

We remain optimistic and enthusiastic in the outcome and effect our efforts are contributing to the lives of all the people we touch in their 'Find their Happy' journey.

With this enthusiasm, positivity and belief comes a confidence borne out of a principled approach far removed from arrogance and selfishness.



### FUN-LOVING

As all our ideas, creativity and decisions are made to positively impact others, we find this journey both fulfilling and enjoyable.

We seek and generate ways to find the fun, excitement and happy in everything we do as much as we can.



Search



## STRENGTHENING OUR FOUNDATIONS FOR A HAPPY TOMORROW

As the world adjusts to the myriad of changes brought about by the COVID-19 pandemic, UEM Sunrise has remained committed to our customers to ensure we continue to fulfil our promise of bringing happiness to their lives. Despite the challenges, our unrelenting focus on ensuring high standards of customer excellence remains a key priority, and we continue improving and enhancing the elements that will further elevate the customer experience. Our strategies implore us to become more efficient, more effective and more in touch with our customers' needs to deliver happiness. At UEM Sunrise, we are Strengthening Our Foundations for a Happy Tomorrow.

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# ABOUT THIS REPORT

(GRI 102-46, 102-49, 102-50, 102-52, 102-53, 102-54)



**UEM Sunrise’s annual sustainability report covers our sustainability activities for the calendar year ending 31 December 2020. Transparency and our guiding principle help us produce clear and comprehensive reports that demonstrate our commitment to the issues that are material to our business and stakeholders. We aim to provide meaningful information to help stakeholders and partners assess our environmental, social and governance performance.**

## INTERNATIONAL STANDARDS AND GUIDELINES

This report has been prepared in accordance with Bursa Malaysia’s Sustainability Reporting Guidelines, the Global Reporting Initiative Standards and FTSE4Good Bursa Malaysia Index. We are committed to embedding the United Nations Sustainable Development Goals (UN SDGs).

## REPORTING SCOPE AND PERIOD

Our annual sustainability report covers UEM Sunrise and all entities as included in UEM Sunrise’s consolidated financial statements, from 1 January to 31 December 2020 unless otherwise indicated. The reporting period is aligned with our financial year. This report should be read with our Integrated Report 2020 and other sustainability-related disclosures which can be found at [uemsunrise.com](http://uemsunrise.com).

In line with our continued commitment to environmental sustainability, no hard copies have been printed. This report and previous editions are available online in our information and download section in the UEM Sunrise corporate website.

### FEEDBACK

Your feedback is welcomed and helps us improve our sustainability practices, processes and performance. Please send your comments and suggestions to [feedback@uemsunrise.com](mailto:feedback@uemsunrise.com).

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 50480 Kuala Lumpur

## A MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER (GRI 102-14, 102-15)

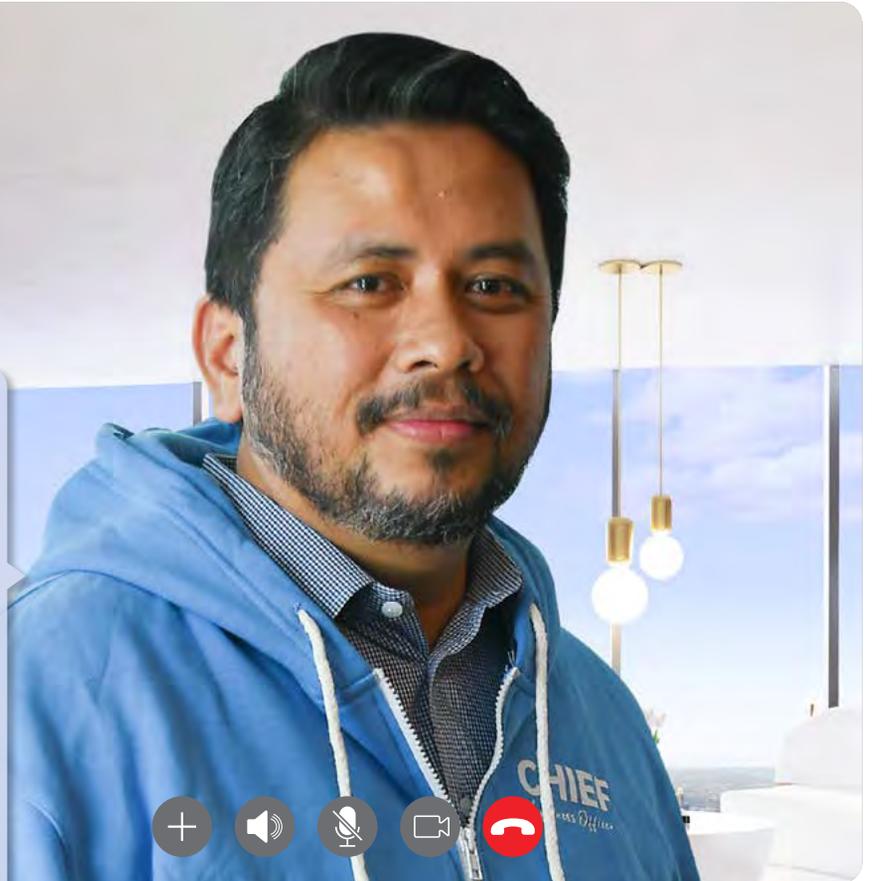
**Sufian Abdullah** ✓  
Chief Executive Officer

*Dear Valued Shareholders,*

It is with great pleasure that I present the UEM Sunrise Sustainability Report 2020. This is our eleventh corporate disclosure that highlights our Environmental, Social and Governance contributions.

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Write a comment...



This year has been an unfortunate year for the majority of Malaysia as COVID-19 limited business activities. The pandemic brought uncertainty and challenges to the property market throughout the year. The enforcement of the Movement Control Order (MCO) caused a decline in home seekers as sellers and property listings narrowed. Potential buyers and investors postponed property purchases in the short term as they adopted a wait-and-see approach. Developers and builders were unable to complete their projects or developments on time as their supply chains were interrupted.

Economic performance started to recover in the third quarter of 2020 as the economy reopened during the recovery MCO. We launched projects worth almost RM900 million in gross development value (GDV) in 2020. Currently, we have a total of twenty-six ongoing projects whereby sixteen projects in Southern region are mainly residential developments in Iskandar Puteri with six of them being joint ventures with third parties. The remaining ten projects including a joint venture are developments in Central region.

Corruption is not a victimless crime and we support all government initiatives to ensure these practices continue to have no place in our company. Our board members approved a Corruption Risk Assessment during the year that covered all nine divisions of the company.

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The lockdown significantly improved air quality in Malaysia with Kuala Lumpur experiencing a drop of approximately 60% in nitrogen dioxide levels. This made us more determined than ever to do whatever it takes to reduce our environmental footprint. I am proud to inform you that five of our projects achieved Green Building certifications in 2020: one Green RE Gold, one Green RE Silver and three Green RE Bronze. All of these buildings are designed to save energy and resources, recycle materials and minimise the emission of toxic substances throughout their life cycles.

We also held various environmental awareness campaigns at Publika. We collaborated with Kloth Malaysia Sdn Bhd to install a fabric bank recycling bin at Publika on 1 December 2020. This initiative helped keep fabrics from landfills through the circular economy business model. We also placed an e-Waste bin at Publika as this type of scheduled waste contains toxic components that are dangerous to human health.

Our vision of building communities of the future with you and for you is ingrained into all sustainability pillars at UEM Sunrise. Partnering with non-profit organisation Foodbank Victoria helped us create Melbourne’s first International Student Pop-Up Grocery Store that provides free fresh food and supplies to international students experiencing food insecurity caused by the pandemic.

We launched our 11<sup>th</sup> BukuHub at Sekolah Menengah Kebangsaan Medini during the year. These mini-libraries in public spaces provide the community with easy access to books, encouraging reading as a means to improve one’s life. The first BukuHub was recognised by the government as an initiative that supports the National Community Policy.

Undoubtedly, English fluency has helped a lot of people in their careers and I believe everyone should have an opportunity to improve their command of this international business language. In 2020, we also introduced the Highly Immersive Programme in three of our PINTAR adopted schools. This speech and drama club workshop improves students’ confidence in speaking and expressing themselves in English. The programme touched at least 180 students and 18 teachers who can share this knowledge and learning with other students.

Despite our movements being restricted heavily, we held several safety and health activities throughout the year. Our HSE Excellence Campaign was officially launched along with our Workplace Accident-Free Week (WAFEW) campaign. Important training on health and safety standards and six major hazards including working at height was also delivered.

UEM Sunrise is synonymous with quality. Two of our projects i.e. Serimbun (Phase 2B) and Aspira Lakehomes (Phase 3) that went for CIDB QLASSIC assessment achieved a score of more than 80%. We also prioritised other areas of customer satisfaction such as extensively enhancing our Trésor customer loyalty programme to enrich customers’ experiences and privileges. I am pleased that our efforts were recognised by winning a Gold award at the CX Asia Excellence Awards 2020 for the ‘Best Customer Experience Team’ and bagged the Malaysia’s CXP Best Customer Experience Awards 2020.

On behalf of my colleagues on the Board of Directors, I would like to thank all our employees for their hard work over the past year and their willingness to adapt to the ever-changing business landscape. I also wish to thank all stakeholders for their continuous trust and support. We hope you enjoy reading about our sustainability progress and as always, we welcome any comments and suggestions.

**Sufian Abdullah**  
Chief Executive Officer

## OUR SUSTAINABILITY STRATEGY (GRI 102-16)

**We are committed to distinguishing ourselves as a leader in sustainability. Leveraging our knowledge and expertise and collaborating with employees, customers and suppliers, other business partners and the communities in which we operate help us achieve this goal. Sustainability is ingrained into all aspects of UEM Sunrise’s business operations.**

We have a different way of doing business; as we own and manage what we build, we design and construct for long-term ownership. The full life-cycle costs are considered rather than merely the initial costs. Working closely with contractors ensures that all properties are built with the future in mind.

Embracing the integration of Environmental, Social and Governance (ESG) factors into all aspect of the business ensures our support for our people, the planet and the communities in which we live and work is impactful.

The sustainability strategy boosts innovation, encouraging employees to incorporate sustainability into everyday actions and working symbiotically to build communities of the future. Our goal is to minimise the risks associated with climate change, support the communities in which we operate and protect people and the planet while creating stakeholder value. We monitor environmental, social and governance metrics as best as we can so that our performance can be tracked over time.



### ECONOMIC

We seek to create economic value for our suppliers and vendors through our business dealings; the government through taxes paid; and the nation through the development of infrastructure that attracts investments and economic activity.



### ENVIRONMENT

We manage our energy and water consumption to avoid waste and manage waste to minimise our impact on the environment. We incorporate innovative designs and features in our developments to reduce material use and find avenues to conserve biodiversity.



### SOCIAL

We commit to providing the best possible living environment for our customers while nurturing a conducive workplace for our employees. We establish partnerships in the communities in which we operate and empower employees to volunteer. We also invest in the communities where we operate, to bridge socio-economic gaps.



### GOVERNANCE

Our Board of Directors ensures the highest level of integrity and transparency in all actions to build and maintain our corporate reputation and the trust that stakeholders have in us.



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### UEM Sunrise Sustainability Policy

Providing a healthy, safe, conducive and empowering workplace;

Being an environmentally responsible leader and partner in our communities;

Conserving natural resources by optimising re-use and recycling wherever possible;

Ensuring the efficient and responsible use of water and energy;

Utilising operational processes that do not adversely affect the environment;

Conducting rigorous audits, evaluations, and self-assessments on the implementation of this policy;

Working with our stakeholders to enhance awareness, and incorporating, practicing and promoting sound environmental practices, using our resources to provide leadership, guidance, and motivation where necessary; and

Taking steps to continually develop and provide environmentally supportive performance and advances including embedding sustainability into our decision making, planning and investment processes to create sustainable value for our shareholders.



### SUSTAINABILITY FOCUS AREAS

#### PLACES

We transform places in which we invest to create value and enhance the lives of local communities

#### PEOPLE

Our employees are our most valuable assets and their contributions are critical to our success

#### SOCIAL-ENVIRONMENTAL PERFORMANCE

We develop high-quality societies while improving our social and environmental performance

#### ECONOMIC PERFORMANCE

We deliver sustainable economic performance that is underpinned by good corporate citizenship

**SUSTAINABILITY GOVERNANCE** (GRI 102-29, 102-31, 102-32)

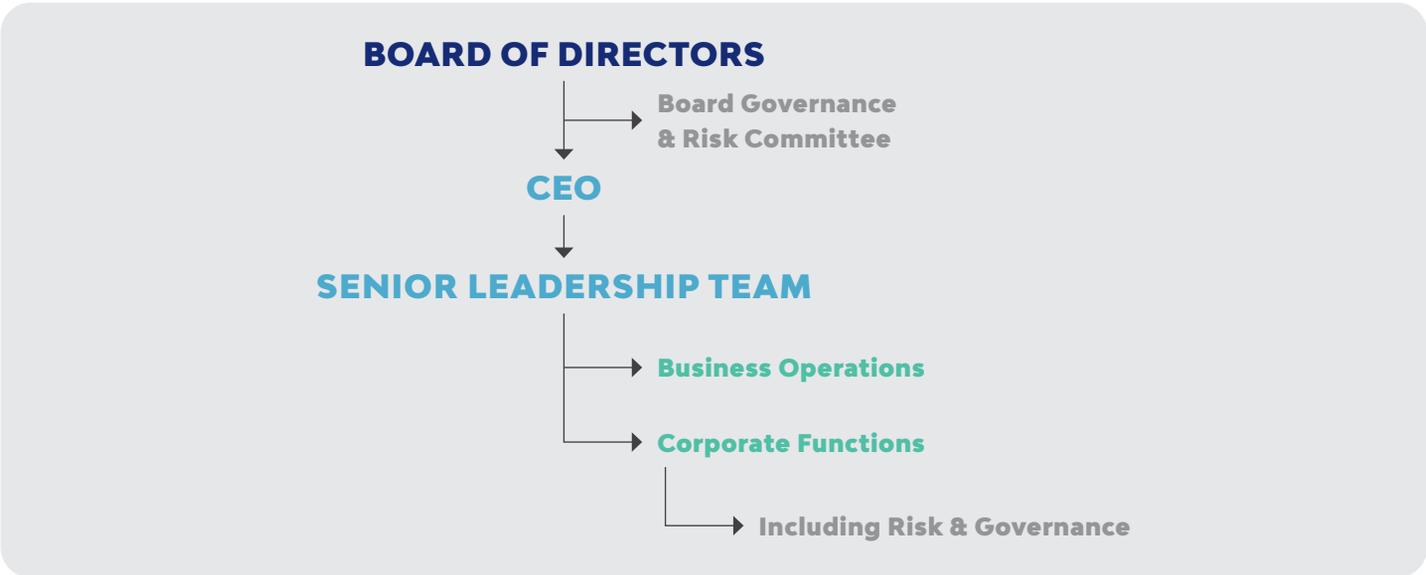


The corporate sustainability team oversees the implementation of the sustainability strategy set by the organisation, driving change within operational and functional groups. The team ensures that there is support for an ethical and sustainable supply chain through environmental and social efforts while mitigating risks as they occur.



Sustainability is an important part of the business oversight of our Board of Directors. It is integrated into the business strategy as it is central to our agenda. Sustainability matters are overseen by the Board Governance and Risk Committee (BGRC). The Board of Directors appoints some of its members to serve on the BGRC. The BGRC is responsible for overseeing sustainability efforts to ensure alignment with UEM Sunrise’s business strategy through the effective management of significant and material economic, environmental and social matters impacting our principal businesses. In parallel, the Board of Directors formalises and reviews the performance of key sustainability initiatives and recommends improvements which include environmental, ethical, social and governance aspects of the business.

**SUSTAINABILITY GOVERNANCE STRUCTURE**



Our senior leadership team is accountable for embedding sustainability initiatives and targets throughout our business operations and overseeing their execution. Sustainability principles are widely practised throughout UEM Sunrise including business conduct, product design and project developments, talent management, and engagements with the community and wider society.

## STAKEHOLDER ENGAGEMENT (GRI 102-40, 102-42, 102-43, 102-44)



We define stakeholders as key individuals, groups or organisations who matter and have an interest in what we do — those who can either be affected by our activities or are capable of having an impact on the business.



Regular engagement allows us to gauge their perspectives and insights on emerging issues that are important to both our stakeholders and the business. As a public listed company, we regularly engage with our stakeholders through structured mechanisms in a timely, effective and transparent manner to ensure a fair representation of voices. We have adopted a stakeholder inclusive approach to corporate governance. We are committed to reporting timely, accurate financial and non-financial information to stakeholders to help them make informed decisions about UEM Sunrise. Stakeholders' categories and our approach to engaging with each of them are presented below:

STAKEHOLDER GROUPS	HOW WE IMPACT EACH OTHER	THEIR EXPECTATIONS	HOW WE ENGAGE AND RESPOND
<b>Customers</b>	The viability and sustainability of our business are a direct result of delivering strong customer satisfaction through unique and sustainable value propositions. In creating and delivering products, services and initiatives, we adopt our E.V.E approach — Exciting, brings Value and Easy to own — to allow our customers to find happiness through our brand, and in return drive our revenue and business performance.	<ul style="list-style-type: none"> <li>Superior customer experience throughout the home-ownership journey</li> <li>A sophisticated developer that fulfils customers' needs</li> <li>A developer that continuously engages with its customers and communities</li> </ul>	<ul style="list-style-type: none"> <li>Identify potential customers through property exhibitions, property events and advertisements</li> <li>Customer and community engagement through Trésor Loyalty Programme and Fun Zone Community Centre</li> <li>Customer interaction through One Stop Centres, Customer Contact Centre and social media platforms</li> <li>Annual Customer Satisfaction and Net Promoter Score (NPS) surveys</li> <li>Focus Group Discussions (FGD) with identified customers</li> <li>A series of mobile apps that provide a more digitalised and customer-centric experience for customers and the public</li> <li>Newly-revamped, user-friendly website with enhanced functionalities: customers can now select multiple properties and view them side-by-side. Recently introduced features include live chat and a loan calculator.</li> </ul>
<b>Community</b>	Building trust with our local communities and NGOs essentially gives us the social licence to operate. As our activities may negatively impact the environment, we must ensure we do all we can to mitigate this.	<ul style="list-style-type: none"> <li>Responsible marketing</li> <li>Waste management</li> <li>Energy management</li> <li>Community care and charitable involvement</li> <li>Corporate citizenship and good governance</li> </ul>	<ul style="list-style-type: none"> <li>Various placemaking and civic engagement initiatives</li> <li>Corporate social responsibility (CSR) initiatives across education enhancement, community engagement and environmental conservation</li> </ul>
<b>Employees</b>	Providing our employees with a safe and conducive working environment, with a strong respect for ethics and a high-performance culture will help drive our business. Employees who are engaged and motivated will be more productive, resulting in a win-win outcome, as the Group benefits from better performance, and our employees find fulfilment and develop their careers. We strive to instil our CHIEF brand values in everything we do, by being Caring, Honest, Involved, Enthusiastic and Fun-loving.	<ul style="list-style-type: none"> <li>Sense of pride and ownership to the company</li> <li>Transparent communication from the senior leadership team</li> <li>Career development and promotion opportunities</li> <li>Fair and competitive benefits and remuneration packages</li> </ul>	<ul style="list-style-type: none"> <li>Internal newsletters, quarterly townhall sessions and Titans portal</li> <li>Competitive benefits and remuneration packages</li> <li>Implementation of flexible working hours and casual dress code</li> <li>Corporate subscription to e-learning platforms</li> <li>Organise team building, sports and recreation activities</li> </ul>

## STAKEHOLDER ENGAGEMENT (GRI 102-40, 102-42, 102-43, 102-44)

STAKEHOLDER GROUPS	HOW WE IMPACT EACH OTHER	THEIR EXPECTATIONS	HOW WE ENGAGE AND RESPOND
<b>Investment-related</b> (including analysts, shareholders, investors and fund providers)	Maintaining the trust and confidence of providers of financial capital is a key factor in supporting business growth, as it will lead to a rise in the value of our business, reflected through the Group's performance as a whole. In return, our sustained focus on enabling strong value creation outcomes from each project will yield good returns to investors.	<ul style="list-style-type: none"> <li>• An experienced and solid senior leadership team</li> <li>• Healthy profit and social impact depending on business verticals</li> <li>• Value appreciation of the shares</li> <li>• Consistent dividend pay-out</li> </ul>	<ul style="list-style-type: none"> <li>• Annual general meeting (AGM)</li> <li>• Bursa announcements and press releases</li> <li>• Working with industry associations and key partners (end-financiers, data aggregators and contractors/suppliers) in developing and advocating policies/incentives to support sectoral and economic growth</li> <li>• Engagement through analyst briefings, meetings and conferences</li> <li>• In 2020, 19 engagements were conducted with the investment community mainly via virtual platforms comprising meetings, webinars, conferences and teleconferences during the COVID-19 pandemic</li> <li>• During the year, our key engagements were with the Finance Minister, Menteri Besar Johor, Ketua Setiausaha Kementerian Perumahan dan Kerajaan Tempatan. At regional levels, we interact regularly with the state government and local authorities including mayors of Dewan Bandaraya Kuala Lumpur (DBKL) and Majlis Bandaraya Iskandar.</li> <li>• The 12<sup>th</sup> AGM was held virtually on 9 July 2020</li> </ul>
<b>Contractors &amp; Suppliers</b>	Ensuring a strong partnership and collaboration approach with our contractors and suppliers that upholds the principles of integrity will help us maintain a transparent and cost-effective procurement process. Together with good safety practices that protect workers, this will lead to more sustainable outcomes and higher-quality products.	<ul style="list-style-type: none"> <li>• Professional and transparent procurement processes</li> <li>• Competent management of vendors and timely payment of fees</li> <li>• Safe and conducive working environments</li> </ul>	<ul style="list-style-type: none"> <li>• Mandate a Letter of Declaration by all vendors committing to adhere to UEM Sunrise's Code of Business Conduct</li> <li>• UEM Sunrise procurement policy.</li> <li>• Mandate all suppliers, contractors and sub-contractors to provide details of their approach in keeping with the company's Standard Operating Procedures on QSHE</li> </ul>
<b>Strategic Partners</b>	Collaboration with strategic partners enables us to make quick entries into areas that would have taken longer to break into. In return, our partners can benefit from working with our large and exciting portfolio.	<ul style="list-style-type: none"> <li>• Fair investment opportunities in all UEM Sunrise business verticals</li> <li>• High return on investment throughout the partnership period</li> </ul>	<ul style="list-style-type: none"> <li>• Proactive prospecting of business partners for existing and pipeline projects</li> <li>• Active sales and marketing initiatives</li> </ul>

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STAKEHOLDER GROUPS	HOW WE IMPACT EACH OTHER	THEIR EXPECTATIONS	HOW WE ENGAGE AND RESPOND
<b>Government/Regulatory Authorities</b>	Conforming to laws and regulations while abiding by best practices will help strengthen our reputation as a responsible property developer. This in turn allows us to support Government agendas that concern stimulating economic growth, contributing to nation-building, providing housing and creating job opportunities.	<ul style="list-style-type: none"> <li>• Comply with relevant laws and regulations</li> <li>• Contribute to industry best practices and the development of new policies and regulations</li> <li>• Support government initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure full compliance in economic, environmental and social areas regardless of the sector of business operations</li> <li>• Active engagements with relevant ministries, regulators and authorities</li> </ul>
<b>Media</b>	The media is an important partner that can help to strengthen our reputation and credibility. We will continue to provide the media with access to timely, reliable and accurate information about our operations.	<ul style="list-style-type: none"> <li>• Thought leadership on the property market and industry</li> </ul>	<ul style="list-style-type: none"> <li>• Consistent engagement through press releases, networking sessions, press conferences and interviews</li> </ul>
<b>Industry Peers</b>	Collaboration with industry peers in terms of knowledge sharing and through association meetings and industry conferences will help to promote sustainable growth in the property industry.	<ul style="list-style-type: none"> <li>• Improve ease of doing business within the property industry</li> <li>• Share industry best practices and developments</li> <li>• Promote nation-building and sustainable growth in the property industry</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to influencing the overall industry policy</li> <li>• Participate in industry-wide organisations and conferences</li> <li>• Support government initiatives in industry developments</li> </ul>

**MATERIALITY** (GRI 102-11, 102-31, 102-47)

We perform materiality analysis as outlined in the Global Reporting Initiative (GRI) Standards, "Reporting Principles for Defining Report Content" as part of our promise to conduct business as responsibly and sustainably as possible.

In 2019, UEM Sunrise conducted a detailed materiality assessment covering 20 material issues. We grouped nine stakeholder groups into seven distinct categories for the materiality survey. Using a weighted-ranking process, our assessment defines the future priorities and focus areas for UEM Sunrise.



**UEM Sunrise's Materiality Process**

**Step 1: Identification**

Identified key issues and defined stakeholders for this consultation

**Step 2: Prioritisation**

Conducted online survey across 7 stakeholder groups over a duration of 2 weeks and collected 499 complete responses

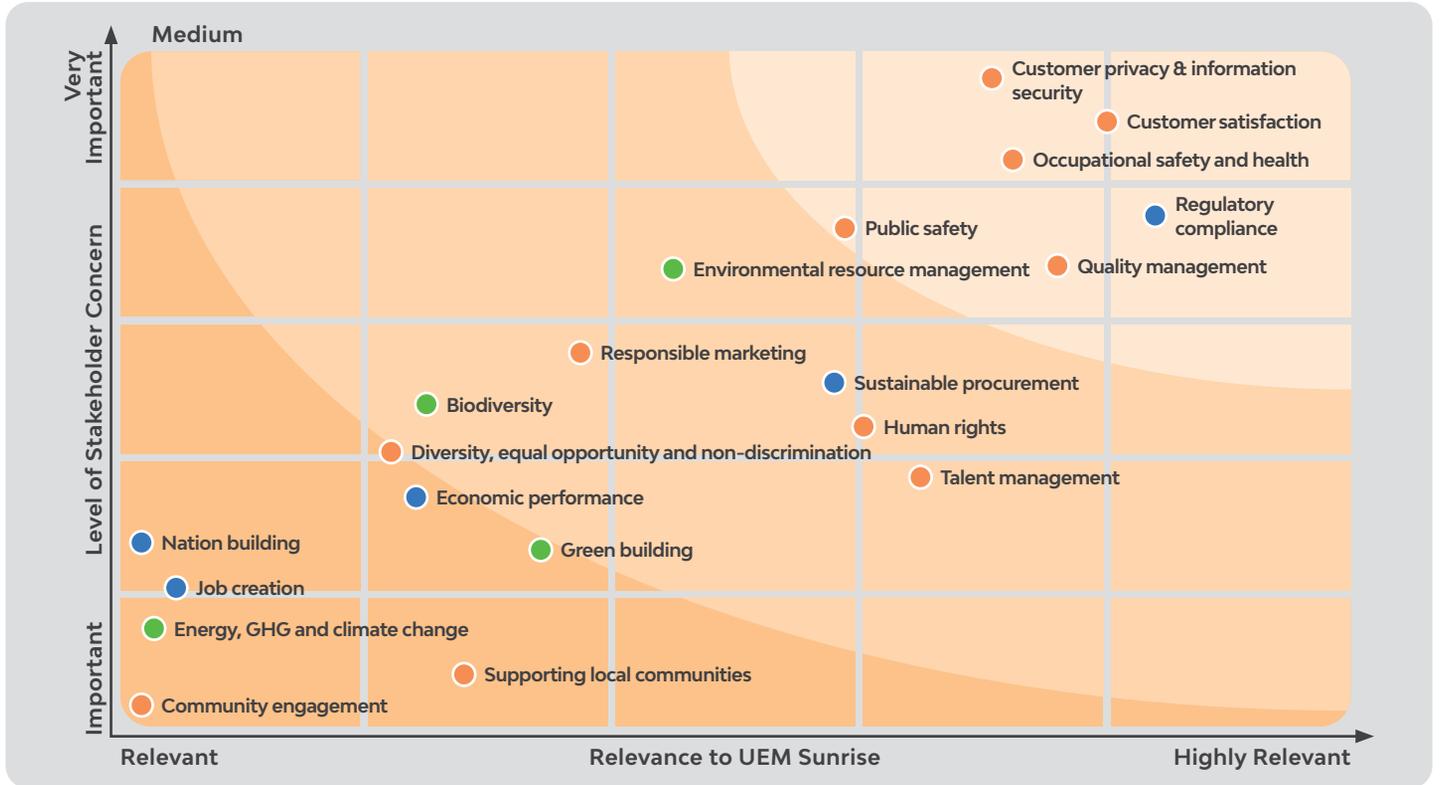
**Step 3: Validation**

Obtained Board of Directors input on the relevance of identified material issues

In 2020, we reviewed these materiality results and found that they are still relevant given the unchanged focus areas and stakeholder universe of UEM Sunrise.



### PRIORITISATION OF MATERIAL ISSUES



Legend: ● Economic ● Environment ● Social

#### Most material issues:

1. Customer privacy & information security
2. Customer satisfaction
3. Occupational safety & health
4. Regulatory compliance
5. Quality management
6. Public safety

#### MOST IMPORTANT ISSUES TO SELECTED STAKEHOLDERS

CUSTOMERS	EMPLOYEES	INVESTMENT-RELATED STAKEHOLDERS*	CONTRACTORS & SUPPLIERS	STRATEGIC PARTNERS	GOVERNMENT/REGULATORY AUTHORITIES
Occupational safety and health	Occupational safety and health	Sustainable procurement	Customer satisfaction	Environmental Resource management	Customer satisfaction
Customer privacy & information security	Quality management	Economic performance	Customer privacy & information security	Occupational safety and health	Job creation
Customer satisfaction	Regulatory compliance	Environmental resource management	Regulatory compliance	Public safety	Sustainable procurement

\* Encompasses shareholders, investment community, analysts, investors and fund providers

## UNITED NATIONS' SUSTAINABLE DEVELOPMENT GOALS (GRI 102-12)

The United Nations' Sustainable Development Goals (UN SDGs) are a universal call to action to address the world's biggest challenges by 2030. By embracing the UN SDGs, we are stepping up to ensure we do our part.

Although all 17 UN SDGs are relevant to UEM Sunrise and our stakeholders, we focus on goals in which we believe we can effect the greatest change. This is determined through our biennial materiality assessment process and additional stakeholder engagements. We address additional UN SDGs through our partnerships, memberships and community impact projects.

Material Issues	Relevant UN SDGs	Our Actions	Example
<b>Customer Privacy and Information Security</b>	 	Continue our commitment to stringent data protection practices which respect customers' privacy and safeguard their data, to maintain customer trust	Fully adhering to the Personal Data Protection Act 2010 (PDPA), we issue a PDPA notice to all customers to obtain consent before using their data for commercial transactions. This notice informs customers of how data is collected, stored and handled in accordance with the PDPA and other Malaysian regulations.
<b>Customer Satisfaction</b>		Deliver products that meet or exceed customer expectations to enhance customer satisfaction	Projects are assessed using the QLASSIC quality management standard to ensure on-site workmanship meets the company's expectations. Our recently completed projects were rated with a commendable QLASSIC score of between 72 and 84.
<b>Occupational Safety and Health</b>	 	Nurture a preventive workplace culture and encourages involvement in OSH activities to efficiently manage safety risks	Officially launched our HSE Excellence Campaign, which was attended by 161 persons: 97 employees, 17 consultants and 47 contractors. Other HSE initiatives include training on health and safety standards.
<b>Regulatory Compliance</b>	   	Improve compliance awareness and training throughout the organisation	As part of combating the COVID-19 pandemic, Mandatory COVID-19 induction is done at the site to provide education and training on risk factors, preventive measures and work SOPs.
<b>Quality Management</b>		Continue to be guided by rigorous internal audit processes and various internationally-recognised management systems, represented by the ISO and OHSAS standards	We refer to international standards such as ISO 9001:2015, OHSAS 18001:2007, ISO 14001:2015, MS 1722:2011 and ISO/IEC 20000-1:2011. An IMS ISO audit was conducted in August 2020 with no major non-conformance found.

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These identified issues will allow us to address the sustainability areas of interest as prioritised by our stakeholders through informed decision-making, strategy formulation and target-setting. We have mapped the most material issues to our stakeholders against our adopted UN SDGs to prioritise our efforts and achieve meaningful impacts. We are committed to ensuring we meet the expectations of our stakeholders to maintain their trust in our brand.

Material Issues	Relevant UN SDGs	Our Actions	Example
<b>Public Safety</b>		Continue to take all precautionary measures to ensure the safety and security of all tenants, residents, community members and patrons visiting the premises	Development of the Security Department Enhancement Programme (SD 2025), a five-year transformation plan of the Auxiliary Police Unit (APU) and Security Services Unit (SSU).
<b>Environmental Resource Management</b>		Manage the interaction and impact our activities have on the environment by conserving natural resources and maintaining balanced ecosystems	We display notices around our offices, pantries, toilets and prayer rooms, reminding staff to use water prudently, to ensure sustainable business operations at our offices. We also adjusted the air conditioner timer at our Johor office, Imperia from 7.30am-6.30pm to 8.00am-6.00pm to reduce our electricity usage.
<b>Sustainable Procurement</b>		Ensure the sustainability of products, materials sustainability and supplier practices	Our usual procurement practice is to source locally. New and existing vendors are screened according to social and environmental criteria, with additional points awarded to vendors with environmental accreditation such as ISO 14001.
<b>Human Rights</b>		Support the Universal Declaration of Human Rights and share this responsibility to respect human rights within our operations and through business relationships	Vendors are required to sign a Directors' Circular Resolution complying with the UEM Sunrise Code of Conduct for Business Partners which among others includes abiding by laws enacted in Malaysia.
<b>Talent Management</b>		Implement a consistent talent management strategy throughout the employee life cycle, from recruitment to the hiring, retention and development of employees	Launched many initiatives that enliven our employee value proposition including digital learning (LinkedIn), upgrading essential workforce skills via Agile and Design Thinking training, and Coaching & Mentoring via programmes such as Executive Education and UEM - Nottingham Programme.

## UNITED NATIONS' SUSTAINABLE DEVELOPMENT GOALS

Material Issues	Relevant UN SDGs	Our Actions	Example
<b>Responsible Marketing</b>		Provide balanced, informative and transparent information that helps customers make informed decisions	<p>In November 2020, we launched our new revamped website for customers. They can now select multiple properties and view them side by side to compare and make the right choice that best fits their needs. With the embedded loan calculator, customers can also get an estimation of their loan premium.</p> <p>Most of the featured projects provide virtual tours of show units that enable viewing for customers at the comfort of their own homes. We also have live chat function on our website to assist customers with their enquiries.</p>
<b>Biodiversity</b>	 	Sustainable development while preserving the natural habitat and natural resources of the surrounding area	<p>In our newly launched integrated mixed development, Kiara Bay, we leverage on the natural landscape of the adjacent Kepong Metropolitan Park to promote green outdoor spaces.</p> <p>Green public spaces are also set aside in our townships, as exemplified in our 343-acre SIREH Park that we seed-funded and developed in Iskandar Puteri.</p>
<b>Diversity, Equal Opportunity and Non-Discrimination</b>	 	Commit to workforce diversity to drive innovative and sustainable business	<p>Female Board representation increased from 36% as of 31 December 2019 to 40% on 31 December 2020. Currently, one Non-Independent Non-Executive Director and three Independent Non-Executive Directors are female.</p> <p>We created an internal Tabung Penyayang Titans where employees can contribute funds to help other employees who are badly affected by the COVID-19 pandemic.</p>
<b>Economic Performance</b>		Deliver sustainable economic growth by implementing strategic initiatives that generate long-term value	<p>We acquired land in Taman Pertama Cheras, KL on 28 August 2020 that is earmarked for affordable homes. We entered into two sets of sale and purchase agreements with AME Elite Consortium Berhad (AME) for the sale of 72 freehold industrial plots in Southern Industrial Logistics Clusters (SiLC) Phase 3 that will create job opportunities and employment in Iskandar Puteri, Iskandar Malaysia, Johor and support the local community.</p>



Material Issues	Relevant UN SDGs	Our Actions	Example
<b>Green Building</b>	 	Offer customers and tenants eco-friendly solutions by incorporating green features in our projects	Estuari Greens features a rainwater harvesting system in bathrooms for flushing; Solar-powered street lanterns to light up the internal roads in Aspira Garden; and water saving wares and fittings as standard across our product offerings.
<b>Nation Building</b>		Ease of home ownership for Malaysians and contributing to infrastructure development	In 2020, we participated in the Home Ownership Campaign (HOC), echoing the call by the Ministry of Housing and Local Government (KPKT) to ease home ownership. A combined total of 491 residential units worth RM365.7 million was sold throughout the campaign duration.
<b>Job Creation</b>		Offer employment opportunities including internships, training programmes and skills development initiatives	As part of our contribution to readying younger generations for employment, we recruited 17 practical trainees and eight graduates under the Graduate Trainee Programme in 2020.
<b>Energy, GHG and Climate Change</b>		Maximise energy efficiency at each stage of a building's life cycle	A passive design approach including best practice specifications is one of the main factors being implemented in developments. Improving space design and with minimal environmental impact, this approach has been implemented in Allevia, Senadi Hills, Equine and Aspira Garden.
<b>Supporting Local Communities</b>	 	Commit to the economic and social advancement of local communities	We conducted the Highly Immersive Programme to encourage and instill confidence in students when communicating in English. A total of 180 students and 18 teachers benefited from this programme that was organised in three UEM Sunrise PINTAR schools.
<b>Community Engagement</b>	 	Conduct regular engagement with our residents, customers and wider society to enhance their wellbeing and strengthen relationships	On 22 August 2020, the UEM Sunrise Fun Zone Community Centre and Stellar International School (SIS) educated children on practicing physical distancing at the "One-Meter Distancing is My Happy" event. Thirty-two children showcased their creativity by creating 'distancing' wings from recycled cardboard.

## ECONOMIC VALUE CREATION

The property sector, which has been the cornerstone of economic activity for many countries over the past century, is a major contributor to growth and a source of wealth creation. While the economy falters in some countries, the property market usually remains buoyant and provides a cushion against a hard landing. Property is a productive economic sector that contributes significantly to a country's gross domestic product (GDP) growth.

**We launched projects worth close to RM900 million in gross development value (GDV) in 2020.**

26 projects are ongoing with:

- 16 in the Southern region, mainly in Iskandar Puteri, with six being joint ventures with third parties; and
- 10 in the Central region with one joint venture project with third party

We are positive about our development plans. Our stable long-term outlook is premised on unbilled sales of RM1.9 billion. Earnings for 2021 and 2022 will be supported by rebalancing our strategic land banks and a higher GDV target of RM1.2 billion in 2021.

Write a comment...



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Project	Phase	Date Launched	GDV	
			Launched (RM million)	Launched Units
<b>Southern</b>				
Senadi Hills	1A	16 June 2020	81	112
Senadi Hills	1B	5 December 2020	91	120
Senadi Square	3A & 3B	27 July 2020	24	20
Aspira ParkHomes	3B	25 July 2020	61	80
<b>Central</b>				
Serene Heights	1E	1 October 2020	51	72
Serene Heights	1G	13 June 2020	40	47
Residensi Allevia	-	14 November 2020	546	294
<b>Grand Total</b>			<b>894</b>	<b>745</b>

### THE IMPACT OF VALUE-CREATION

Long-term value creation should consider stakeholders’ interests. Sustainability has been reinforced as a cornerstone of our strategy as business success equates to creating value for the environment, society and business. Our business is deeply committed to improving the sustainability footprint across the value chain for the benefit of stakeholders.

**UEM Sunrise is developing an agile, customer-centric organisation and a stronger business model to create sustainable value. Our approach is to optimise the use of our resources to create financial, environmental, social and economic wealth.**

Value Creation	What We Do	Macro-Level Impact
<b>Affordable Housing</b>	<ul style="list-style-type: none"> <li>Land acquisition in Taman Pertama Cheras, Kuala Lumpur on 28 August 2020, which is earmarked for affordable residential developments</li> <li>Land acquisition in Section 13, Petaling Jaya, on 8 March 2021 for mixed commercial developments featuring serviced apartments and affordable residences</li> <li>KAIA Heights, Equine Park, which was launched on 10 March 2021, priced at RM567,800 to RM873,800 per unit</li> <li>Other planned launches of affordable housing in the Southern region in 2021 include a new phase in Senadi Hills with a built-up of 1,400 sq ft and priced at RM300,000 per unit and Gerbang Nusantara with a built-up area of 1,000 sq ft priced at RM150,000 per unit, making our product more attainable to the lower to middle-income segment.</li> </ul>	<p>Many of our recent development plans and project launches in the Central and Southern regions cater to the middle-class income market. We support the Government’s initiatives to address housing affordability and ownership among young people in the low and middle-income group.</p> <p>We position UEM Sunrise as contributing to developing affordable homes in Malaysia. Stimulating the economy by helping everyone own a home has a larger impact on the wider economy.</p>

## ECONOMIC VALUE CREATION

Value Creation	What We Do	Macro-Level Impact
<b>Smart Financing</b>	<ul style="list-style-type: none"> <li>• UEM Sunrise provides smart financing options for buyers</li> <li>• We also partnered with EdgeProp for a rent-to-own (RTO) Scheme called FundMyHome, which enables home ownership through a crowdfunding platform</li> </ul>	Our smart financing options are flexible and allow buyers to shorten their loan tenure and redraw prepayment.
<b>Placemaking</b>	Almost all of our developments focus on integrated townships, which create quality places where people want to live, work, play and learn. For example, in Kiara Bay in Kuala Lumpur, UEM Sunrise plans for educational and medical institutions, malls and commercials while utilising the adjacent lake and park for conducive living.	<p>Placemaking is a multi-faceted approach to the planning, design and management of public spaces. Placemaking capitalizes on a local community's assets, inspiration and potential, with the intention of creating public spaces that promote people's health, happiness and well-being.</p> <p>Many of our developments are near public transportation hubs. Encouraging its use boosts Malaysia's public transportation sector and contributes to a greener environment. Placemaking activities also support the local economy with several shops being established near our townships.</p>
<b>Catering to Niche Market Needs</b>	<ul style="list-style-type: none"> <li>• Launch of Residensi Allevia in Mont'Kiara in November 2020</li> <li>• Integrated development in Kiara Bay on 73 acres of land in Kuala Lumpur</li> </ul>	All properties of our luxury developments are the results of the highest standards of craftsmanship and materials. Plans to build infrastructure such as educational and medical institutions, malls, commercial and recreational facilities are scheduled at our Kepong Metropolitan Park.
<b>Healthy investment growth</b>	We entered into two sets of sale and purchase agreements with AME for the sale of 72 freehold industrial plots in SiLC's Phase 3 measuring a total acreage of 169.8 acres for a total purchase consideration of RM434.3 million.	The development of SiLC by UEM Sunrise into an industrial plots with infrastructures connectivity ready for buyers to immediately develop and construct will create more job opportunities that will increase economic activities in Iskandar Puteri, Johor.
<b>Employment opportunities</b>	<ul style="list-style-type: none"> <li>• Project launches in the Central and Southern regions</li> </ul>	The property, construction and real estate industries have one of the largest economic footprints in the Malaysian economy. We contribute directly to the nation's GDP. The majority of the property's sector economic contribution is generated by residential activities. As the growth of our operations and business results in extended supply chain networks, we are tackling unemployment by providing job opportunities.

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**BALANCING ECONOMIC OPPORTUNITIES AND CHALLENGES OF COVID-19**

The COVID-19 outbreak continues to bring uncertainty and challenges to the property market. The enforcement of the MCO contributed to a decline in home seekers. Sellers and property listings have also narrowed. Potential buyers and investors postponed property purchases in the short-term as they adopt a wait-and-see approach.

Developers and builders were unable to complete their projects or developments on time as their supply chains were interrupted. New launches such as Residensi Allevia, Senadi Hills and Serene Heights Bangi were deferred to the second half of the year. The settlement of the remaining units in Aurora Melbourne Central and Conservatory were also affected by the Australian border closure and lockdown in Victoria in the second half of 2020.

Beyond the immediate challenge, the longer this crisis persists, the more likely that transformative and lasting behavioural changes will be made. We have centralised our focus on efficiency and change to:

- Respond to the current and urgent threat of COVID-19; and
- Lay the groundwork to deal with what may be permanent changes to the industry once the pandemic subsides.

We feel an even greater sense of urgency than before to digitise and provide a better and more distinctive tenant and customer experience. We continued to advocate our Laptop First Strategy in the workplace while technology provided a stronger toolbox to connect authentically with customers. Building new digital opportunities promoted virtual interaction on a greater scale. UEM Sunrise will continue to support physical project launches with digital channels and online platforms. This transformation journey is a continuous process to adapt to the “new norm”.

**PARTNERSHIPS FOR THE GOALS**

The world is more interconnected than ever. The United Nations Sustainable Development Goals can only be realised with strong global partnerships and cooperation.

**The industry also needs a level playing field to operate effectively. As a leading property developer in Malaysia, we often take part in industry discussions. During these sessions, we exchange ideas, debate and discuss matters with industry experts that contribute to the growth of the industry. UEM Sunrise is a member of the following associations that are relevant to sustainability.**

**UEM Sunrise Association Memberships (GRI 102-13)**

**1 FEDERATION OF PUBLIC LISTED COMPANIES BHD**

**2 FIABCI-MALAYSIA**

**3 INSTITUTE OF CORPORATE DIRECTORS MALAYSIA**

**4 MALAYSIA AUSTRALIA BUSINESS COUNCIL**

**5 MALAYSIAN ADVERTISERS ASSOCIATION**

## ECONOMIC VALUE CREATION

### UEM Sunrise's Individual Membership Representation in Associations

Name	UEM Sunrise Role	Academic/Professional Qualification/Membership
<b>Dato' Noorazman Abd Aziz</b>	Non-Independent Non-Executive Chairman	<ul style="list-style-type: none"> <li>Practising member of the Chartered Institute of Islamic Finance Professionals (CIIF)</li> <li>Member of the Australian Institute of Company Directors</li> <li>Member of the Investment Panel of Kumpulan Wang Persaraan (Diperbadankan)</li> <li>Seat on the Advisory Boards of Ancora Fund Management Co. in Indonesia and Creador Sdn Bhd.</li> </ul>
<b>Dato' Mohd Izani Ghani</b>	Non-Independent Non-Executive Director	<ul style="list-style-type: none"> <li>Fellow of Association of Chartered Certified Accountants</li> <li>Member of Malaysian Institute of Accountants</li> <li>Member of Chartered Institute of Islamic Finance Professionals</li> </ul>
<b>Zaida Khalida Shaari</b>	Non-Independent Non-Executive Director	<ul style="list-style-type: none"> <li>Barrister-at-law and a member of the Honourable Society of Gray's Inn, London</li> </ul>
<b>Christina Foo</b>	Independent Non-Executive Director	<ul style="list-style-type: none"> <li>Fellow of CPA Australia</li> <li>Fellow of the Malaysian Institute of Management</li> <li>Fellow of the Institute of Corporate Directors Malaysia</li> <li>Member of the ASEAN Chartered Professional Accountants</li> <li>Member of the Malaysian Institute of Corporate Governance</li> </ul>
<b>Chari T.V. Thirumala</b>	Independent Non-Executive Director	<ul style="list-style-type: none"> <li>Fellow, Chartered Institute of Management Accountants, UK</li> <li>Member, Chartered Accountants of India</li> </ul>
<b>Poh Ying Loo</b>	Independent Non-Executive Director	<ul style="list-style-type: none"> <li>Fellow, Chartered Institute of Management Accountants (FCMA)</li> <li>Member, Chartered Global Management Accountants (CGMA)</li> <li>Member, Malaysian Institute of Accountants (MIA)</li> <li>Fellow, Institute of Corporate Directors Malaysia (ICDM)</li> <li>Member, Institute of Enterprise Risk Practitioners (IERP)</li> </ul>

### **BUSINESS ETHICS** (GRI 205-1, 205-2, 205-3, 206-1)

#### **Fighting And Preventing Corruption** (GRI 205-1, 205-2, 205-3)

**We are committed to the highest standards of integrity and have a zero-tolerance approach to bribery and corruption practices in our business conduct and operations. The Board, with the support of the Board Governance & Risk Committee (BGRC), oversees the formulation of a strong governance, ethical and integrity culture within the Group and provides oversight and guidance on the integrity, governance and anti-corruption initiatives.**

Our Anti-Corruption Guidelines (Guidelines), which cover UEM Sunrise and its subsidiaries, outlines the key principles and guidelines in relation to any improper solicitation, bribery and other corrupt activities and issues that may arise in our business dealings and relationships. We have implemented Adequate Procedures in view of our risk profile. We adopted a risk-based approach in drawing up policies and implementing procedures to fulfil these Adequate Procedures.

This Guidelines, which applies to the Board, management and all employees, should be read in conjunction with UEM Sunrise's Code of Conduct, Code of Conduct Handbook and Code of Conduct for Business Partners to embrace our integrity motto of "Living with Integrity". Continuous communication of these Guidelines is given through engagement, training, emails, our intranet and other forms of communication to reinforce anti-corruption practices. Every employee is responsible for upholding integrity as well as preventing and reporting instances of bribery, suspicious activity or wrongdoing which may lead to bribery using our whistleblowing channels.

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## Principles of Corruption



### Gifts and hospitality

Our business decisions should never be based on gifts and hospitality provided through our business relationships. We do not solicit or receive gifts and entertainment from any third party.



### Donations and sponsorships

We only undertake social or philanthropic programmes that are in line with respective business strategies or that will benefit the broader interests of the community, while complementing the efforts of the Government.



### Facilitation payments

We do not offer or make facilitation payments or allow others to offer or make facilitation payment to UEM Sunrise to gain access, secure or expedite the performance of a routine function.



### Dealing with government officials

When interacting with officers, we follow high ethical standards and act in a transparent manner while maintaining good working relationships.



### Dealing with business partners

We want to work with business partners who have similar values as us and uphold the same standards as we do.



### Appointment of board members/recruitment of employees

The appointment of Board members/ recruitment of employees should be based on approved selection criteria to ensure that only the most qualified and suitable individuals are employed. We ensure that no element of corruption is involved in the hiring process.



### Money laundering

Money laundering and terrorism financing are financial crimes with economic effects. We take appropriate measures for detecting and preventing money laundering and terrorism financing.



In line with the requirement of the Guidelines on Adequate Procedures pursuant to Section 17A of the Malaysian Anti-Corruption Commission Act 2009 (Amendment 2018), a Corruption Risk Assessment was conducted and approved by the Board on 24 August 2020. Covering key corruption risks exposure, the assessment helps UEM Sunrise understand the root causes, effectiveness of existing controls and required mitigation plans, particularly for 'high risk' areas.

Due diligence is conducted on all new and existing business partners as part of our vendor selection processes. Our anti-corruption commitment is also communicated to our vendors including suppliers, contractors, consultants, agents, joint venture partners and other business partners with whom the vendor works as set out in our Code of Conduct for Business Partners.

There have been no major disciplinary cases on corruption practices reported that resulted in the dismissal of employees. We received zero fines and penalties in relation to corruption from the authorities during the reporting period. This demonstrates the effectiveness of our stringent anti-corruption policies, practices and initiatives for the period under review.

## ECONOMIC VALUE CREATION

A Corruption Risk Assessment was approved by the Board on 24 August 2020. Based on the current effective organisational structure, the assessment covered:

- All nine divisions including all 18 departments and other functions and units reporting under these divisions); and
- Two of five other Departments, which are not reporting to any of these divisions.

Integrity due diligence is conducted on all new and existing business partners as part of our general risk assessment. This includes assessing corruption and bribery. Our anti-corruption policy is also communicated to suppliers, contractors, subcontractors, agents, joint venture companies and third parties whom the company work with.

**There have been no major disciplinary cases reported on corruption practices that resulted in the dismissal of employees. We have received zero fines and penalties from the authorities during the reporting period and in fact the company's history. This demonstrates the effectiveness of our stringent anti-corruption policies and practices.**

### FRAUD MANAGEMENT

Preventing fraud is important to prevent a loss of money and potentially a lot of paperwork and time wastage. Our management, employees or other parties with direct or indirect business relationships or dealings with UEM Sunrise are responsible for reporting any actual or suspected fraud within 24 hours to the respective:

**1 HEADS OF DEPARTMENTS**



**2 HEADS OF DIVISIONS**



**3 PEOPLE AND CORPORATE SERVICES DIVISION**



### POLITICAL ACTIVITIES (GRI 201-4)

We recognise that employees, in their capacity as citizens, may wish to involve themselves in legitimate political activities. However, this is discouraged.

Employees who are appointed as an officeholder at a branch, divisional, state or national level of a political party must inform us. Employees wishing to stand for state, federal and/or material elections must resign so that our interests are not compromised.

**No political contributions to candidates for public office or political parties**



**No financial assistance from Government**



**No corporate funds used to make independent political expenditures**



#### Employees are forbidden from:

- Influencing others to make political contributions or supporting politicians or their parties in any country
- Making any contribution or incurring any expenditure using UEM Sunrise's resources to benefit any political campaign, party or politician in any country
- Using facilities, equipment or resources for any political campaigns or party functions
- Using charitable donations as a substitute for prohibited political payments

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### CONFLICTS OF INTEREST

Conflicts of interest occur when an entity or individual becomes unreliable because of a clash between personal or self-serving interests and professional duties or responsibilities. Our strict policies aim to prevent conflicts of interest and while employed by UEM Sunrise, employees:

- Are not permitted to engage in any other business or occupation whether as a principal, agent, servant or broker;
- Must not engage in any activity that is detrimental to UEM Sunrise's interests;
- May acquire or hold shares in any quoted public company but must seek prior approval if intending to acquire substantial shareholdings in any company;
- Are not allowed to hold directorships in external companies and must be guided by the principles set by Khazanah Nasional Berhad in the event of any directorship appointments;
- May accept directorships in non-profit organisations, institutions or universities if there are no conflicts of interest, subject to declaration, prior approval and consent; and
- May not participate in or influence the purchase of goods and services from which they will obtain a direct or indirect interest or benefit.

- 1 Use their positions for personal advantage or financial interest
- 2 Use UEM Sunrise's confidential information for personal or pecuniary interest
- 3 Use their authority over an employee to gain undue advantage over a third party
- 4 Engage in activities that take time and attention from employment duties and responsibilities
- 5 Own shares in any land, equipment or privately-held businesses that receive payment from contractual or other business arrangements with UEM Sunrise
- 6 Own a significant interest in publicly-held businesses that receive payment from contractual or other business arrangements with UEM Sunrise
- 7 Compete directly with UEM Sunrise
- 8 Be involved in the management or business activities of any publicly-listed business enterprise or competitor without consent from UEM Sunrise

Employees must declare all actual or potential conflicts of interest on the Declaration Form upon joining us, when a potential conflict arises and/or during the annual COI declaration process.

### ANTI-COMPETITION (GRI 206-1)

We oppose all anti-competitive practices that unlawfully prevent or reduce market competition. We never enter into any anti-competitive agreements with competitors that prevent, restrict or distort competition.

- Fixing purchase or sale prices or other trading conditions
- Sharing markets or supply sources
- Limiting or controlling production, market outlets and access, technical development or investment
- Bid rigging
- Abuse of dominant position

All employees have a responsibility to understand and comply with the Competition Act 2010 and other relevant laws and regulations.

### MONEY LAUNDERING AND TERRORISM FINANCING

Money laundering is the illegal process of making large amounts of money generated by criminal activity, such as terrorist funding, appear to have come from a legitimate source. Employees must comply with the Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001 and must conduct due diligence to understand the business and background of our business partners. Employees are of course forbidden from aiding in money laundering and terrorism financing activities.

## ECONOMIC VALUE CREATION

### GRIEVANCE MANAGEMENT AND WHISTLEBLOWING (GRI 102-17)

A grievance procedure allows employees to raise any concerns before they become unmanageable. We encourage our employees to resolve disputes and minor problems amicably and informally between themselves or with their immediate supervisors whenever possible. Employees may raise unresolved issues to the People and Culture Division's attention when necessary.

Employees should only file a formal written grievance if it cannot be resolved through these informal discussions. Following this, the Chief People Officer assigns a People and Culture Division representative to address the complaint and discuss suggestions for resolution. Due consideration is given to all grievances and complaints and the People and Culture Division makes every effort to resolve them promptly and fairly. The Chief People Officer may escalate the matter to the Chief Executive Officer depending on the seriousness of the grievance or complaint.

#### Whistleblowing

We are committed to the highest standards of integrity, accountability and ethical behaviour in all business conduct and operations in line with our corporate values. We provide a formal mechanism for our employees, third parties employed or engaged and members of the public to report wrongdoings or improper conduct within UEM Sunrise.

All disclosure should be channelled in accordance with the procedures outlined in the Whistleblowing Policy and Procedures either through the online Secured Postbox or Direct Message to the Chairman of the Whistleblowing Committee.

We prohibit retaliation against any whistleblowers who made reports in good faith and will accord them protection against retaliation, detrimental action or unfair treatment to the extent possible within the Company's control.

#### Examples of Improper Conduct Covered by the Whistleblowing Policy



Any form of financial crime including fraud



Bribery and corruption



Abuse of power for personal gain



Conflicts of Interest



Theft or embezzlement



Misuse of UEM Sunrise's property and information



Non-compliance with the policies and procedures



Regulatory breaches or non-compliance

We keep whistleblowers' identities confidential to the fullest extent possible as required by applicable laws. Such protection is accorded even if the investigation later reveals that the whistleblower is mistaken or the allegation could not be substantiated. However, the Company has no power to provide any immunity nor grant any protection from criminal prosecution.

Our Whistleblowing Policy does not apply to personal grievances concerning an individual's terms and conditions of employment or any aspects of working relationships, which shall be dealt with under the People and Culture Division's Policies and Procedures.

#### Whistleblowing Committee

The UEM Sunrise Whistleblowing Committee (WBC) assists the Board of Directors by providing avenues for legitimate concerns to be objectively investigated and addressed.

WBC is a sub-committee of the Board Governance & Risk Committee (BGRC). WBC members are appointed by the Board and there must be at least three Board members. The Committee meets as and when required, at the discretion of the Committee Chairman, provided it is at least once a year.

#### SUPPLY CHAIN SUSTAINABILITY (GRI 102-9)

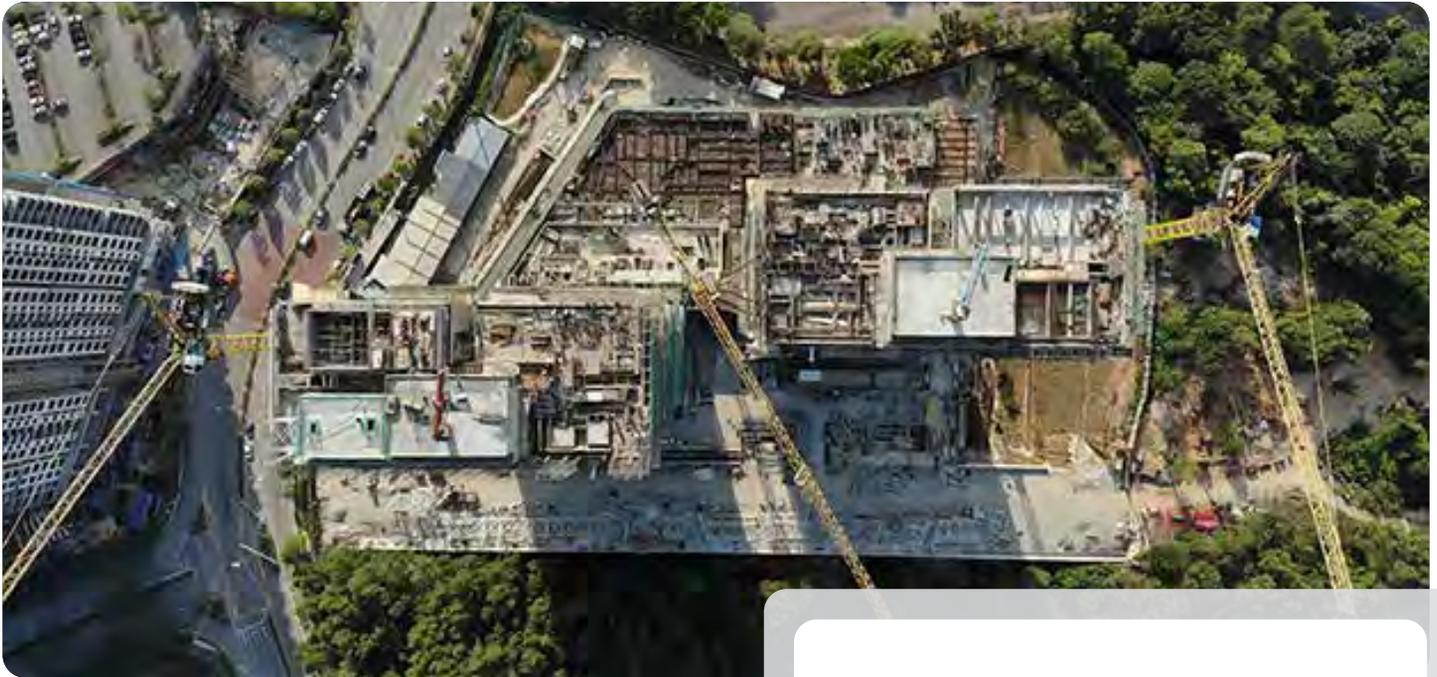
In today's globalised economy, outsourcing business operations does not mean outsourcing responsibilities or risks. We recognise our role throughout the lifecycle of our operations. Supply chain sustainability management is key to maintaining the integrity of our brand, ensuring business continuity and managing operational costs.

#### Environmental Supply Chain (GRI 308-1)

UEM Sunrise is committed to its suppliers and contractors' sourcing assessment processes which include social and environmental elements such as energy use, climate change impact measurement including greenhouse gas emissions, water use, biodiversity impacts, pollution, waste, resource use and other environmental issues.

Expectations of major suppliers and contractors are communicated regularly through our engagement channels such as emails and Major and new suppliers and contractors are subject

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to an environmental risk assessment to ensure their complete compliance with our environmental standards. We invite suppliers and contractors to join us on our green journey by encouraging them to monitor, record and report their environmental performance and impact reduction. meetings.

**Social Supply Chain** (GRI 414-1)

UEM Sunrise commits to engaging with its tenants, local communities and supply chain partners on social issues relevant to their living experience at our properties. Our property portfolio management policy for employees and contractors addresses general social issues and other issues such as health and safety, fair wages and equal opportunities. UEM Sunrise ensures that its major supply chain partners adhere to all social standards stipulated by Malaysian Labour Law and the International Labour Organisation (ILO) including:

- Policies on the prevention of child labour: all suppliers must adhere to the Malaysian Labour Law on the minimum legal working age
- Policies on the prevention of forced labour
- Policies on the provision of equal opportunities and non-discrimination
- Freedom of association where everyone is free to belong to any organisation of their choice
- Right to collective bargaining and forming a union
- Eliminating excessive working hours by offering fair overtime pay and limiting working hours
- Meeting or exceeding Malaysia's minimum wage
- A safety policy, code and practices on the provision of a safe and healthy workplace

**“ Our property portfolio management policy for employees and contractors addresses general social issues and other issues such as health and safety, fair wages and equal opportunities. ”**

Supply chain partners are encouraged to inform workers of their social obligations in a language they can understand. Existing and potential operations are subject to a social risk assessment to ensure they comply with our standards. Supply chain partners, especially contractors are assessed both informally and formally, and if necessary, through physical inspection audits. The social conduct expected from supply chain partners is communicated through our Code of Conduct for Business Partners, supplier contract and training.

UEM Sunrise engages with its supply chain partners in building capacity in areas that include social issues. We share best practices for their development through these engagement sessions.

## ECONOMIC VALUE CREATION

### Buying Locally and Encouraging Local Supply Chain Partners (GRI 204-1)

All supply chain activities comply with the relevant local laws, rules and regulations to ensure they are operating within the legal framework of the country of operations. We prioritise the procurement of goods and services from local suppliers who meet our stipulated standards. More than 95% of our suppliers are locally-based. In some cases, we support local businesses and skills development to meet these standards. We also check that our suppliers comply with UEM Sunrise Supplier Principles, which cover areas such as human rights, labour practices and business integrity.

### Vendor Selection And Assessment

Traditionally, supplier selection criteria focused on metrics that affect costs of appointment and quality of services rendered. Rising businesses' awareness of the importance of sustainability has expanded this scope to include environmental and social performance measures.

#### ENVIRONMENTAL PERFORMANCE

- **Energy management**
  - Climate change impact measurement including greenhouse gas emissions, water use, biodiversity impacts, pollution, waste, resource use and other environmental issues

#### SOCIAL PERFORMANCE

- **Bumiputera status**
- **Employee's social security scheme for local workmen under the conditions of the contract**
- **Insurance for workmen**
- **Workers' compensation insurance for foreign workers**
- **Health, safety and environment**
- **Compliance with rules, regulations, laws for foreign workers and specialists**
- **Prevention of child labour with all suppliers being required to adhere to the Malaysian Labour Law on the minimum legal working age**
- **Prevention of forced labour**
- **Provision of equal opportunities and non-discrimination**
- **Freedom of association and right to collective bargaining**
- **Eliminate excessive working hours, offer fair overtime pay and limit working hours**
- **Meet or exceed Malaysia's minimum wage**

#### GOVERNANCE PERFORMANCE

- **Compliance with laws**
- **Acts with integrity**
- **Maintain accountability**
- **Avoid conflicts of interest**
- **Maintain confidentiality**
- **Provide a safe working environment**
- **Maintain a healthy work culture**
- **Prohibit any form of gift/business courtesy**

### Supplier Relationship Management

UEM Sunrise values suppliers as vital drivers of the supply chain. Collaboration is key and we encourage them to think of us as partners. We adopted a more holistic approach to maintaining healthy supplier relationships, beginning with open communication. We regularly engage with suppliers through formal and informal events.

Supplier feedback is considered carefully and we listen to all challenges that they face. Supply chain partners are welcome to raise their grievances by reaching out to us through our whistleblowing channels. Whistleblowers are accorded the necessary protection against any detrimental action or unfair treatment, provided that the disclosure is made in good faith. Whistleblowers' identities are kept confidential as required by applicable laws.

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### Code of Conduct For Business Partners

We expect contractors, consultants, suppliers, agents and joint venture partners including their employees, agents, representatives, suppliers and subcontractors to embrace the spirit of our commitment to integrity and share our high ethical standards. These expectations are set out in the Code of Conduct for Business Partners.

**The 8 Principles of UEM Sunrise's Code of Conduct for Business Partners**

- 1 **Compliance with laws**
- 2 **Act with integrity**
- 3 **Maintain accountability**
- 4 **Avoid conflict of interest**
- 5 **Maintain confidentiality**
- 6 **Provide a safe working environment**
- 7 **Maintain a healthy work culture**
- 8 **Prohibit any form of gifts or business courtesy**

Prior to being awarded a bid or tender and upon entering into a contract or agreement with us, all Business Partners are required to:

- Acknowledge their acceptance of our Code of Conduct for Business Partners;
- Sign the Declaration of Interest Form; and
- Sign the Declaration of Integrity Form.

Our requirements of business partners are communicated through our regular engagement channels such as emails and meetings. We expect our suppliers and contractors to inform their workers of their social obligations in a language they can understand.

Our partners, mainly contractors and sub-contractors are subject to an environmental and social risk assessment to ensure their complete compliance with our social and environmental standards. We assess both informally and formally, and if necessary, through physical inspection audits. We invite suppliers and dealers to join us on our green journey by encouraging them to monitor, record and report their environmental performance and impact reduction.

## ENVIRONMENT

We are committed to being a responsible partner in the communities in which we operate through safe, efficient and environmentally-conscious operations. Addressing climate change through the most practical approach, our passive designs minimise energy requirements by mechanical ventilation for residential thermal comfort.

### Product Development Sustainability Guide for Residential Development



#### Energy Efficiency

To reduce energy consumption through passive design and best practice specifications to attain the same amount of useful output with minimal environmental impact.



#### Water Efficiency

To encourage the use of fresh water, reducing the overall usage of water and minimising wastewater through the use of efficient devices and equipment.



#### Environmental Protection

To reduce the amount of natural resources buildings consume and the amount of pollution given off.

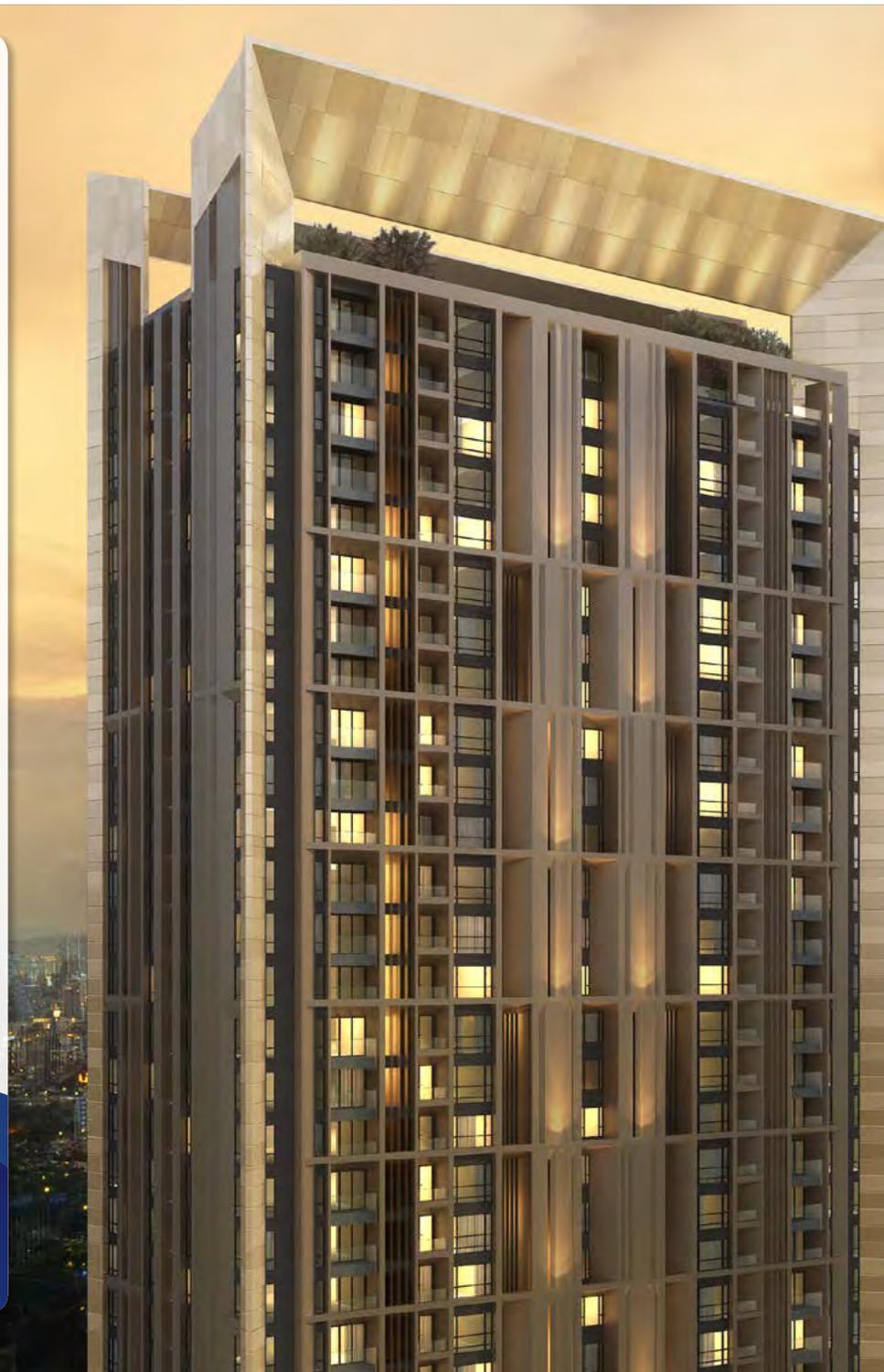


#### Indoor Environmental Quality

To provide stimulating and comfortable environments for occupants and minimising the risk of building-related health problems.



Write a comment...



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Our residential development is designed with environmental sustainability in mind for the comfort of the residents and its natural surrounding development. Four vital elements of energy efficiency, water efficiency, environment protection and indoor environmental quality are a fundamental part of our sustainability efforts included in product design to minimise the carbon footprint for all development. Sustainability features are assessed throughout a project's lifecycle including the design, tender, construction, and maintenance stages to ensure that they are being implemented as planned.

Sustainability features are assessed throughout a project's lifecycle including the design, tender, construction and maintenance stages to ensure that they are being implemented as planned.

**GREEN DEVELOPMENT**

A green building focuses on increasing the efficiency of resource use such as energy, water and materials while reducing a building's impact on human health and the environment during the building's lifecycle through better siting, design, construction, operation, maintenance and approval. In 2020, five of our projects achieved Green Building certifications:

- Solaris Parq The Suites – Green RE Bronze
- Solaris Parq The Office – Green RE Bronze
- Solaris Parq Retail – Green RE Bronze
- Kaia Heights, Equine – Green RE Silver
- Allevia – Green RE Gold

These buildings are designed to reduce energy and resources, recycle materials and minimise the emission of toxic substances throughout their life cycles. Focusing on the efficient use of resources, our designs result in significant operational savings while improving the quality of living.

**BIODIVERSITY CONSERVATION** (GRI 304-2)

Naturally, land usage goes hand-in-hand with residential or commercial real estate project development. Utilising such a limited resource almost always results in the direct destruction of habitats and more subtly affects local biodiversity through disturbance and fragmentation. Noise and disturbance generated during construction may not directly harm individual animals but can impact feeding and breeding behaviours, which negatively affects long-term population levels.

Land use may also divide the land and separate habitats. Fragmenting habitats can affect different species in complex ways, leading to a gradual decline in populations that is difficult to pinpoint. We are committed to minimising this impact by conducting Environmental Impact Assessment (EIA) on existing and potential new projects whenever required.

**FEATURING PUBLIKA ENVIRONMENTAL INITIATIVES**

In 2020, we held various environmental awareness campaigns at our retail property, Publika Shopping Gallery. We hope to educate the public on environmental issues through this series of awareness campaigns that introduce simple steps to protect the planet. Members of the public were invited to help implement practical solutions that address real-world problems.

## ENVIRONMENT



### Physical Initiatives

Publika Fabric Bank recycle bin

Publika e-Waste recycle bin

### Online Initiatives

Reducing power consumption

Blue light awareness

Consuming less polystyrene

Saving trees

## What can you Donate?

- Batteries
- Ink cartridges
- Lighting
- Tablets
- Cameras
- Speakers
- Headphones/Earphones
- MP3 players/Discman
- DVD players/VCR players
- Computer hardware
- Modems/Routers
- Monitors
- Wires
- Walkie talkies
- Chargers/Power banks

### Fabric Bank Recycle Bin

Publika partnered with Kloth Malaysia Sdn Bhd to install a fabric bank recycling bin at Publika on 1 December 2020. Kloth Malaysia is a Malaysian social entrepreneurship movement working to keep fabrics from landfills through the circular economy business model.

The campaign is Malaysia's first fabric recycling movement that manages fabric and textile wastes through the 5R principles of Rethink, Reduce, Reuse, Repurpose and Recycle.

### E-Waste Recycle Bin

ERTH (BlueBee Technologies Sdn Bhd) is a collection centre that specialises in electronic waste recycling in Malaysia and Singapore.

Authorised by the Department of Environment, ERTH has launched several services to raise the electronic waste recycling rate among households and businesses since 2018. These services have diverted more than 150,000 devices from landfills.

An e-Waste bin was placed in Publika on 12 December 2020. Since the inception of both recycling bins at Publika, the fabric bank and e-waste initiatives have received very encouraging support from patrons. Overall, we managed to collect close to 205 kg of fabrics ranging from clothes, bags and toys, and 250 kg of e-waste to give components such as light bulbs and wires a new life. Both bins will be stationed in Publika for the entire of 2021 with plans to expand collections to other suitable locations.

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**Reducing Power Consumption**

**Did you know that almost 90% of Publika's lighting is powered by CFL or LED bulbs?**  
They are brighter and consume 80% less electricity than regular incandescent bulbs.

**Blue Light Awareness: Take Advantage of WFH Period**

**Did you know that continuous exposure to blue light from our electronic devices could lead to damaged retinal cells?**  
This can cause vision problems such as age-related macular degeneration. Wearing blue-light blocking glasses is a cost-effective preventative measure.

**Consume Less Polystyrene: Encourage Take Away Only**

**Having takeaway from a restaurant?**  
Make it a habit to bring your own food containers and water bottles for carrying lunches and takeaways instead of polystyrene containers. Polystyrene contains toxic substances such as styrene and benzene that are harmful.

**Saving Trees: Take Advantage of Online Meetings**

**Paper accounts for 25% of waste in the landfill and 33% of municipal waste.** Approximately 66 million trees are being cut down to produce paper. Save the environment by using digital devices such as laptops, tablets and smartphones.

**Online Sustainability Initiatives**

Publika launched various online sustainability initiatives that address current environmental issues including climate change and waste management.

**Future Scheduled Environmental Conservation Programmes**

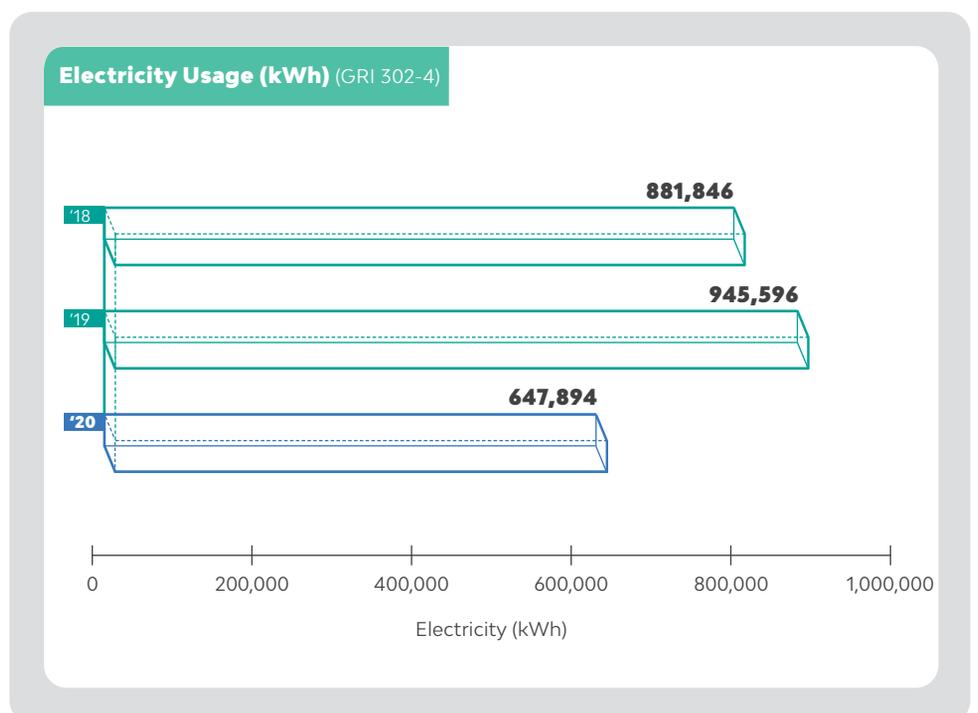
**Used cooking oil collection from all Publika F&B tenants**

**Composting food wastes**

**Creative online fun fact initiatives on Publika Social Media**

**ENERGY AND CARBON** (GRI 302-1)

We work to improve operational efficiency and minimise energy use throughout operations and reduce emissions generated where possible. We understand and acknowledge the reality of human-induced climate change and have already begun to decarbonise the business. Improving energy efficiency while reducing energy consumption and emissions from our properties is a continuous process at UEM Sunrise.

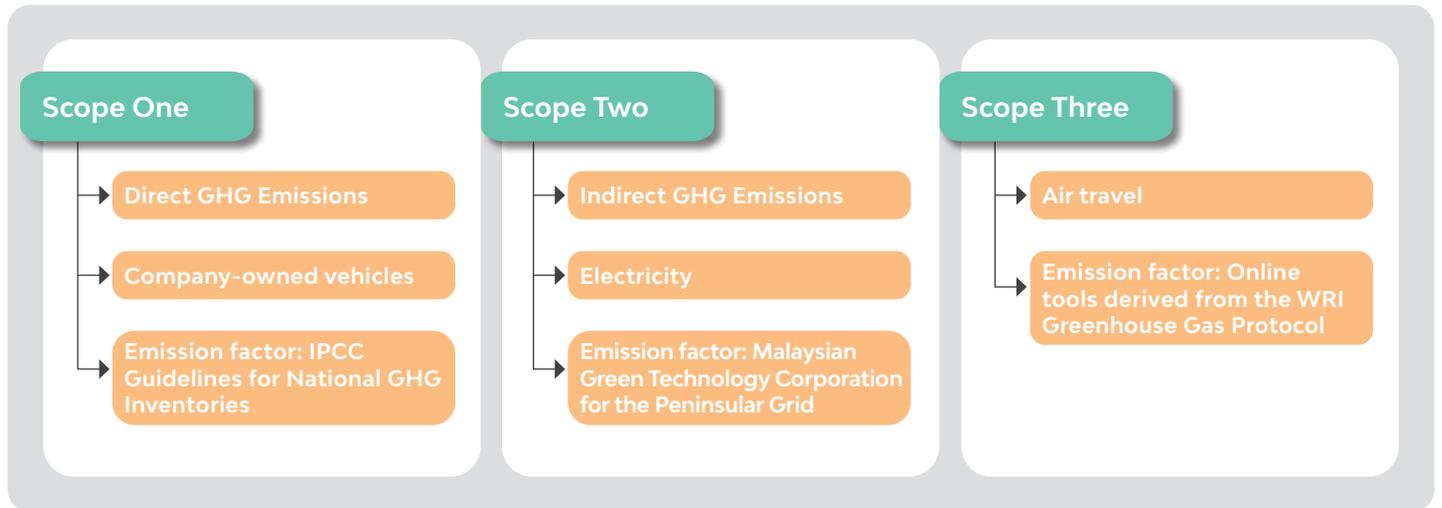


# ENVIRONMENT

## Climate Change Management (GRI 305-1, 305-2, 305-5)

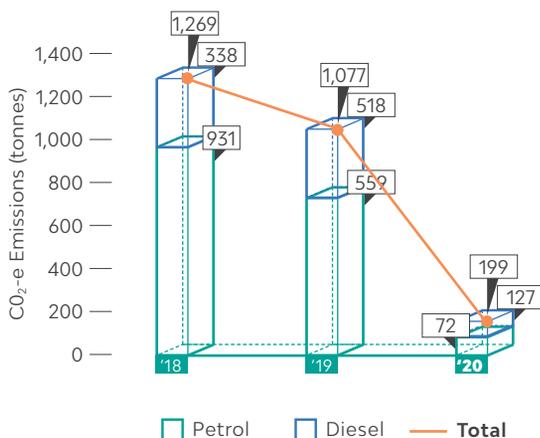
We recognise the devastating effects and associated short- and long-term business risks that climate change presents. Our climate change strategy includes working with employees and supply chain partners on energy-saving processes and a complete climate change risk assessment. Our climate-related risk management is integrated into the company-wide risk scorecard. We are committed to addressing the issue and improving efficiency by adopting new and green technology in developments and implementing fuel efficiency measures.

Our emissions calculations are based on the internationally-recognised Greenhouse Gas (GHG) Protocol established by the World Business Council for Sustainable Development (WBCSD) and World Research Institute (WRI).

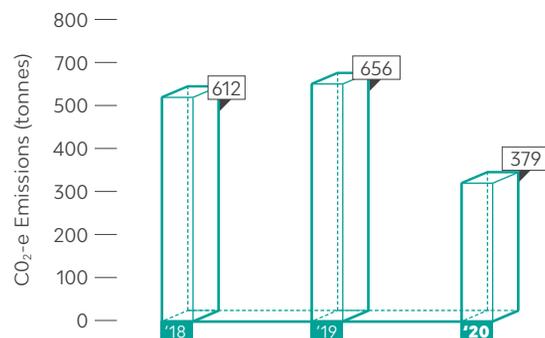


\* Our scope 3 GHG emissions are derived by calculating emissions resulting from air travel. We did not perform this calculation due to travel restrictions and border closures during most of 2020.

**Scope 1: CO<sub>2</sub>e emissions (MT) by fuel type**



**Scope 2: CO<sub>2</sub>e Emissions (MT) from electricity usage**



Primarily, the significant reduction in CO<sub>2</sub> emissions was due to movement restrictions imposed by the government throughout most of 2020 to reduce COVID-19 transmission. UEM Sunrise continued reducing emissions related to work travel during the second half of 2020 by implementing a split team working arrangement and using video conferencing for meetings.

Similarly, UEM Sunrise’s electricity consumption almost halved for the same period. Working from home (WFH) was possible as most staff had access to the internet and conferencing software, which lowered electricity usage at our offices.



**MATERIALS MANAGEMENT**

Materials management plays an important role in the property development sector with construction materials accounting for more than 60% of the total project cost. We manage materials and resources through proper planning, organising and controlling the flow of materials from their initial purchase to the installation or purchase. We commit to sustainable resource use and improving our usage efficiency.

We encourage recycling and the adoption of building designs, construction practices and materials that are environmentally-friendly and sustainable. Sustainable and recyclable materials are preferred whenever possible.

Together with our contractors, we promote the use of environmentally-friendly products that are certified by approved local and international certification bodies and are suitable for non-structural and architectural-related building components.

**WATER MANAGEMENT**

(GRI 303-1, 303-2, 306-1, 306-5)

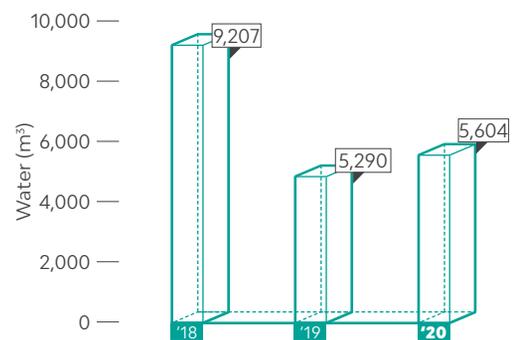
Water is considered an everlasting free source that can be acquired naturally. Demand for processed supply water is increasing as the population rises. Sustainable water use could maintain a balance between its demand and supply. Although we do not operate in water-stressed regions, we take every effort as well as invite all stakeholders we work with to support us in managing this resource efficiently and minimise water use at all sites. We do not have any (0%) operations based at water-stressed sites.



The raw water sourced by UEM Sunrise mainly comes from Air Selangor. Rainwater harvesting is the most traditional and sustainable method that can be used for potable and non-potable use in residential and commercial buildings. Rainwater harvesting reduces the pressure on processed supply water which enhances green living. We practise rainwater harvesting and use this collected water for irrigation.

Typically, we also include other water-saving initiatives in our properties including a dual-flush system as well as low-flow taps in water basins and auto-close water taps.

**Water Consumption**



## ENVIRONMENT

### WASTE MANAGEMENT

We give clear instructions to employees and contractors to minimise waste generation and ensure its proper handling. There are three main types of waste on construction sites: construction waste, domestic waste and scheduled waste.

Construction and domestic wastes generated from our project site areas are disposed of at regulated landfills by licensed waste disposal vendors appointed by the main contractors. Waste such as wood, paper, plastic bottles and other recyclable materials are recycled.

Scheduled wastes are properly disposed of by registered contractors at approved treatment and disposal facilities as per the Sixth Schedule: Consignment Note for Scheduled Waste under Scheduled Waste Regulation 2005. The relevant contractors are registered and approved by the Department of Environment (DOE), Malaysia.

Effluents and wastewater are treated by Indah Water Konsortium (IWK) and disposed of in accordance with the National Water Services Commission (SPAN) and the requirements of other relevant local authorities.

We conduct frequent monitoring of air emissions, noise and water quality as required by the Environmental Quality Act, 1974.

### Benefits of Sustainable Waste Management



Provides environmental, social and economic benefits to current and future generations



Challenges the way we consider resources



Forces us to step away from more traditional linear waste management



Aligns the make, use, dispose and management of waste with the 'circular economy' concept

Sustainable waste management improves the quality of land, water and air, which provide several health benefits to the wider community, which can be achieved from the following:

### REDUCING URBAN HEAT ISLAND EFFECT

Urban heat islands occur when cities replace natural land cover with dense concentrations of pavement, buildings and other surfaces that absorb and retain heat. This effect increases energy costs, air pollution levels and heat-related illness and mortality.

During construction and throughout the development process, UEM Sunrise encourages the greater use of greenery and restoration of existing trees to reduce the heat island effect. Proactive approaches that we practise include:

- Providing green space that complies with or surpasses the regulatory requirements for the entire development by allocating 10% green spaces for both landed and high-rise properties based on authority requirements;
- Promoting urban farming and edible gardens;
- Conserving and relocating existing trees on site (subject to site condition); and

We also work closely with our contractors to encourage them to adopt environmentally-friendly practices during construction and building operation.

### GREEN TRANSPORTATION

Transportation is a vital aspect in this day and age. However, a wide range of problems accompanies current transportation systems such as global warming, environmental degradation, health implications and greenhouse gas emissions.

Green transportation involves the efficient and effective use of resources, modification of the transport structure and making healthier travel choices.

#### Multi-storey residential

**1** Minimise airborne contaminations from waste by providing refuse room with mechanical ventilation on typical floor. The centralised refuse centre will be naturally ventilated.

**2** Recycle bin in centralize refuse center and common area (pool deck).

#### Landed homes

- Provide space that is naturally ventilated and convenient for kerbside collection.
- Place facilities or recycling bins for the collection and storage of different recyclable wastes.

Subject to local authority approval and type of development (only stratified developments will have the recycle bins)

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Promoting environmentally-friendly transport options and facilities helps reduce pollution from individual car use. With the increasing adoption of electric vehicles, we also prepare the appropriate infrastructure to support customers and the local community. Electric vehicle charging stations and priority car parking bays are provided within our developments. Bicycle parking bays with racks and bars are also available for residents, visitors and members of the public visiting our developments.

**STORMWATER MANAGEMENT**

Infiltration or design features are implemented in new developments and redevelopments to reduce stormwater run-off. Stormwater runoff is treated using infiltration or design features before being discharged to public drains. We comply with Manual Saliran Mesra Alam (MSMA), or local equivalent minimum requirements if applicable, which governs the quality of stormwater run-off.

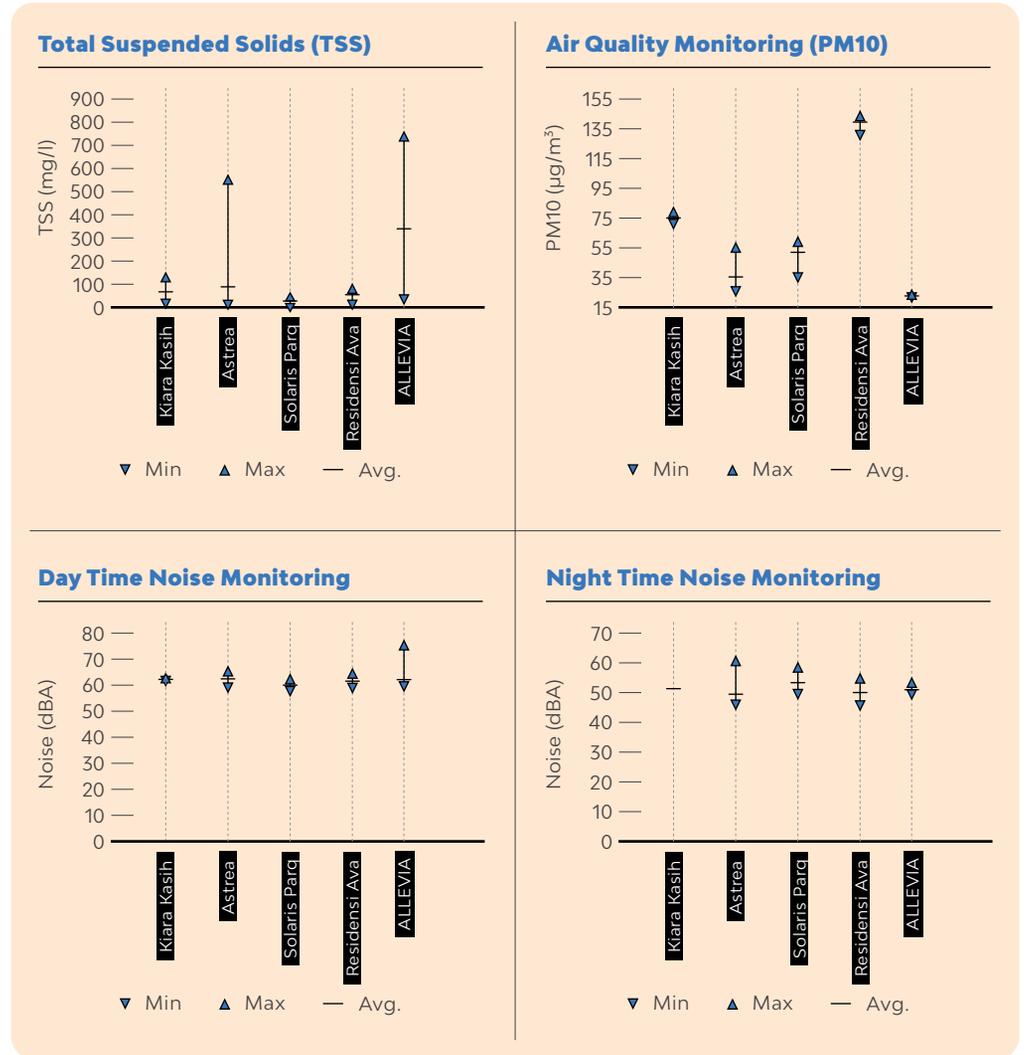
**Monitoring water quality discharges:**

- No direct water discharge is allowed
- Sedimentation pond must be desilted once silt occupies 75% of the pond depth
- Concrete bund around the skid tank at the project site must be sufficiently high (110% of the skid tank volume)

**POLLUTION PREVENTION AND MONITORING**

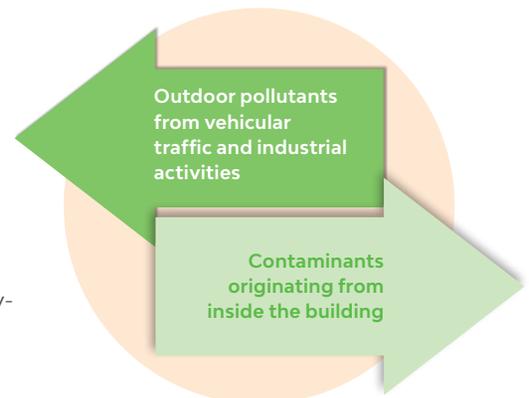
Pollution is an issue that we, as a property developer cannot ignore. Inevitably, we produce considerable amounts of waste gas, wastewater, solid waste, dust, and noise during the construction phase of our projects. Our QSHE team will from time-to-time conduct checks at project sites to ensure sufficient measures are implemented to manage or reduce pollution.

Contractors are required to take ample precautionary and control measures and prevention mechanisms to address the issue, reduce the impact, improve efficiency and promote coordinated development. Our water quality, air quality and sound monitoring results are presented in the charts below.



**Indoor Air Pollutants Factors Affecting Indoor Air Quality**

Outdoor pollutants infiltrate through natural and mechanical ventilation systems. Indoor air quality can be affected by various chemicals and gases such as carbon monoxide, ozone, radon, volatile organic compounds (VOCs), particulate matter (PM) and fibres, organic and inorganic contaminants, and biological particles. We minimise indoor pollution at our developments by using environmentally-friendly adhesives, products without any added formaldehyde and low VOC paints, materials and finishes.



ENVIRONMENT



## How to properly Dispose of a Face Mask

The current COVID-19 pandemic has resulted in the widespread use of disposable face masks by the public. A consequence of this, however, is that a significant number of used masks are being indiscriminately discarded within our natural environment, adding to the worldwide burden of plastic waste. Together, let's keep the planet clean by making it a habit to properly dispose of our used face masks!

**Wear a face mask when in a crowded public space**

**Replace the used mask with a new one as soon as it is damp and do not re-use single-use masks**

**Do not dispose of your mask indiscriminately in public areas as this will pose a potential public health hazard and is harmful to the environment**

**Discard used face masks in a closed bin or waste disposal unit**

We hope that this inspires you to make some small changes to your daily routine and find more ways to work together towards reducing our environmental impact and making the world a better place!

Let's protect each other and remain vigilant.  
**Together, let's #StaySafe**

Single-use plastic packaging is not recyclable and is destined for landfills and waterways such as rivers, lakes and the ocean. The United Nations has declared ocean plastic pollution as a planetary crisis that affects humanity and all aquatic life.

Recycling reduces the amount of packaging; however, simple lifestyle choices eliminate the need for single-use packaging in the first place. We invited people to play their role in this mission through the #savingearthismyhappy campaign and shared posts and messages in conjunction with World Environment Day. We are pleased with their support and sharing of our unique hashtag.

### RESILIENT PROPERTIES

Both climate science and the evidence from climate change-related events have clearly shown the need for businesses to identify, understand and manage climate risks within their operations. Investors are also increasingly climate-conscious, prioritising climate resilience in their investment decision-making. If not mitigated at an early stage with conscious planning, climate risk will affect a business portfolio valuation and financial standing in the long term.

(GRI 307-1)

We are pleased to report that there were no incidences of environmental non-compliance reported during the reporting period. UEM Sunrise did not receive any environmental fines or penalties during this financial year.

### Fighting Plastic Pollution

The COVID-19 pandemic has forced more people to order food takeaways, which are delivered in single-use packaging. This has greatly increased the amount of plastic produced and used. Globally, approximately 78 million metric tonnes of plastic packaging are produced, of which a mere 14% is recycled.

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**COMMUNITY** 🔍 👤 ❤️ ✉️ ☰

**Our commitment to the community is clearly illustrated in UEM Sunrise’s vision and mission. We strive to build communities of the future by creating more vibrant communities within the built environment.**

Our community pillar framework is designed to facilitate engagement with key stakeholders to understand what they expect from our economic, social and environmental performance. These expectations are then used to formulate action plans.

Led by a team of fun-loving and enthusiastic Titans, our community programmes embrace UEM Sunrise’s aspiration of “Building Beyond Buildings”.



**UEM Sunrise CSR commitment**

- 1 RAISING AWARENESS OF THE IMPORTANCE OF EDUCATION AND PROVIDING EDUCATIONAL SUPPORT WITH RELATED ACTIVITIES THAT INSPIRE YOUNG COMMUNITY MEMBERS TO BECOME THE ARCHITECTS OF THEIR OWN FUTURE.**
- 2 WE ARE DEDICATED TO BALANCING OUR ECONOMIC AMBITIONS WITH SOCIALLY-RESPONSIBLE INITIATIVES THAT HAVE POSITIVE IMPACTS UPON COMMUNITIES IN THE AREAS WHERE THE COMPANY OPERATES OR HAS PRESENCE.**

We also engage with the community through outreach programmes designed around three pillars: educational enhancement, community engagement and environmental conservation. Programmes under each focus area are aligned with UEM Sunrise’s business strategy.

## COMMUNITY

### OUR CSR FOCUS AREAS (GRI 203-2, 413-1, 413-2)

#### Education & Human Capital



We advocate and support a collaborative, consultative approach in all our efforts to empower and advance education and the development of human capital in our communities and workplaces.

#### Community Development



We prioritise localised capacity building and livelihood enhancement projects that will contribute directly to a sustained improvement in our host communities' quality of life.

#### Green Environment & Technology



We continually innovate and support new ways to meet social and environmental legal requirements, industry practice and fiscal incentives, whether through organic growth, empowerment of stakeholders or strategic investment.

#### Value Creation



We strive to develop differentiated products and services through innovative use of sustainable technology and processes, building client and stakeholder awareness of responsible products and encouraging vendor, supplier and service provider growth through sustainable capacity building initiatives.

### PROMOTING INTELLIGENCE, NURTURING TALENT AND ADVOCATING RESPONSIBILITY (PINTAR)

PINTAR is a collaborative social responsibility initiative led by Khazanah with the mission to improve the motivation and success of students from underperforming schools through education. We believe that every child has the right to education and through this programme, we hope to improve the educational outcomes of students from under-served communities nationwide via the school adoption programme.

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Through the PINTAR Programme, we hope to inspire and motivate these young Malaysians to become well-rounded individuals and responsible citizens in society.

We have supported the PINTAR school adoption programme since 2008 and adopted the Foundation’s four core modules in the implementation of our programmes.

### PINTAR Foundation’s Four Core Modules



**MOTIVATIONAL & TEAM BUILDING PROGRAMME**



**EDUCATIONAL SUPPORT PROGRAMME**



**CAPABILITY & CAPACITY BUILDING**



**REDUCING VULNERABILITIES & SOCIAL ISSUES**

### The UEM Sunrise PINTAR Programme

comprises **16** adopted schools: **10** in Iskandar Puteri and Gelang Patah, Johor and **six** in Kuala Lumpur.

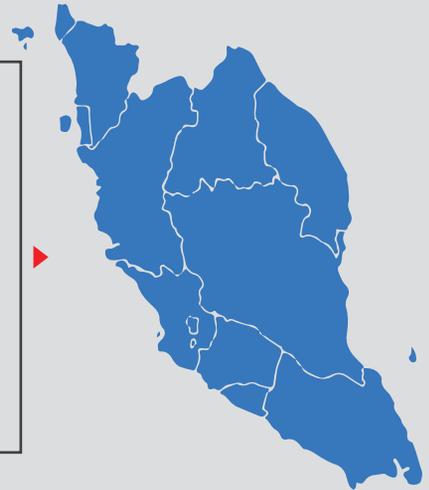


# COMMUNITY

## Location of UEM Sunrise's 16 Adopted Schools

### Central Region

- SK Bangi
- SK Cyberjaya
- SK Rinching Hilir
- SK Kiaramas
- SRA Batu 3 Bangi
- SMK Kiaramas



### Southern Region

- SK Ladang Pendas
- SK Tanjung Adang
- SK Medini
- SJK (T) Gelang Patah
- SJK (C) Ming Terk
- SMK Gelang Patah
- SMK Taman Nusa Jaya
- SMK Kompleks Sultan Abu Bakar
- SMK Tanjung Adang
- SMK Medini

## English Through Drama

**“The Education Ministry identified the need for English proficiency and crafted the English Language Education Reform in Malaysia: The Roadmap 2015-2025. This demonstrates Malaysia’s determination in enhancing, building, developing and sustaining the quality of English language education.”**

In 2020, we introduced the Highly Immersive Programme (H.I.P.) in three of our PINTAR adopted schools: SJKC Ming Terk, SK Ladang Pendas and SJKT Gelang Patah. H.I.P. is a speech and drama club workshop designed by Enfitniti Academy to improve students’ confidence in speaking and expressing themselves in English. The programme benefitted at least 180 students and 18 teachers who can share the learnings with other students.





**PROMOTING READING AND LITERACY**

BukuHub is a community library project launched in collaboration with the Ministry of Housing and Local Government (KPKT). Launched in January 2019, BukuHub represents our support of the government’s new National Community Policy (DKN). This flagship programme increases the accessibility of reading materials to the local community by building mini-libraries and reading corners.

The policy contains measures to improve the overall living environment of the B40 segment, as well as adding more facilities in affordable housing developments and in our development communities. BukuHub is also in line with the Ministry of Education’s vision of making 2020 to 2030 the National Decade of Reading. Twelve community reading spaces have been constructed and opened to the public to date.

**Location of BukuHubs**

- |  |  |
|--|--|
| <b>1 PPR UDA UTAMA, JOHOR</b>                  | <b>7 SK PRESINT 18(1), PUTRAJAYA</b>       |
| <b>2 PUBLIKA, KUALA LUMPUR</b>                 | <b>8 SK KIARAMAS, KUALA LUMPUR</b>         |
| <b>3 FEEBAY CO, AVENUE K, KUALA LUMPUR</b>     | <b>9 SMK MEDINI, ISKANDAR PUTERI</b>       |
| <b>4 IMPERIA SALES GALLERY, PUTERI HARBOUR</b> | <b>10 DARUL AITAM, TAPAH, PERAK</b>        |
| <b>5 THE MARIS SALES GALLERY, DESARU</b>       | <b>11 FOREST HEIGHTS GALLERY, SEREMBAN</b> |
| <b>6 SERENE HEIGHTS SALES GALLERY, BANGI</b>   | <b>12 KG. SIMPANG ARANG, GELANG PATAH</b>  |

**Expanding the Reading Initiative to SMK Medini, Iskandar Puteri, Johor**

“The 11<sup>th</sup> BukuHub was launched at Sekolah Menengah Kebangsaan Medini on 13 February 2020 by Deputy Education Officer, Tuan Haji Ahmad Taufik Hamzah from the Johor Bahru District Education Department. The BukuHub in SMK Medini is the fifth to be established in Johor since its inception in 2019.

The BukuDrive programme was successful in 2019 with more than 10,000 books being collected for this initiative, BukuHub in SMK Medini contains at least 2,000 titles from various genres for young adult readers. Hopefully, we can enhance readers’ experience by exploring the feasibility of offering digital books and free WiFi. “

## COMMUNITY

### LEVERAGING RETAIL SPACE FOR SOCIAL PURPOSES

The large population of international students in Melbourne, Australia was badly affected by the COVID-19 pandemic. Over 100,000 international students were stranded in Melbourne alone when Australia's borders were closed in March. Ineligible for government support and with casual employment opportunities disappearing, many of these students struggled to access basic food and supplies.

We used some available prime retail space in our flagship mixed-use Australian development, Aurora Melbourne Central, in an innovative way. In October 2020, we partnered with a non-profit organisation Foodbank Victoria to create Melbourne's first International Student Pop-Up Grocery Store. The store provides free fresh food and supplies to international students experiencing food insecurity caused by the pandemic.

This supermarket-style fit-out concept in food relief offers a traditional retail experience, providing greater dignity and

choice to international students. Many of these people are forgotten victims of this health crisis. UEM Sunrise is providing this easy-to-access retail space rent-free to Foodbank Victoria. The pop-up grocery store provided vital supplies to almost 2,000 international students a week from over 50 countries and 100 different learning institutions. Many of these students have been referred to the service by student welfare departments, underscoring the devastating impact COVID-19 has had on this population.

Aurora Melbourne Central is located in Melbourne's CBD with direct pedestrian connections to Melbourne Central Train Station and some of the city's most coveted conveniences. It has a steady stream of foot traffic from both city shoppers and more than 900 residents in the development itself. Leveraging these strengths has allowed Foodbank to effectively reach so many students in need and make a real difference in the community.

### STEPPING UP TO COMBAT COVID-19

Many businesses and individuals have been assisting communities in need since the COVID-19 outbreak. We donated approximately RM270,000 to help address the immediate needs of individuals and communities affected by the pandemic. These contributions were used to purchase Personal Protective Equipment such as hazmat suits, face masks and gloves for frontliners in essential services as well as ventilators and other hospital equipment.

We also collaborated with various organisations in helping the elderly, children and those less fortunate purchase groceries and daily essential items.



#### COVID-19 beneficiaries:

- Bulan Sabit Merah Malaysia
- Malaysian Relief Agency
- Bantuan COVID-19 Hospital Kuala Lumpur
- Majlis Bandaraya Iskandar Puteri (MBIP)
- Pusat Jagaan Mahmudah Malaysia
- Jabatan Pencegahan Jenayah dan Keselamatan Komuniti KL
- Pusat Khidmat Dun Kota Kemuning
- Persatuan Kebajikan Warga Tua dan Pertubuhan Kebajikan Kanak-Kanak Kepong Kuala Lumpur
- Majlis Pengurusan Komuniti Kampung (MPKK), Kampung Tiram Duku

Answering the call by the Government to help solve the nation's shortage of disposable clothes and other PPE, UEM Sunrise Titans joined the Malaysian Relief Agency (MRA) in providing assistance for medical frontliners at Sungai Buloh Hospital. Through our funding, MRA purchased 350 disposable hospital clothes for medical personnel to use in treating infected patients.

Environment	<b>Community</b>	Human Rights and Labour Compliance Standards	Valuing Our People	Product Responsibility	GRI Content Index
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**#CARINGISMYHAPPY UNITY VIRTUAL RUN**

UEM Sunrise held the #CaringsMyHappy Unity Virtual Run in conjunction with the 63<sup>rd</sup> Merdeka celebration. We surpassed the pledge of completing a total of 630 km from 30 August to 15 September 2020.

The first 630 titans who registered were able to take part in the run with each participant receiving an exclusive #CaringsMyHappy reusable face mask.

The unique run was held during the Movement Control Order and the participants ran in the safety of their own homes.

**BAHAGIA KIT FOR UNDERPRIVILEGED COMMUNITIES**

We strive to help our closest communities celebrate the joy of Ramadan, despite challenges posed by the COVID-19 pandemic as part of our commitment to community engagement.

In 2020, UEM Sunrise and Masjid Ar-Rahah distributed *Iftar* kits, or *Bahagia* Kits, to underprivileged and low income families in their local communities during Ramadan. The year's celebration was different due to MCO restrictions. However, we were pleased to have reached out and helped those in need to keep the Ramadan spirit alive.

Containing packed meals and beverages, the *Bahagia* Kits were distributed by the *kariah* with assistance from Masjid Ar-Rahah, Bangsar. The programme touched more than 400 underprivileged families affected by the MCO.

UEM Sunrise also held a special live broadcast of 'Ramadan Live Talk - A Community Initiative' on alternate Fridays throughout Ramadan. We collaborated with Surau Ibnu Umar in hosting a talk themed 'Find your Happy' where acclaimed Malaysian Islamic scholars shared their knowledge and experience of life principles. Cognisant that people need support and assistance during these difficult times, UEM Sunrise and Surau Ibnu Umar are committed to helping society find happiness, one talk at a time.

## **HUMAN RIGHTS AND LABOUR COMPLIANCE STANDARDS** (GRI 408-1, 409-1, 410-1, 411-1, 412-1, 412-

**We respect human rights in our operations and extended value chain as we conduct business ethically and sustainably. Our commitment to labour standards is communicated to all employees including security personnel through our Code of Business Ethics and Employee Handbook.**

These documents are available in English and Bahasa Malaysia. UEM Sunrise is committed to aligning its conduct with the United Nations Guiding Principles on Business and Human Rights. Continuous improvement is driven by evaluating the impact of the business and set targets. UEM Sunrise implements measures such as human rights screening, training and monitoring of its operations as well as supply chain partners. As a minimum, we require our contractors to adhere to the following principles.





- **Freedom of labour**, by not engaging or employing people, under any circumstances, against their own free will.
- **Prevention of child labour**, by not employing children below the legal minimum working age requirement. It is part of our hiring policy that employees and contract personnel must be at least 18 years of age.
- **Wages and benefits**, by complying with all applicable laws related to employee compensation including the minimum wage, overtime hours and legally mandated benefits.
- **Working hours**, by complying with local laws regarding working hours, overtime hours and working during holidays.
- **Establish grievance mechanisms**, which provide a means of grievance reporting and appropriate follow-up measures while ensuring that the identity of the complainant is protected.
- **Non-discrimination and inclusion**, by respecting diversity in the workplace and not engaging in any form of unlawful discrimination based on gender, race, ethnicity, skin colour, religion, nationality, sexual orientation, age, marital status, pregnancy, political affiliation, or disability in hiring and employment practices.
- **Free from sexual harassment**, by providing a safe and healthy working environment that fosters mutual respect where individual employees irrespective of status or position are treated with dignity and are free from any form of harassment, humiliation and intimidation of a sexual nature.
- **Freedom of association**, by respecting the local law and legal rights of employees to become members of a labour union or otherwise.
- **Humane treatment**, by respecting employee's rights and ensuring no harsh and inhumane treatment, including any form of mental or physical coercion, or verbal abuse of employees
- **Foreign or migrant workers**, if engaged they must be employed in full compliance with the labour and immigration laws. Prior to hiring, the basic terms of employment must be provided to employees in their native language or a language they understand.
- Passports and other forms of personal identification must remain in the employee's possession at all times and not be withheld by a contractor or other third party in full compliance with the labour and immigration laws.
- Respecting and protecting the **rights of indigenous people**.

All operations are subjected to a human rights review. We assess contractors from time to time. Those failing to comply with the provisions and standards may have their relationship with us terminated.

Our Code of Conduct for Business Partners, Whistleblowing Policy, Anti-Corruption Guidelines and Human Rights' Commitment apply to contractors, subcontractors, consultants, suppliers, agents, representatives and others performing work or services on behalf of UEM Sunrise.

**UEM Sunrise supports the amendments to the Workers' Minimum Standards of Housing and Amenities Act 1990. Foreign workers can no longer reside in squalid conditions at project sites, three room-terrace houses, apartments or shoplots. We emphasise to contractors that good welfare facilities improve workers' welfare and efficiency. All contractors working on our projects must provide facilities to workers that follow the International Labour Organisations (ILO) guidelines.**

**Minimum Amenities Provided for Workers**



**Living accommodation**



**Sanitary and toilet facilities**



**Washing facilities**



**Drinking water**



**Rest facilities**



**Canteen**



**Temporary rest area**



**Drainage system**



**Vector and pest control**

We are pleased to report that there were no incidents of non-compliance with labour standards during this reporting period.

## VALUING OUR PEOPLE

Our success as an organisation results from employees' knowledge, skill and hard work. UEM Sunrise's shared values are at the heart of everything we do. Our purpose on this journey is clear – to create joy and happiness by helping our people grow, explore new opportunities, build expertise, create long-term careers, work with talented people and succeed through inclusion. Our development culture, organisational trust and growth mindset help create a fun and happy place to work, learn and grow.

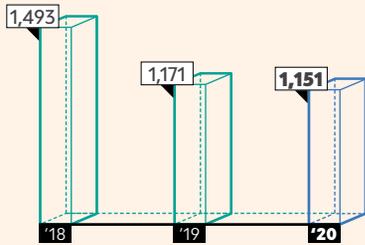
We have launched many initiatives that enliven our employee value proposition including recruitment, onboarding, career development and performance management initiatives. We continued to support our people throughout 2020 by enabling the right environment from all aspects of employees' working lives from performance management and rewards to diversity and inclusion strategies.

### Our Culture Of Diversity and Inclusion (GRI 102-8, 405-1)

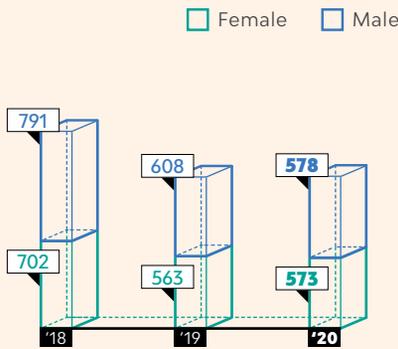
Diversity is a strategic imperative for the way we do business. Employees are integral to the Company, bringing with them diverse experiences, perspectives and cultures.

UEM Sunrise upholds inclusive and fair employment practices and principles, providing employees with opportunities based on merit. Everyone should be able to enjoy happy healthy lives in vibrant, inclusive communities and workplaces.

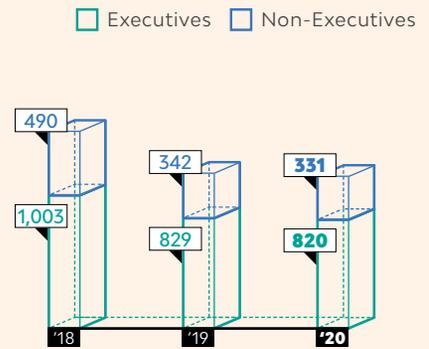
#### Workforce Strength



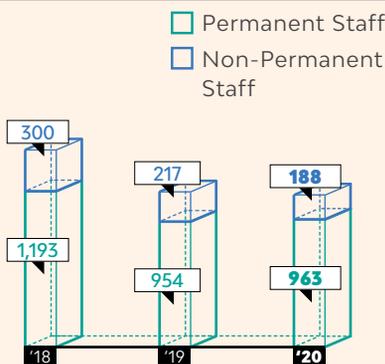
#### Workforce Breakdown by Gender



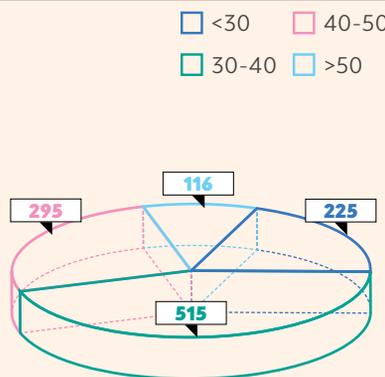
#### Workforce Breakdown by Employment Type



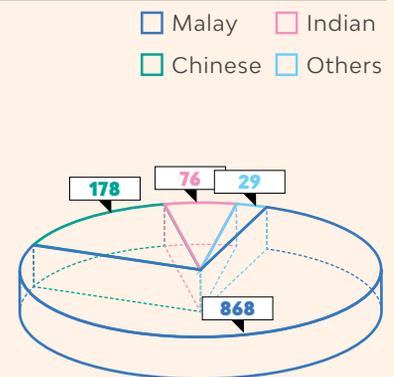
#### Workforce Breakdown by Employment Contract



#### Workforce Breakdown by Age Group

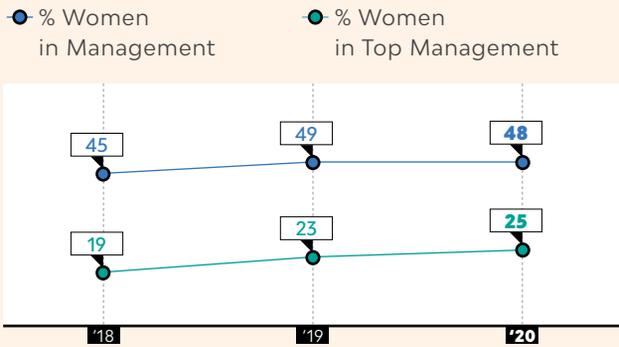


#### Workforce Breakdown by Ethnicity





**Female Representation in the Management (%)**



We are committed and take action to improve gender diversity in our leadership. Female Board representation increased from 36% as of 31 December 2019 to 40% on 31 December 2020. Currently, one Non-Independent Non-Executive Director and three Independent Non-Executive Directors are female.

Recognising that there are multiple aspects of diversity and inclusivity, we are examining ways of building greater empathy for cultural diversity and those with disabilities in the future.

**AN ENGAGED AND HAPPY WORKPLACE**

The type of company culture nurtured in the workplace has an integral role in UEM Sunrise’s success. Maintaining a positive, productive corporate culture is one of the most effective ways of boosting employee morale. Ensuring our people are naturally happy and enjoy their time at work is extremely important.

The Voice of Chief Happiness Officers (VOC) Survey gauges the level of engagement in the workplace. We achieved an engagement score of 70% in 2020, which is 3% higher than the Malaysian country norm of 67%. Our ‘Safety and Engagement’ score was high. Each department will examine the survey findings and devise an action plan that addresses prioritised areas to improve the performance of the respective divisions.



Our turnover has been showing a steady and healthy rate over the past three years. We will continue to work on our retention strategy and provide a happy workplace.

(GRI 401-1)

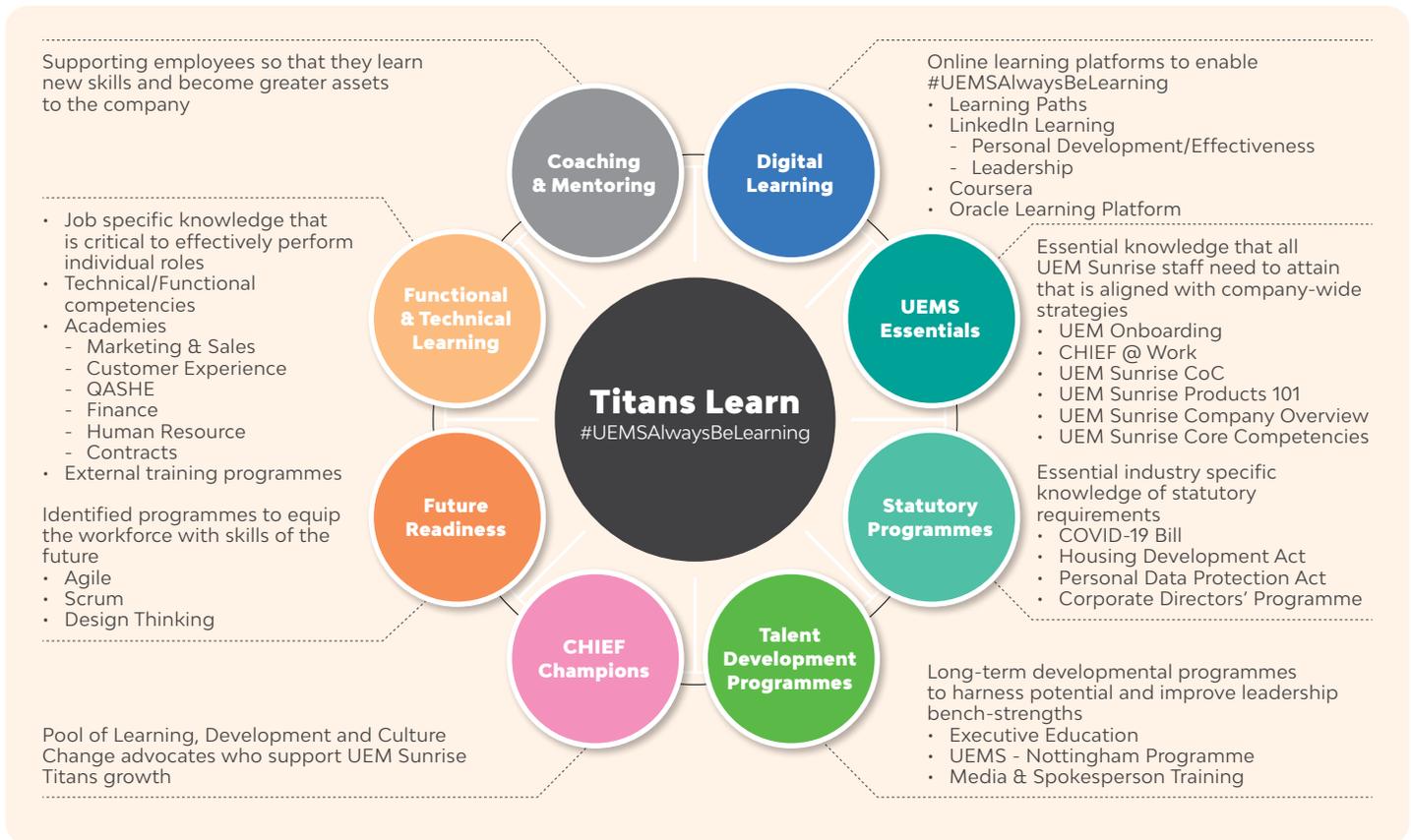
Employee Turnover Rates	2018	2019	2020
Turnover rate (%)	10	12	<b>14</b>
Turnover by Gender (number)			
Female	56	56	<b>67</b>
Male	59	58	<b>89</b>
Turnover by Age Group (number)			
<30	44	41	<b>57</b>
30-40	46	48	<b>57</b>
40-50	19	17	<b>25</b>
>50	6	8	<b>17</b>

## VALUING OUR PEOPLE

### PERSONAL AND CAREER DEVELOPMENT (GRI 404-2)

We continue to offer employees opportunities for personal and professional growth. Training and development present prime opportunities for employees to future-proof their careers by upgrading their professional skills to remain relevant. A comprehensive range of learning and development programmes support personal and career advancement, which leads to greater job satisfaction and motivation.

Employees are encouraged to engage in various learning and development opportunities that are relevant to their professional aspirations. Digital learning and face-to-face coaching complement internal and external workshops on technical, business and leadership aspects.



COVID-19 further accelerated the adoption of our online learning platform (LinkedIn Learning) and prompted the shift from physical classroom training to online webinars. With the rise of multiple online learning platforms with vast coverage of topics by global subject matter experts at much lower cost, UEM Sunrise employees have been able to continuously learn anywhere and anytime and close their competency gaps as per their individual development plans.

	2018	2019	2020
Number of training programmes (face-to-face)	258	86	<b>29</b>
Total investment in training (RM)	1,191,143.87	626,054.87	<b>259,891.91</b>

### Utilisation of UEM Sunrise's Digital Learning Platform

	2019	2020
Hours	1,840	<b>2,727</b>
Users	300	<b>1,000</b>



**HEALTH AND WELLBEING**

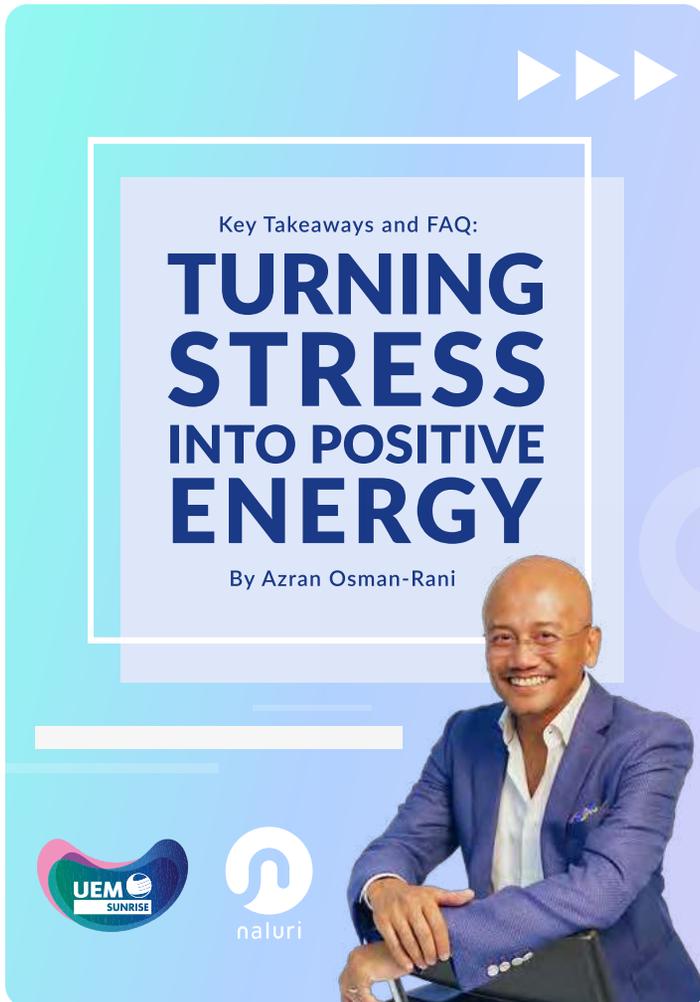
At UEM Sunrise, we deliver meaningful lifestyle and well-being opportunities for our people. Our health and well-being programmes are well-established. We are constantly working towards a more integrated, global approach to well-being that takes advantage of valuable and motivating health and wellness opportunities for all employees.

As COVID-19 takes a toll on mental health, people are frustrated and drained with the uncertainty and restrictions, which have been a long haul. As it is not yet over, the mental wellbeing of our people continues to be prioritised. UEM Sunrise offers flexible working arrangements to help employees achieve a better balance between work and life. However, more needs to be done to address our social capital needs.

During the year, we collaborated with Naluri, an organisation pioneering in next-generation digital therapeutics for chronic disease management by providing mental health support and digital health coaching. Titans were invited to take part in the Naluri 16-week programme, designed by a team of health experts, counsellors and dieticians. Programmes were also designed in consultation with employees to improve their physical and mental well-being.

**Naluri 16-week programme includes:**

- **Getting to know yourself**
- **Understanding habits**
- **Crafting your health journey**
- **Building resilience**
- **Self-care**
- **Rewarding yourself**
- **Maintaining your success**



During the year, we also held Naluri 1<sup>st</sup> Webinar with UEM Sunrise in conjunction with the virtual kick-off of the CHIEF Digital Wellness Programme. CEO and Co-Founder of Naluri shared his inspiring talk on Turning Stress into Positive Energy during this webinar.

The Naluri App is made available to every employee once they subscribe to the CHIEF Wellness Programme.

The App helps users plan and monitor their healthy habits such as meals, emotional eating, mindful eating and smart snacking.

## VALUING OUR PEOPLE

**QUALITY, HEALTH, SAFETY AND ENVIRONMENTAL POLICY**

UEM Sunrise Berhad ("UEM Sunrise") is a property developer committed to deliver its customers, employees, stakeholders, and vendors with quality products and services, in a safe and healthy workplace, as well as minimise impact to the environment where it operates.

UEM Sunrise practices "QHSE IS OUR RESPONSIBILITY AND CULTURE" through the involvement of employees, stakeholders, and vendors.

As a visionary community builder, we will:

- C**onstruct an effective OHSE Management System in compliance with legal, customers and other requirements.
- A**pply the best practices in our OHSE Management System to achieve continual improvement.
- R**enew OHSE Management System trainings and briefings to employees and vendors continuously to improve awareness and participation.
- E**nrich our OHSE Management System practices by providing our best effort towards achieving customer satisfaction, prevention of pollution, work injury, near miss, ill health related fatality, disability, disease, property and environmental damage.

The QHSE Policy shall be reviewed annually for its effectiveness and continuing suitability to the OHSE Management System.

Sufian Abdullah  
Chief Executive Officer, UEM Sunrise Berhad  
22 April 2021

### HEALTH AND SAFETY (GRI 403-4, 403-5, 403-8)

UEM Sunrise performs all business operations in a manner that protects the health, safety and welfare of stakeholders such as employees, tenants, contractors, customers and members of the public. We acknowledge that the health and safety of everyone present at our premises is important. We work hard to eliminate work-related illness and injuries. 70% of our operations and sites are certified with OHSAS 18001. In 2020, we continued to strengthen our focus on the health and safety of our employees and supply chain partners both in our own offices and sites under our management.

UEM Sunrise has established a safety committee that is headed by Chief Executive Officer, Mr Sufian Abdullah, chaired by the Chief People Officer, Ms Zulfa Ashida Zulkifli, the committee is responsible for:

- Reducing the risk of workplace injuries and illnesses;
- Informing and educating employees about safety and health issues throughout all levels of UEM Sunrise; and
- Setting meaningful and attainable safety goals throughout the organisation.

100% of UEM Sunrise's workforce is represented by this committee. All employees play an active participative role in making sure the health, safety and environmental agenda remain at the forefront.

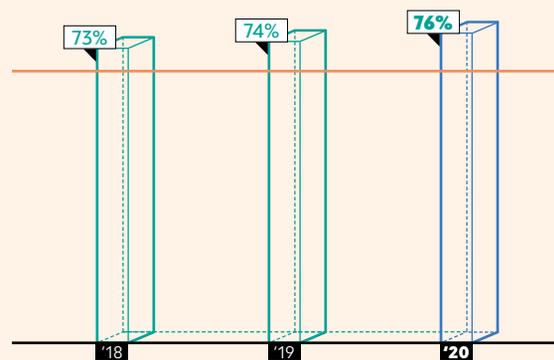
A safe and healthy working environment gives security to our people and establishes trust in the business. We have introduced a workplace safety management system across all business operations. This system helps us monitor compliance with procedures and policies involving risk, incident reporting, contractor management, and health and safety auditing. It also helps us identify potential hazards, examine risks and performance, conduct audits and continually improve our safety standards. Our health and safety policy also applies to contractors and other external stakeholders. Safety and health risk assessments are being carried out on all existing and potential projects as part of the company's due diligence process. UEM Sunrise has developed a HSE monitoring and measurement matrix for each function to implement corrective and prevention procedures for dealing with actual and potential nonconformity.

Despite movement restrictions, several safety and health activities were held during 2020. We officially launched our HSE Excellence Campaign, which was attended by 161 people: 97 employees, 17 consultants and 47 contractors. Other HSE-related initiatives include:

- A mini launch of the HSE excellence campaign;
- A Workplace Accident-Free Week (WAFEW) campaign;
- Training on health and safety standards; and
- Six major hazards including working at heights

We are committed to continuously improving our health and safety performance. Our existing safety procedures have been enhanced and follow-up preventive measures implemented for completed properties we own or manage. Our safety performance is presented in the following tables.

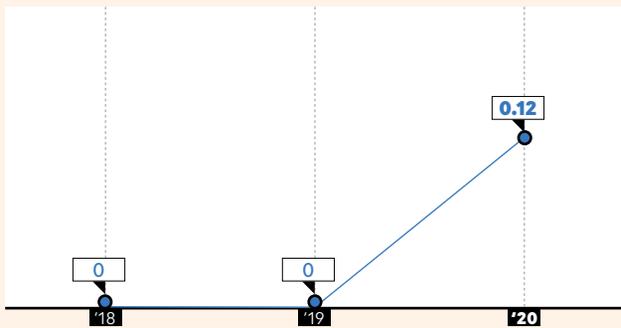
### Three-year Contractor Performance Trends



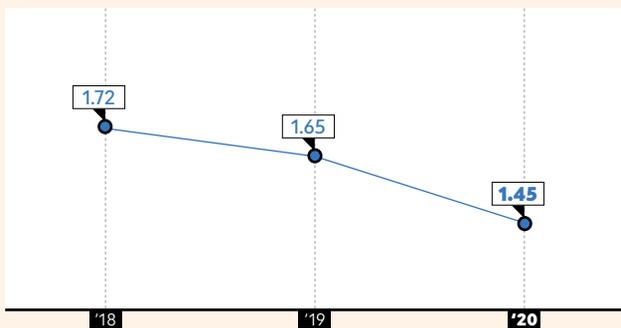


**Contractors**

**Fatality Rate**



**Lost Time Injury Frequency Rate (LTIFR)**

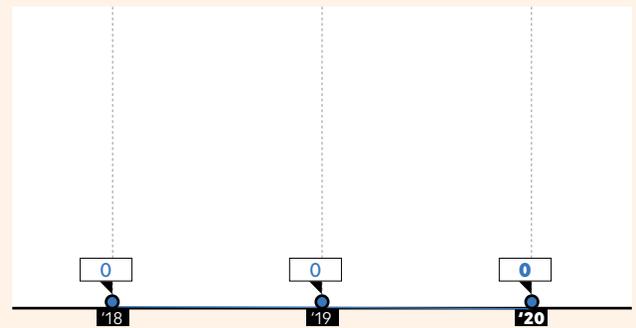


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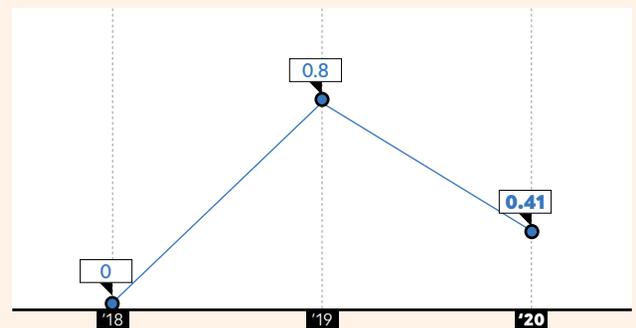
LTIFR Calculation based on:  
1. Manpower at Site  
(Total manpower x 26 working days x 8 hours working hour)

**Employees**

**Fatality Rate**



**Lost Time Injury Frequency Rate (LTIFR)**



Note:

LTIFR Calculation based on:  
1. Manpower at Office  
(Total manpower x 22 working days x 8 working hours)

**Contractors Safety and Health Statistics**

	2018	2019	2020
Number of minor injuries	6	5	4
Number of lost time injuries	1	1	0
Number of property damage	0	1	0
Number of fatal accidents	0	0	2 (3 victims)
Man-hours worked without LTI	4,062,544	3,635,840	4,136,392
Total man-hours worked without LTI	23,838,320	3,943,792	1,646,756

**Employees Safety and Health Statistics (GRI 403-2, 403-9)**

	2018	2019	2020
No. of minor injuries	0	0	0
No. of lost time injuries	0	2	1
No. of property damage	0	0	0
No. of fatal incidents	0	0	0
Manhours worked without LTI	3,153,216	2,472,192	2,430,872
Total manhours worked without LTI	3,153,216	2,313,016	2,384,872

## VALUING OUR PEOPLE

### Safety and Health Objectives, Targets and Progress (GRI 403-5)

#### Objectives

To reduce health, safety and environment non-compliance at project sites.

To improve awareness of good health, safety and environment practices.

To prevent accidents at project sites.

To improve the water quality discharged from project sites.

To achieve a good SHASSIC score.

#### TARGETS

▶ To achieve a minimum score of 80% during monthly inspection audits for each project.

▶ To organise mini-Health, Safety and Environment campaigns at project sites.

▶ To achieve Zero Lost Time Injury (LTI) at project sites.

▶ To improve the quality of water discharged from project sites silt traps with Total Suspended Solid (TSS) not exceeding 50mg/l.

▶ To achieve an 85% SHASSIC score.

#### Progress

• The average HSE monthly inspection score increased slightly from 74% to 75% in 2020. Several interventions have been introduced to improve our performance such as delivering daily toolbox talks for six major hazards and stricter punishments for contractors

• HSE campaigns and drives were conducted at all project sites throughout 2020. Some of these were delivered in collaboration with the Department of Safety and Health (DOSH) and the Fire and Rescue Department of Malaysia

• There have been no fatal incidents for almost four years, with the previous being reported in September 2015. Unfortunately, two incidents occurred in 2020, which led to three deaths. Immediate action was taken including tighter enforcement of the contractors involved

• No major environmental incidents were reported throughout 2020 with a majority of the project sites achieving Total Suspended Solids (TSS) not exceeding 50mg/l

• In 2020, four ongoing projects have undergone a SHASSIC assessment. All achieved scores exceeding 90% with an average of 97.25%, subsequently improving the HSE management system at their respective project sites

We also work with industry associations and consultants to develop engaging and proactive programmes that help our teams manage high-risk activities. Posters, animation videos and various signs are displayed at construction sites to remind all employees, contractors and visitors of safety controls, especially when performing high-risk activities. As part of our commitment to showcasing the best safety and environment-related management, contractors are required to submit a Health, Safety and Environment report to us on the fifth day of every month.



## Site Safety Measures

### General Safety Measures

- Establishing a safety committee to ensure that all incidents and accidents are recorded and reported accordingly so that corrective action can be taken

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- Physical site control including proper hoarding, traffic management, regular maintenance of the temporary earth drainage system as well as the erection of safety nets and a catch platform

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- Disseminating HSE alerts to key project stakeholders to ensure immediate corrective action is taken

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- Periodical safety inspection and audits to maintain a safe place of work through hazard recognition and removal

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- Intervention and coaching, daily toolbox briefings, Permit to Work (PTW) system, penalty issuance for safety violations, *gotong royong* (housekeeping) and sufficient warning signage to prevent accidents and enhancing safety and health awareness

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- Periodic reviews of project HIRARC at the workplace to enhance safety and health management systems for both internal and external stakeholders including the public

### COVID-19 Control Plan

- A special COVID-19 task force was formed on site

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- Screening of every individual entering the site

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- Recording details including contact information, health status and travel history

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- Provision of PPE including face masks, sanitiser and face shields

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- Regular reminders for workers on preventive methods, hygiene and the implemented guidelines at project site

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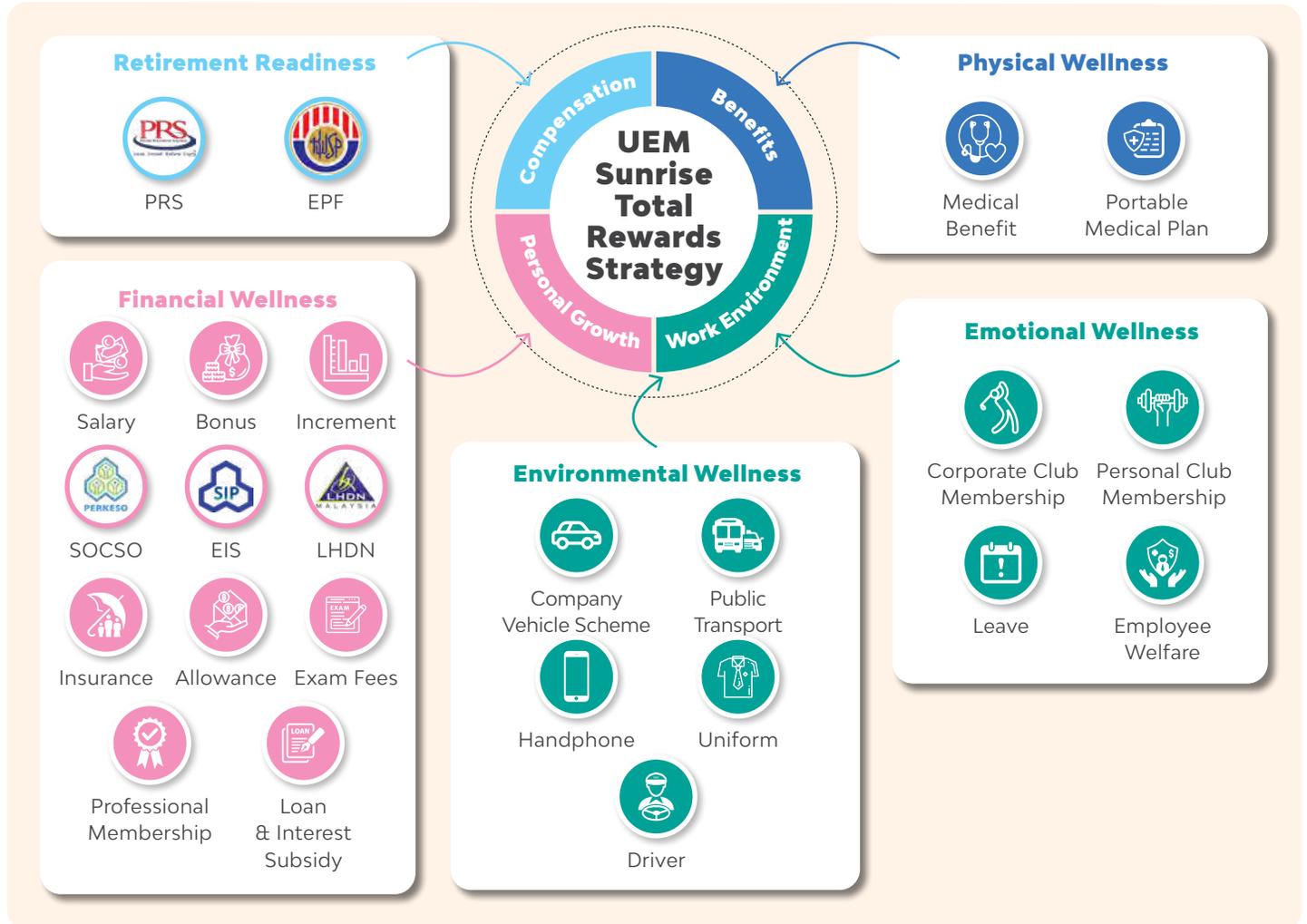
- Mandatory COVID-19 induction at project site to provide education and training on risk factors, preventive measures and work SOPs

Currently, we conduct periodic reviews of project and department risks and opportunities as well as Hazard Identification, Risk Assessment and Risk Control (HIRARC) in the workplace. We are also planning to adopt the Occupational Safety and Health Construction Industry Management (OSHCIM) in the future. These practical guidelines concern the management of safety, health and welfare when carrying out construction projects. By reinforcing our safety measures, we will hopefully reduce homebuyers' exposure to safety issues during the purchasing, stay and maintenance periods.

## VALUING OUR PEOPLE

### RECOGNITION, REMUNERATION AND REWARD (GRI 201-3, 401-2, 405-2)

UEM Sunrise initiated various programmes to recognise colleagues for their outstanding contribution to our success and working environment. We also recognise those who are committed to sustainability, continuous improvement and who inspire others.



UEM Sunrise strives to remunerate employees fairly to attract, retain and motivate the highest calibre of people. Remuneration is reviewed annually against external remuneration benchmarking and employees' performance. We benchmark our remuneration against the P50 in the property market industry.

All employees receive equal benefits. We comply with all relevant local laws for benefits and remuneration packages including working hours, overtime, the minimum wage and allowances, wherever operations are based. The ratio of basic salary for men and women is 1:1.

UEM Sunrise offers sabbatical leave to employees on a case-by-case basis with guaranteed reemployment. A sabbatical is an employer-approved extended leave from work. Typically, they are requested by employees who wish to further their education, rejuvenate themselves or spend more time with their families. We are pleased that returning employees from a sabbatical display improved psychological health and better overall wellbeing.

In 2019, we conducted a benchmarking study and an employee survey. After receiving a lot of feedback on our benefits, we are pleased to announce our revised benefits package, which took effect on 1 April 2020.



### Enhanced Benefits in 2020

#### Leave Entitlement (GRI 401-3)

- Prolonged Illness Leave
- Compassionate Leave
- Paternity Leave
- Replacement Public Holiday

#### Medical & Insurance Coverage

- Outpatient Coverage
- GPA/GHS
- Optical Coverage

#### Claims and Allowance

- Car Maintenance/ Road Tax & Insurance
- Petrol Card
- Handphone Bill
- Handphone Subsidy

#### General Benefits

- Parking Fee & Public Transportation
- Motorcycle Loans
- Computer Loans
- Study Loans

#### PERFORMANCE MONITORING (GRI 404-3)

UEM Sunrise monitors employees' performance through our Online Performance Management System – Oracle HCM platform. Corporate and individual scorecards are aligned to deliver business results. All employees' (100%) performances are reviewed, monitored and tracked to deliver business results. Performance reviews by line managers are done periodically and final reviews as well as calibration exercises are facilitated by the Human Resource Business Partners, Performance Management and Rewards Team, with input from line managers and the management panel.

Our reward for performance includes bonus, increment, special recognition award and other incentives such as sales commission. Each incentive is calculated through a structured policy based on specific deliverables.

#### LOCAL HIRING

UEM Sunrise uses several hiring channels based on hiring needs such as staff referrals, network connections, industrial references as well as digital platforms such as the Corporate Website, LinkedIn, Jobstreet and Executive Search firms.

Even though we do not have a formal policy for prioritising locals when hiring, giving preference to locals has been commonly practised. This practice supports the country's development and employment rates, especially with the ongoing COVID-19 pandemic. The majority of our operations are based in Malaysia with 100% of employees being Malaysian as of 31 December 2020.

We also provide internships, graduate trainee programmes and other placements to address the increasing rate of youth unemployment in the country. Our graduate trainee programme is a 12-month customised programme to develop talents in a chosen area of specialisation. The programme accepts fresh graduates from any discipline with a passion and desire for career growth.

#### RIGHTS TO COLLECTIVE BARGAINING (GRI 102-41, 403-1, 407-1)

Freedom of association and the right to collective bargaining are fundamental human rights guaranteed by major international human rights instruments including the ILO. Even though UEM Sunrise does not have its own union, employees are free to join organisations of their choice. We comply with all local laws on collective bargaining and are committed to working closely to support them in exercising their rights at work. The agenda includes discussions about workplace health and safety improvement with workers' representatives. UEM Sunrise complies with all applicable industrial relations requirements.

#### RECOGNISING VOLUNTEERISM

Our CSR programme, Titans Squad, encourages employee volunteerism. This structured set-up was introduced to facilitate employee engagement. We recognise employee volunteerism and have embedded CSR and Corporate Citizenship in individual scorecards.

#### NOTICE PERIOD FOR OPERATIONAL CHANGES (GRI 402-1)

It has been UEM Sunrise's practice to provide a minimum of one month notice period for any operational changes that may affect employees' working arrangements.

## PRODUCT RESPONSIBILITY

### INCORPORATING SUSTAINABILITY THROUGHOUT PROJECT LIFE-CYCLE



Implementing meaningful responsible business requires engagement by all levels. Assessing the adoption of sustainable features in a project is based on GREENRE checklist for high-rise while for landed development, we refer to our internally developed sustainability checklist.

We monitor the implementation of all sustainable features throughout various stages of the project lifecycle including the design, tender and completion stages.

The monitoring is performed through a joint assessment between the project team lead and design manager who will formalise a set of shared KPIs.

The following diagram illustrates how climate change risks and opportunities are embedded in our strategy and design. Sustainable development has become a yardstick for improvement and is being integrated into effective business strategies.

### Proposed Sustainable Initiatives in the Project Life Cycle (GRI 416-1)

#### LAND IDENTIFICATION/ ACQUISITION



No conversion of green mark area to development



No class 3 or class 4 slope development (i.e. deforestation)

#### DESIGN DEVELOPMENT (RESIDENTIAL DEV.)



Energy efficiency



Water efficiency



Environmental protection



Indoor Environmental Quality

Cities are hubs for ideas, commerce, culture, science, productivity and social development. At their best, they help people to advance socially and economically. However, maintaining cities in a way that they continue to prosper without straining land and resources is challenging.

We aim to minimise the impact of rapid urbanisation by designing and developing, sustainably. UEM Sunrise's environmentally-friendly properties reduce the cost of living while offering homes of higher quality through green development and practices at residential and commercial projects.



**LAUNCHING**



Support local/entrepreneur/ suppliers/vendors



Digitalise communication & marketing collaterals



- No single plastic usage
- Replace single use items with recyclable/ biodegradable materials only



Recycle bins

**SITE CLEARING/ CONSTRUCTION**



Tree transplantation (if applicable)



Establishing the sustainable procurement system (proposed)



Adopt environmentally-friendly practices during construction such as QLASSIC and MMC (exploration in progress)



Waste and water management system

**VACANT POSSESSION**



- General handover gifts
- Recycle bag
  - Recycle packaging handover kit
  - Home recycle bins
  - Any other recycled materials as gifts



- Stratified development
- E-billing management system (paperless environment)
  - E-booking facilities system
  - E-access system



- Non-stratified development
- E-access system @ guardhouse

**The Value of a UEM Sunrise Community Development Sustainable Home**

**1**

Reduced living cost through energy efficiency (renewable energy and energy-saving fittings), water efficiency and waste management

**2**

Improved indoor environment by using green-certified products

**3**

A healthy living environment with a lush of green and environment protection plan

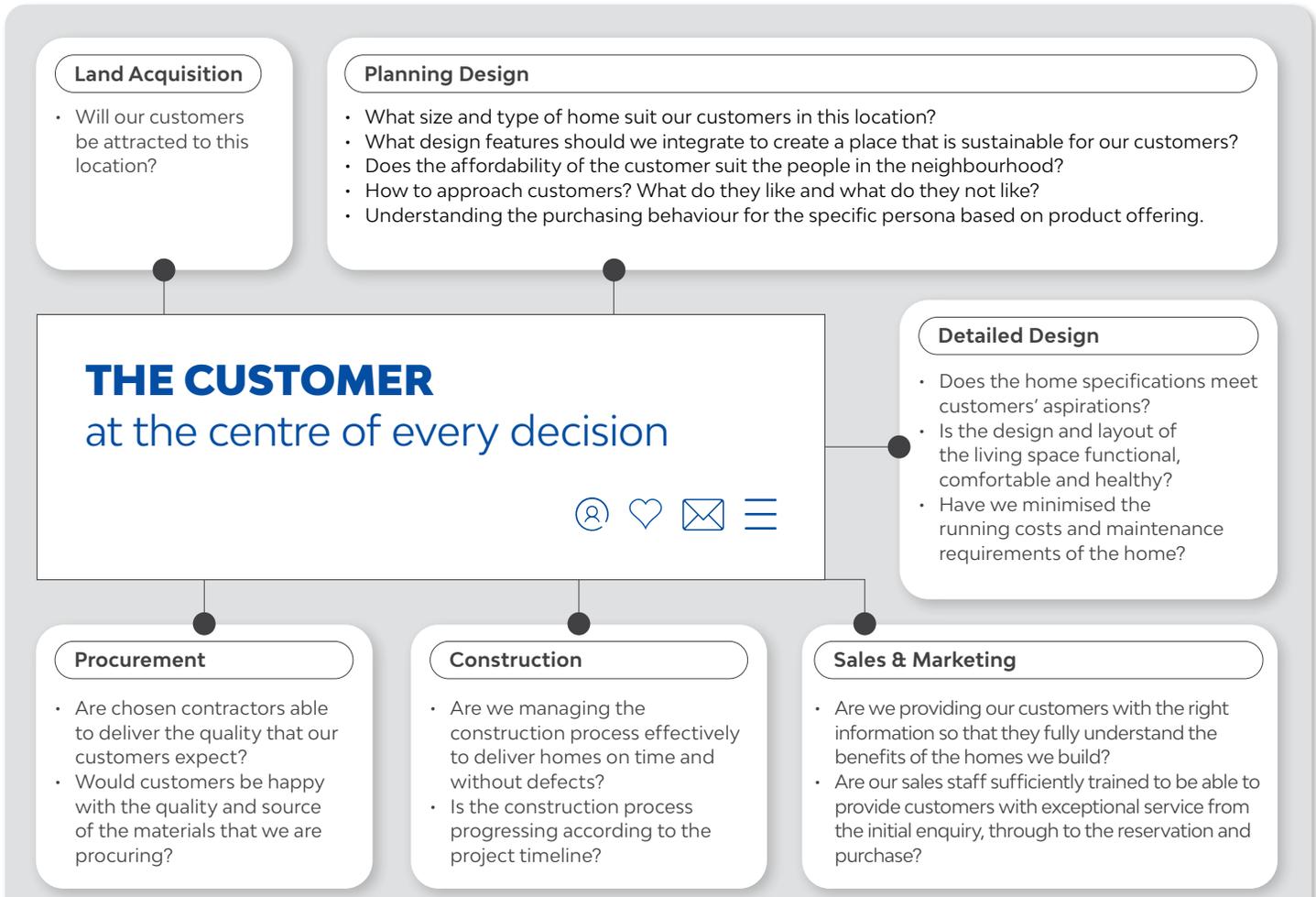
**4**

Fostering conscious living and green culture through reuse, reduce and recycle

# PRODUCT RESPONSIBILITY

## THE CUSTOMER FOCUS

Customers' satisfaction is considered throughout the end-to-end development process to ensure that we meet and exceed their expectations. The diagram below summarises some of the key questions we consider during each stage of the project lifecycle from land acquisition to project development.



Customers satisfaction determines the success of a business. As such, we aim to provide them with an exceptional experience through the purchasing process and after-sales services provided. Meeting and exceeding our customers' expectations helps to bolster our reputation and leads to repeat purchase, both of which are key to our financial performance.

WITH CUSTOMERS' AWARENESS OF THE ADVANTAGES OF A SUSTAINABLE HOME BECOMING MORE EVIDENT, RAISING THE STANDARDS OF SUSTAINABILITY IN OUR BUILDINGS PROVIDES AN OPPORTUNITY TO BE ON PAR WITH CUSTOMERS' EXPECTATIONS. EQUALLY, ENSURING THAT THE SUSTAINABLE FEATURES INCORPORATED INTO OUR PRODUCTS MATCH THE PURCHASERS' NEEDS ALSO INCREASES SALEABILITY.



The following section documents our customer commitments in 2020.

**HELPING OUR CUSTOMERS LIVE SUSTAINABLY**

UEM Sunrise aspires to be recognised throughout the industry as an excellent example of promoting sustainable design and construction. We are committed to delivering high-quality, well-designed, comfortable homes with a low environmental impact.

All buyers receive a home manual during handover, which presents key information including home operations and maintenance.



**Our Ambitions For 2022**

**Customer satisfaction**

- Annual Customer Satisfaction Survey aimed at gauging our customers’ overall satisfaction with UEM Sunrise’s products and services
- Net Promoter Score is used to measure our customers’ awareness of the UEM Sunrise brand and the likelihood of recommending our products and services to others
- Conducting post-occupancy monitoring of electricity, water and gas consumption to measure the efficiency of our designs and use the findings in future schemes

**Selling the benefits**

- Highlighting the sustainability benefits of developments in sales and marketing materials
- Training all sales and marketing staff in sustainability so they are able to relay the benefits to customers
- Providing guidelines, especially to commercial customers, for optimising the environmental performance of the premises

**Driving the market for sustainable homes**

- Performing market research to understand the impact of sustainability on home-buying preferences

**BUILDING QUALITY HOMES**

We keep our promise of building quality properties and delivering projects on time. As one of Malaysia’s leading property developers, we have proven to be successful in developing value-appreciating townships and properties.

We have developed and implemented an Integrated Management System (IMS) for all processes to improve our overall management and maximise customers’ satisfaction. Our IMS is based on internationally-recognised standards including the ISO 9001:2015, OHSAS 18001:2007, ISO 14001:2015, MS 1722:2011 and ISO/IEC 20000-1:2011. An IMS ISO audit was conducted in August 2020. We are pleased to report that no major non-conformance was highlighted during the audit.



## PRODUCT RESPONSIBILITY

### Areas Covered During IMS audit

**Quality and HSE management system conformance**

**Compliance with applicable HSE legal and other requirements**

**Training and development including On-the-Job Training (OJT)**

**Quality control and corrective action**

**Documented evidence including request for information, method statement, sample and shop drawing**

**Marketing and sales including product pricing advertising and promotions**

**Project post-mortem and lessons learned database**

**Vendor performance assessment and action taken**

**QSHE programme implementation in line with targets and objectives**

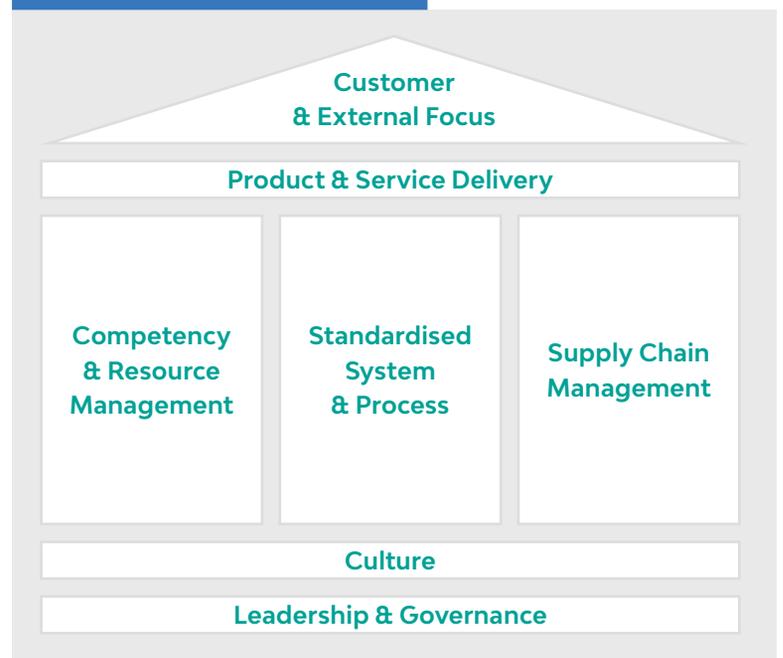
**Customer satisfaction and dispute resolutions**

**Risks and opportunities mitigation measures**

**Progress payment, variation and management of stage billings**

We are proud of the reputation built over many years and this unwavering commitment has been recognised at various awards. These awards are testament to our promise of delivering excellence. Our Quality, Safety, Health and Environment (QSHE) strategies are based on strong leadership and governance with an emphasis on communication, incremental improvement and reducing occupational risks. Supported by competent management, standardised process and a sustainable supply chain, we strive to deliver a high-quality working environment and projects.

### QSHE Strategies



Regular meetings are held throughout the construction period to ensure it is progressing well without compromising quality. The Project Team Leader monitors contractors' periodic inspections to check that works carried out:

- Adhere to the construction drawings and specifications; and
- Comply with the required quality standards as defined in the Project QSHE Plan, Contractors' Project Quality Compliance Plan and Project HSE Compliance Plan.

At the same time, the QSHE team carries out the QSHE inspection, intervention and coaching along with the QSHE Management Programme with the Project Team Leaders.

Quality Assessment System in Construction (QLASSIC) is a system or method to measure and evaluate the workmanship quality of building construction work based on the Construction Industry Standard (CIS 7:2014). QLASSIC allows the quality of workmanship of construction projects to be objectively compared through a scoring system.



Development	Region	QLASSIC Scores
Begonia	Central	77
Radia P3 & P4	Central	75
Estuari P1	Southern	80
Estuari P3	Southern	77
Estuari P3	Southern	79
Estuari P4	Southern	84
Almas	Southern	80
Aspira Lakehomes Phase 1	Southern	83
Aspira Lakehomes Phase 2	Southern	72
Sefina	Central	75
Camellia	Central	76
Serimbun 2A	Southern	79
Serimbun 2B	Southern	84
Aspira Lakehomes Phase 3	Southern	82

The Safety and Health Assessment System in Construction (SHASSIC) is an independent method of assessing and evaluating a contractor’s safety and health performance at the construction site. Developed by a Technical Committee of industry stakeholders, SHASSIC was published as the Construction Industry Standard or CIS 10:2008 in November 2008.

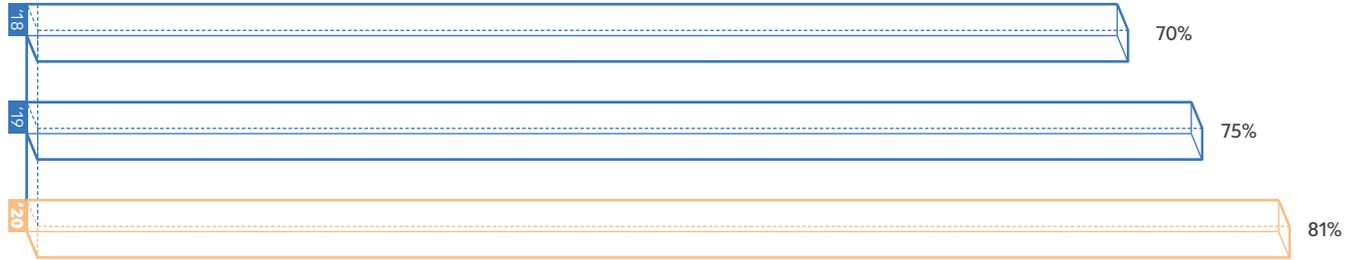
SHASSIC is neither compulsory nor imposed by CIDB. However, such a voluntary safety assessment programme is a sound business practice that demonstrates our commitment to continuously

improving health and safety. We made it compulsory for all projects exceeding RM5 million to be evaluated by CIDB’s SHASSIC assessment from 25% to 75% of the project’s progress. All contractors must have an SHASSIC assessment conducted at the site once throughout the construction period by CIDB SHASSIC Assessor and must obtain a minimum 4-star rating.

Four projects were assessed by a CIDB in 2020 with all demonstrating high safety standards by achieving a 5-star rating.

## PRODUCT RESPONSIBILITY

### THREE YEAR CIDB COMPLIANCE TRENDS



### THREE YEAR SHASSIC SCORING TRENDS



### Our Quality, Safety, Health and Environment (QSHE) Performance Against Targets

Targets 2020	Status
83% QCLASSIC score	✓
77% score in CSS workmanship	✗
50% reduction in NCR	✗
10% reduction in valid defects	✗
>80% scores in monthly QSHE Inspection	✗
Zero fatality and Zero LTI	✗
100% compliance on PPE	✗
50% reduction in NOP & NOI	✗
100% compliance with CIDB Green CIDB Green Card	✗
Exceeding an 80% score in monthly site inspection	✗
85% SHASSIC score	✓

**OUR ACHIEVEMENTS AND RECOGNITION IN QUALITY**



**StarProperty Awards 2020: Real Estate Developer**

- Honours – The Poseidon Award (Kiara Bay)
- Excellence – The Neighbourhood Award [Below 500 Acres] (Kiara Bay)
- Excellence – The Business Estate Award (Solaris Parq)
- All-Stars Award – Best Overall Champion (UEM Sunrise Berhad)



**ASEAN Property Developer Awards 2019/2020**

- Winner - Best Inspired Landed Development (Forest Heights)
- Winner - Best Landscape Residence Design (Forest Heights)



**EdgeProp Malaysia's Best Managed and Sustainable Property Awards**

- Gold – EdgeProp-ILAM Malaysia's Sustainable Landscape Award (Mont'Kiara Palma)
- Silver – Below 10 Years Multi-Own Strata Residential (Grand Medini)
- Bronze – Above 10 Years Multi-Own Strata Residential (Mont'Kiara Bayu)



**The Edge Malaysia Top Property Developers Awards 2020**  
6<sup>th</sup> Position

**Putra Brand Awards 2020**

- Silver – Property Development

**CX Asia Excellence Award**

**CXP Best Customer Experience Award**

## PRODUCT RESPONSIBILITY

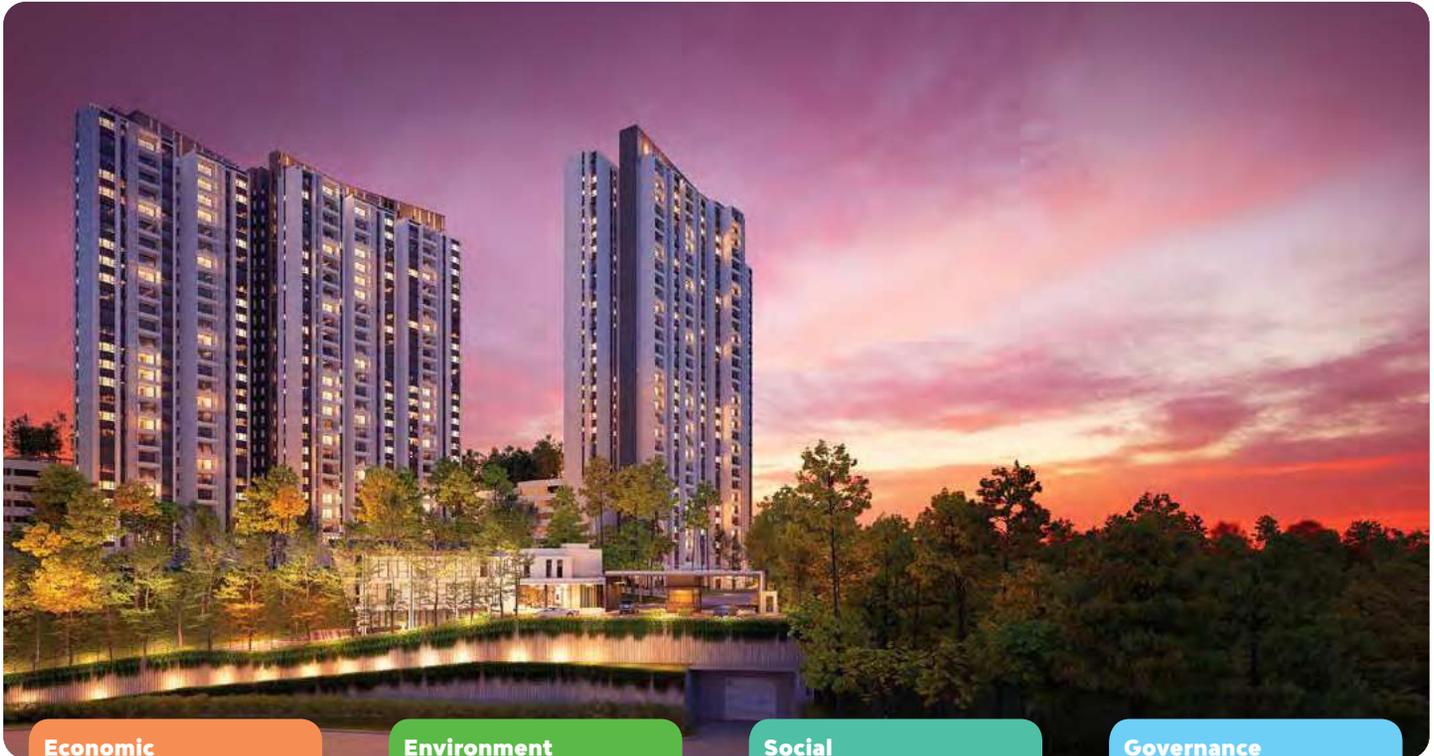
### SUSTAINABLE CONSTRUCTION

**We employ green construction techniques to deliver sustainable properties. Present-day needs for housing, working environments and infrastructure must be met without compromising the ability of future generations to meet their own needs. Elements of economic efficiency, environmental performance and social responsibility have been incorporated to the greatest extent when architectural quality, technical innovation and transferability are included.**

Going beyond installing energy-efficient mechanical systems, UEM Sunrise ensures every aspect of the design and construction phases as well as the ongoing maintenance and operation of the building going forward are sustainable. We achieve this by adopting Building Information Modelling (BIM) technology.

What value is created	How value is created	What is the outcome
<b>Greater transparency throughout the design phase</b>	<p>Project design with BIM facilitates a highly transparent process from the onset. Each stakeholder in a project can quickly and easily access a full, real-time summary of:</p> <ul style="list-style-type: none"> <li>• The proposed products and materials</li> <li>• How they will be fabricated and installed</li> <li>• The expected post-construction performance</li> </ul> <p>Contractors, engineers and suppliers can contribute their knowledge and experience to the overall construction and operation of the building from its infancy. The sustainability is improved in the design phase before any costs are incurred for materials or supplies.</p>	<p>This not only ensures the most environmentally-responsible materials and methods are used during construction, but also saves time and money by avoiding rework and schedule delays during construction through better initial planning.</p>
<b>Greater efficiency during the design and construction phases</b>	<p>BIM results are used in 3D virtual prototypes that can be easily shared and used for real-time collaboration and simulations to test both the logic and sequence of construction. Each step in the design and construction workflow is reviewed and enhanced by integrating BIM technology from estimating and takeoff to layout and ongoing project management.</p>	<ul style="list-style-type: none"> <li>• Faster job completion (for example, BIM-powered robotic layout solutions can complete a layout up to four times faster than traditional method)</li> <li>• Efficiency and cost savings from prefabrication</li> <li>• Fewer errors and less ad hoc troubleshooting</li> <li>• Reduced crew redundancy</li> <li>• Improved asset management</li> </ul>
<b>Greater control during the operations phase</b>	<p>Previously, once a construction project is completed, builders could do little to help improve its ongoing operations. As 3D models created using BIM have a high level of detail and can easily be shared, significant operational data and insight can be passed to the building owner and manager, improving their ability to run the building at its maximum potential.</p>	<p>Greater control and attention to detail include long-term, environmentally-conscious operational recommendations and maintenance schedules in our completed project parameters. This improves the overall sustainability of the facility and deepens UEM Sunrise's relationship with each client.</p>

Every step of the BIM process saves time, improves efficiency, enhances design and reduces errors. It provides a quantifiable opportunity for the building's lifelong environmental impact to be reduced. BIM thoroughly supports the entire philosophy behind sustainable construction.



**Economic**

- Enables better cost management

**Environment**

- Reduces design errors that lead to materials wastage

**Social**

- Increases collaboration among project stakeholders
- Creates job opportunities
- Upskills staff and contractors on BIM knowledge, software and processes

**Governance**

- Delivers projects with the highest level of integrity and transparency throughout all stages

We are exploring the potential adoption of modern methods of construction (MMC) such as precast concrete (PC) system and prefabricated prefinished volumetric construction (PPVC). MMC allows for greater automation in a controlled environment, leading to higher construction productivity while enhancing the quality and overall sustainability of our finished products.

**Value-Added Impact of MMC**

Higher construction productivity as offsite-based construction allows for greater automation

Safer and neater construction site

Efficient materials use and less pollution



## PRODUCT RESPONSIBILITY

### MAKING HAPPY CUSTOMERS

Buying a property is one of the biggest purchases customers ever make and these decisions carry heavy emotions. Our role extends beyond developing a property and facilitating the transaction to include connecting with customers and their emotions. As the property industry is a human-to-human transaction, high emotional intelligence is where we excel.



UEM Sunrise's Customer Experience (CX) team is responsible for:

- Ensuring desired service standards are provided to customers;
- Partnering with other relevant functions to deliver an exceptional customer experience; and
- Overseeing, managing and resolving customer feedback, inquiries and complaints.

In 2020, we won a Gold award at the CX Asia Excellence Awards 2020 for the 'Best Customer Experience Team' and Malaysia's CXP Best Customer Experience Awards 2020.

We integrated two main platforms in 2020 to ensure we address all purchasers' needs optimally. Combining Salesforce Customer Relationship Management (CRM) and CommuDesk The Quality Management System (QMS) improved the efficiency of support teams' handling of incoming feedback.

Our defect management performance is reflected in service-level KPIs. The Service-Level Agreement (SLA) stipulates that defects submitted by buyers must be repaired within 30 days. In 2020, 82.1% of defects lodged were closed within this timeline. Defects and complaints lodged during the Movement Control Order were prioritised and resolved first. We managed to uphold our SLA performance to be more than 90% for three consecutive years. All SOPs and guidelines are strictly monitored during defect rectification works and keys' handover.

### DID YOU KNOW?



**You can obtain various services in relation to your property under one roof.**

#### Services of Customer One Stop Lounge

- 1. Enquiry**  
Submit enquiry and request for product information, checklist status, billings and township matters in relation to your property.
- 2. Appointment**  
Set appointment for key collection, joint inspection and/or defect rectification with our CX Executives.
- 3. Key Collection**  
Upon Vacant Possession (VP), conveniently collect the key to your property here (prior appointment required).
- 4. Cheque Drop-Off and Collection**  
Drop-off a cheque payable to developer or arrange to collect your cheque from developer relating to your property.
- 5. Defect Management**  
Submit report and/or follow up on your request regarding the defects in your unit.
- 6. Feedback**  
Submit any feedback that require our attention.

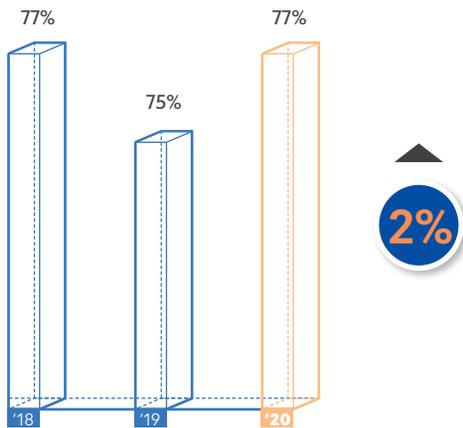
UEM Sunrise is one of the few property developers that provides a one-stop centre for real estate management services. We team up with eight real estate agencies, property and facilities management companies to deliver total home solutions to residents and tenants. Services covered include tenancy management, repair and maintenance, billing and the payment of bills, renovation, cleaning services, floor and wall polishing, air conditioning, plumbing and electrical services.



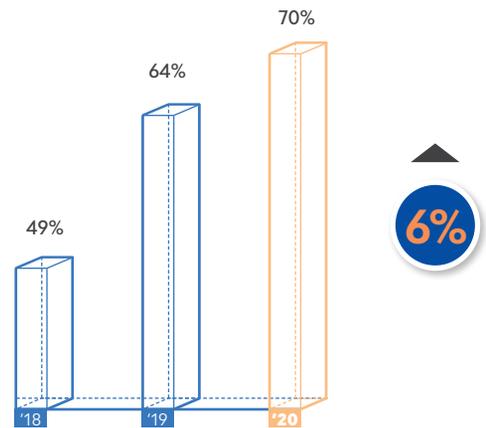
An annual Customer Satisfaction Survey (CSS) is conducted to gauge customer satisfaction and perception towards UEM Sunrise. Key performance metrics consist of Customer Satisfaction Score (CSS), Customer Effort Score (CES), Net Promoter Score (NPS) and Core Value Engagement Score (CVES). Our 2020 performance was strong with these indicators improving annually.

In addition, every customer has an opportunity to provide feedback through the Handover Pulse Check Survey upon completion of the handover process. Transactional Net Promoter Score (NPS) was also introduced to gauge Customers' perception of UEM Sunrise's brand, products and services at various touchpoints. Currently, the survey is being conducted during the billing and handover stage. We are considering extending the NPS survey to more touchpoints such as during sales rectifying defects and at the Customer Contact Centre.

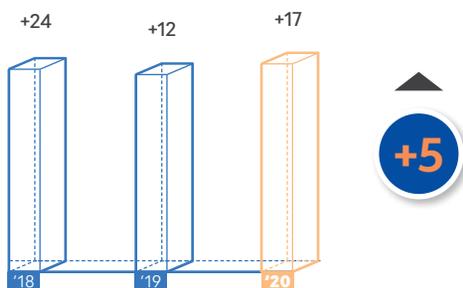
**CUSTOMER SATISFACTION SCORE (CSS)**



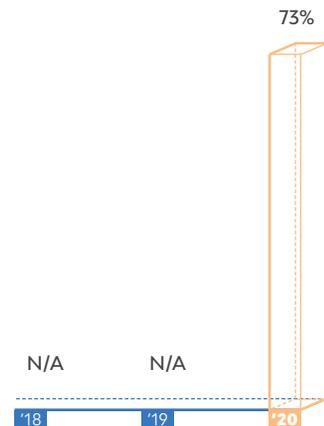
**CUSTOMER EFFORT SCORE (CES)**



**NET PROMOTER SCORE (NPS)**



**CORE VALUE ENGAGEMENT SCORE (CVES)**



We practice open communication and welcome customers, residents, community and the public to reach out to us.

## PRODUCT RESPONSIBILITY

### Stakeholder Engagement Channels



Live chat function on our website [uemsunrise.com](http://uemsunrise.com)



Toll-free hotline 1-800-88-8008 (domestic) and 03-2711-8008 (international)



A dedicated customer care email at [customercare@uemsunrise.com](mailto:customercare@uemsunrise.com)



UEM Sunrise Mobile application – hUb Prop



UEM Sunrise's One Stop Centre (OSC)



Social media such as Facebook, Instagram, Twitter, LinkedIn and YouTube.

Our Customer Contact Centre was operating normally, even throughout the Movement Control Order.

### MANAGING IMPACT FROM OPERATIONS

Construction projects can negatively affect nearby residents. We acknowledge the adverse social and environmental impacts from our operations, such as loss of peace and quietude, degradation of ambient conditions and traffic congestion, especially during the construction stage.

Our Customer Experience (CX) Team values the importance and urgency of addressing feedback that affects societal wellbeing. We encourage all those affected by our operations to document their complaints through our formal grievance mechanisms.

### MANAGING SOCIAL IMPACT

#### Traffic, relocation, health risks, noise and traffic diversion

- Open engagement with surrounding residents
- Dedicated grievance channels for raising concerns
- Compliance with the Department of Occupational Safety and Health (DOSH) on work hours, noise limits and safety precautions
- Non-conformance monitoring and reporting of contractors with the possible termination of contracts

### MANAGING ENVIRONMENTAL IMPACT

#### Pollution, land degradation, dust and vibrations

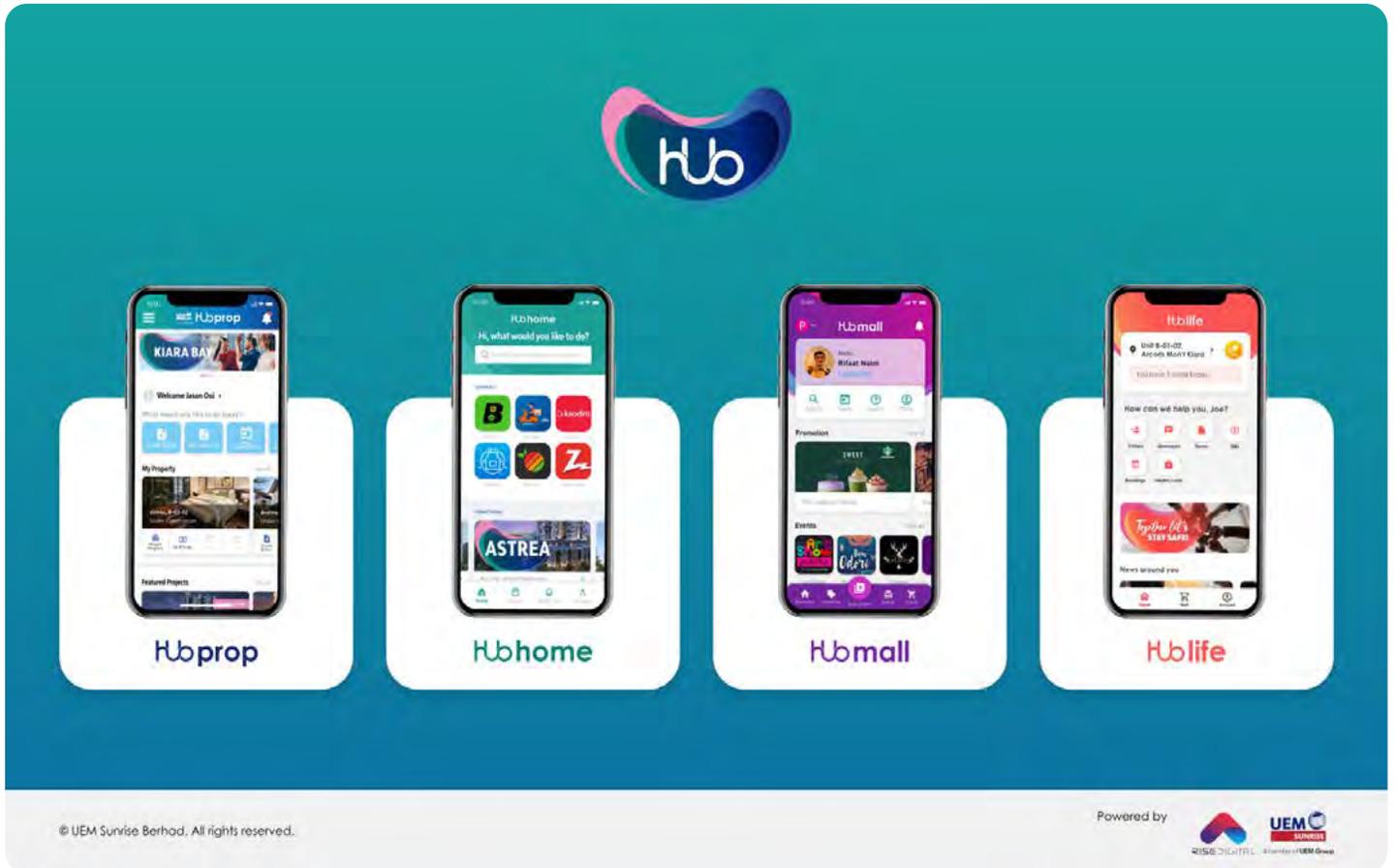
- Environmental monitoring of air, noise, vibration and water quality
- Compliance with Department of Environment (DOE) guidelines on environmental parameters
- Non-conformance monitoring and reporting of contractors with the possible termination of contracts

### EMBRACING DIGITAL TRANSFORMATION

In 2020, UEM Sunrise continued on its digital journey, despite the challenges posed by COVID-19. We are fortunate that prior to the pandemic outbreak, the Company had subscribed to Microsoft 365 which enabled our people to collaborate and conduct virtual meetings via Microsoft Teams. The "Laptop First" strategy was introduced in 2019 in line with UEM Sunrise's Modern Office transformation. This strategy was strengthened in 2020 and now covers at least 75% of our workforce.

With working-from-home and going digital becoming the "new norm", it is becoming more important to strengthen our cyber security initiatives. Our IT infrastructure is adequately protected against unauthorized access and security threats using the Identity Access Management System, End Point Protection System and Unified Threat Management at the end-user and gateway levels. Several dedicated layers of external and internal protections are in place such as a firewall with advanced network protection, email protection from spam and malware, multifactor authentication to strengthen user access and end points protection

Environment	Community	Human Rights and Labour Compliance Standards	Valuing Our People	<b>Product Responsibility</b>	GRI Content Index
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to protect the user's devices. Our corporate IT perimeters are protected with 24/7 Proactive Network & Security monitoring, detection, advisory and remedial by an ISO/IEC 27000 Information Security Management Certified Operation Centre provider.

An independent Cyber Security Assessment was also conducted by the appointed external party to conduct a comprehensive review of the governance, policies and implementation of IT initiatives in UEM Sunrise.

We also made progress on our internal automation journey. The existing financial system was replaced with IFCA on 7 May 2020. This system allows the full automation of our financial system and procurement. We also strengthened our CRM system, Sales Force and our Project Management tool – Primavera. All active projects in 2020 were rolled out using these tools.

The Movement Control Order (MCO) has made it impossible for potential buyers to visit our show rooms. With this, we have introduced the 360° view features on our website which allows customers to view our property from their mobiles.

Our sales team actively engages with potential customers through Zoom and Microsoft 365. Our new revamped website includes many intuitive features. Customers can now select multiple properties and view them side by side, enabling them to compare and make the right choice that suits their needs. Other features have also been introduced such as a loan calculator and live chat.

To further strengthen our engagement with our customers, we have introduced hub Prop in 2019 as the virtual concierge & bagged the Digital – Real Estate trophy at the Malaysia Technology Excellence Awards 2020. With the establishment of Rise Digital (a digital arm of UEM Sunrise) in early 2020, the hub series was further strengthened with 3 other digital products – namely hub home, hub mall & hub life. Rise Digital focuses on enhancing customers' experience and journey with us through digital transformation. Integrating digital and product innovation, building big data solutions and migrating from descriptive to more predictive data are part of the digital transformation agenda we are working on. Rise Digital is expected to be the future digital backbone of UEM Sunrise.

## PRODUCT RESPONSIBILITY

### SOCIOECONOMIC AND ENVIRONMENTAL COMPLIANCE

We pride ourselves on strong corporate governance and complying with all applicable laws and regulations. UEM Sunrise complies with the following regulations.

<p><b>1</b></p> <p><b>OCCUPATIONAL SAFETY AND HEALTH ACT 1994</b></p>	<p><b>2</b></p> <p><b>FACTORIES AND MACHINERY ACT 1967</b></p>	<p><b>3</b></p> <p><b>ENVIRONMENTAL QUALITY ACT 1974</b></p>	<p><b>4</b></p> <p><b>STREET, DRAINAGE AND BUILDING ACT 1974</b></p>	<p><b>5</b></p> <p><b>ENVIRONMENTAL QUALITY (CLEAN AIR) REGULATIONS 2014</b></p>
<p><b>6</b></p> <p><b>LOCAL GOVERNMENT ACT 1976</b></p>	<p><b>7</b></p> <p><b>ENVIRONMENTAL QUALITY (SEWAGE) REGULATIONS 2009</b></p>	<p><b>8</b></p> <p><b>PESTICIDES (HIGHLY TOXIC PESTICIDES) REGULATIONS 1996</b></p>	<p><b>9</b></p> <p><b>PESTICIDE (PEST CONTROL OPERATOR) RULES 2004</b></p>	<p><b>10</b></p> <p><b>EARTHWORK BY-LAW 1996</b></p>
<p><b>11</b></p> <p><b>ENVIRONMENTAL QUALITY (PRESCRIBED ACTIVITIES) (EIA) ORDER 1987</b></p>	<p><b>12</b></p> <p><b>ENVIRONMENTAL QUALITY (SCHEDULED WASTES) REGULATIONS 2005</b></p>	<p><b>13</b></p> <p><b>ACT 172 TOWN &amp; COUNTRY PLANNING 1976</b></p>		

There was no socioeconomic and environmental non-compliance with applicable laws or regulations reported in 2020.

### REWARDING LOYALTY

We introduced an extensive enhancement to Trésor in November 2020. This customer loyalty programme enriches experiences and privileges given to our customers. The membership is open to all purchasers listed on the sale and purchase agreement (SPA), rather than the first two purchasers previously.

As part of our digital transformation and sustainability journey, physical membership cards have been completely replaced by e-cards in the hUb Prop app. Three additional hUb-themed apps were introduced: hUb Home, hUb Mall and hUb Life. This holistic programme focuses on the end-to-end customer journey. Value-added services and privileges enhance the digital interactive customer experience and also reward customers with more exclusive privileges. These privileges are also extended to their immediate family members.



#### Membership tier based on accumulated value of property ownership with UEM Sunrise

Quartz <sup>NEW</sup>	Jade	Topaz	Ruby	Diamond
RM150,000 – RM300,000	RM300,001 - RM1,000,000	RM1,000,001 - RM3,000,000	RM3,000,001 - RM8,000,000	RM8,000,001 and above

Environment	Community	Human Rights and Labour Compliance Standards	Valuing Our People	<b>Product Responsibility</b>	GRI Content Index
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**Rewards**

- Customer Appreciation Booster
- Dedicated Customer Relationship Manager to serve needs of top tier customers
- Priority service - Ultimate Lane (U-Lane)

**Privileges**

- Trésor rebate
- Trésor Prime Referral (TPR) up to 1%
- Family Extension Rebate (FER)
- Invitation to property private previews

**Experiences**

- Invitation to a range of lifestyle event and engagement initiatives
- Strategic partner/merchant discount offers
- Access to UEM Sunrise hUb series

**PROUD TO BE A COMMUNITY PARTNER DEVELOPER**

(GRI 203-1, 203-2)

Going beyond brick and mortar, we build sustainable and safe homes for residents while creating vibrant communities where people can thrive. We transform infrastructure to build better homes, better neighbourhoods and a better society for all.

Revitalisation creates vibrant communities with increased opportunities. Placemaking inspires people to collectively reimagine and reinvent public spaces at the heart of every community. We strengthen the connection between people and the places they share through relationship building.

These placemaking initiatives pay close attention to the physical, cultural and social identities that define our community and support its evolution.

**DATA PRIVACY** (GRI 418-1)

Employees must comply with UEM Sunrise’s policies and applicable laws concerning the protection of personal privacy and data.

**ENSURING SAFE AND PEACEFUL NEIGHBOURHOODS**

We are committed to providing security within all our townships for the peace of mind of all those residing in our communities. Excellent infrastructure, facilities and amenities ensure a conducive living environment for everyone.

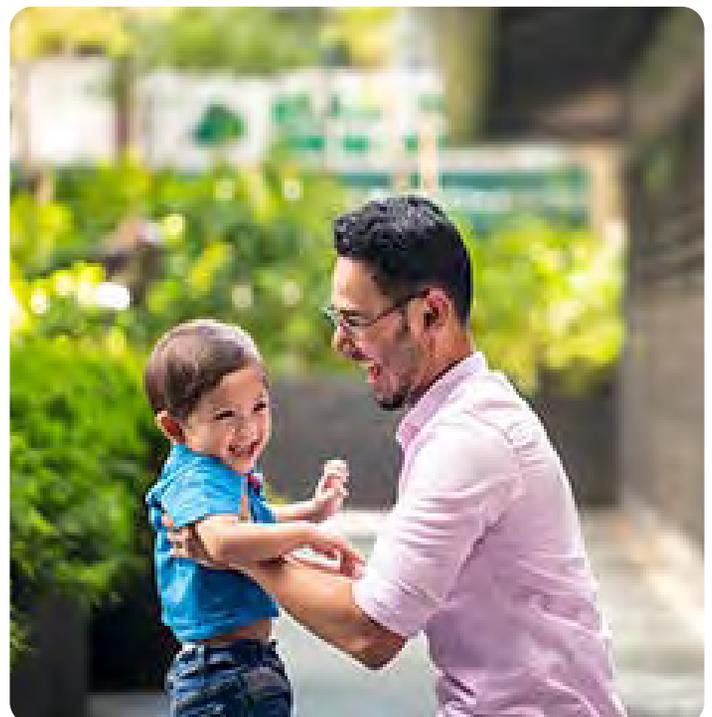
Security and safety features are also included in all developments. A team of well-trained auxiliary police are responsible for reinforcing security at all townships, developments and assets. They also assist the Royal Malaysian Police in combating crime. Our auxiliary police are seen as an extension of the Royal Malaysian Police’s presence within a township.

**CREATIVE PLACEMAKING**

We breathe new life into public spaces by applying arts, culture and creative thinking to all aspects of our built environment in order to reawaken spaces. Examples in 2020 included Fun Zone in Arcoris Mont’Kiara and Imperia Puteri Harbour as well as Fun ZoneXD for townships at Serene Heights, Radia and Symphony Hills. We collaborated with Kafe Merde for the Publika Singer Song Writer Session 2020. Kafe Merde owns and runs Merdekaraya, an independent music venue dedicated to the growth of Malaysian music. Kafe Merde has curated the Publika busking programme for more than five years.

**STRATEGIC PLACEMAKING**

We create quality and inclusive places that result in resident-oriented environments. For example, designs at all of our properties are user-friendly, especially for the elderly, children and has parents with strollers. Public transport, mobility and easy access are considered during the design and development stages in all properties.



## PRODUCT RESPONSIBILITY



### Auxiliary Police Unit (APU)

- Patrol: Perform uniformed foot or vehicle patrols and watchman duty in our territory.
- Crowd control: Assist in crowd and traffic control as well as body and vehicle searches
- Asset protection: Protecting and escorting assets and properties
- Crime prevention: Community policing, meet and greet, stop and talk and omnipresence
- Arrest: Detecting and arresting offenders as well as procuring intelligence

### Security Services Unit (SSU)

- Audits and threat assessment
- Patrol and spot checks: All UEM Sunrise projects
- Monitoring security guards: Performance and health conditions

We introduced the enhanced programme of security department roles and functions (SD2025) in 2020. The SD2025 agenda includes:

- Innovation and digitalisation by implementing an Integrated Management System (IMS) for operation reports;
- Increased collaboration with local authorities for effective crime prevention;
- An expanded policing coverage area by introducing a drone surveillance system and an additional layer of security based on the environment, design, development phase, crime rate, density and access;
- Improved people and processes through intensive training; and
- Enhanced service delivery by broadening platforms for customer feedback on safety and security.

### OUR AUXILIARY POLICE AND SECURITY GUARDS HAVE STEPPED UP TO ENSURE PUBLIC SAFETY DURING THE PANDEMIC



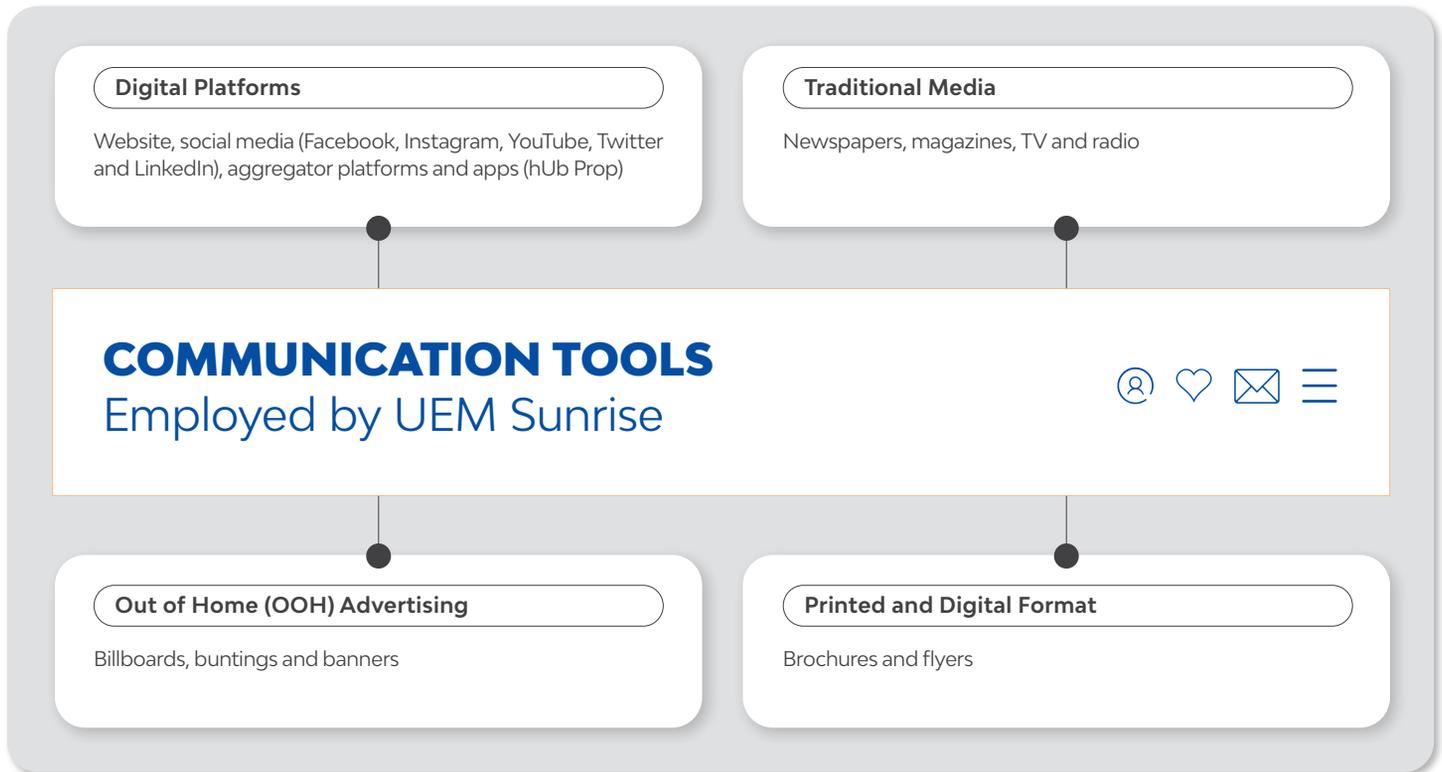
#### Auxiliary Police:

- Ensuring public adherence to the COVID-19 SOP
- Screening body temperature at each entry point of our properties
- Sanitising patrol vehicles according to the frequency set by the authority
- Conducting omni presence patrolling at Lebuhraya Puteri Harbour to ensure public adherence to COVID-19 SOPs
- Reporting visitors with a fever or flu-like symptoms to medical advisors



**RESPONSIBLE MARKETING** (GRI 417-1)

Marketing-related communications are governed by the Ministry of Housing. We provide detailed guidelines to ensure that essential product launch information is included in all marketing communication tools. The advertising permit guidelines are followed in accordance with the Housing Development (Control and Licensing) Act 1966. We use several communication tools to reach out to potential buyers, customers and the public.



**COMPLIANCE**

(GRI 416-2, 417-2, 417-3, 419-1)

UEM Sunrise’s operations are subject to requirements through sector-specific laws, regulations and national licenses. We are pleased to report that there were no incidences of non-compliance concerning the health and safety impact from our operations, product and service information and labelling, marketing communications reported during this reporting period. There were also no breaches of customer privacy or losses of customer data during 2020. UEM Sunrise also did not record any socio-economic or environmental non-compliance during this financial year.



## GRI CONTENT INDEX

### General Disclosures

Disclosure	Reference page/section	Reason for Omission(s)
<b>ORGANISATIONAL PROFILE</b>		
102-1 Name of the organisation	Cover page	
102-2 Activities, brands, products, and services	<ul style="list-style-type: none"> <li>● Corporate Profile, page 1</li> <li>● Group Corporate Structure, page 15</li> </ul>	
102-3 Location of headquarters	● Corporate Profile, page 3	
102-4 Location of operations	<ul style="list-style-type: none"> <li>● Corporate Profile, page 3</li> <li>● Group Corporate Structure, page 15</li> </ul>	
102-5 Ownership and legal form	● Group Corporate Structure, page 15	
102-6 Markets served	● Group Corporate Structure, page 15	
102-7 Scale of the organisation	● Group Corporate Structure, page 15	
102-8 Information on employees and other workers	● Valuing Our People, page 48	
102-9 Supply chain	● Economic Value Creation, page 26-27	
102-10 Significant changes to the organisation and its supply chain	Not available during this reporting period	There were no significant changes to the organisation and its supply chain during this financial year
102-11 Precautionary Principle or approach	● Materiality, page 12-13	
102-12 External initiatives	● United Nations Sustainable Development Goals, page 14	
102-13 Membership of associations	● Economic Value Creation, page 21	
<b>STRATEGY</b>		
102-14 Statement from senior decision-maker	● A Message from Our Chief Executive Officer, page 4-5	
102-15 Key impacts, risks, and opportunities	<ul style="list-style-type: none"> <li>● A Message from Our Chief Executive Officer SR2020 page 4-5</li> <li>● Management Discussion &amp; Analysis AR2020 page 30-55</li> </ul>	



● Annual Report ● Sustainability Report

Disclosure	Reference page/section	Reason for Omission(s)
<b>ETHICS AND INTEGRITY</b>		
102-16 Values, principles, standards, and norms of behaviour	● Corporate Profile, page 1 ● Our Sustainability Strategy, page 6-7	
102-17 Mechanisms for advice and concerns about ethics	● Economic Value Creation, page 26	
<b>GOVERNANCE</b>		
102-18 Governance structure	● Corporate Governance Overview Statement, page 88	
102-19 Delegating authority	● Corporate Governance Overview Statement, page 89	
102-20 Executive-level responsibility for economic, environmental, and social topics	● Corporate Governance Overview Statement, page 88	
102-21 Consulting stakeholders on economic, environmental, and social topics	● Corporate Governance Overview Statement, page 88	
102-22 Composition of the highest governance body and its committees	● Corporate Governance Overview Statement, page 89	
102-23 Chair of the highest governance body	● Corporate Governance Overview Statement, page 89	
102-24 Nominating and selecting the highest governance body	● Corporate Governance Overview Statement, page 93	
102-25 Conflicts of interest	● Corporate Governance Overview Statement, page 94	
102-26 Role of highest governance body in setting purpose, values, and strategy	● Corporate Governance Overview Statement, page 89	
102-27 Collective knowledge of highest governance body	● Corporate Governance Overview Statement, page 70-85	
102-28 Evaluating the highest governance body's performance	● Corporate Governance Overview Statement, page 94-96	

## GRI CONTENT INDEX

### General Disclosures

Disclosure	Reference page/section	Reason for Omission(s)
<b>GOVERNANCE</b>		
102-29 Identifying and managing economic, environmental, and social impacts	● Sustainability Governance, page 8-9	
102-30 Effectiveness of risk management processes	● Corporate Governance Overview Statement, page 97	
102-31 Review of economic, environmental, and social topics	● Sustainability Governance, page 8 ● Materiality, page 12-13	
102-32 Highest governance body's role in sustainability reporting	● Sustainability Governance, page 8	
102-33 Communicating critical concerns	● Corporate Governance Overview Statement, page 98	
102-34 Nature and total number of critical concerns	● Annual Report 2021, page 30-34	
102-35 Remuneration policies	● Corporate Governance Overview Statement, page 95-96	
102-36 Process for determining remuneration	● Corporate Governance Overview Statement, page 95-96	
102-37 Stakeholders' involvement in remuneration	● Corporate Governance Overview Statement, page 95-96	
102-38 Annual total compensation ratio	Data not disclosed	
102-39 Percentage increase in annual total compensation ratio	Data not disclosed	
<b>STAKEHOLDER ENGAGEMENT</b>		
102-40 List of stakeholder groups	● Stakeholder Engagement, page 9-11	
102-41 Collective bargaining agreements	● Valuing Our People, page 57	
102-42 Identifying and selecting stakeholders	● Stakeholder Engagement, page 9-11	



● Annual Report ● Sustainability Report

Disclosure	Reference page/section	Reason for Omission(s)
<b>STAKEHOLDER ENGAGEMENT</b>		
102-43 Approach to stakeholder engagement	● Stakeholder Engagement, page 9-11	
102-44 Key topics and concerns raised	● Stakeholder Engagement, page 9-11	
<b>REPORTING PRACTICE</b>		
102-45 Entities included in the consolidated financial statements	● Financial Statements, page 258-267	
102-46 Defining report content and topic boundaries	● About this Report, page 3	
102-47 List of material topics	● Materiality, page 12-13	
102-48 Restatements of information	Not available during this reporting period	There was no restatement of data from previous years in this report.
102-49 Changes in reporting	● About this Report, page 3	
102-50 Reporting period	● About this Report, page 3	
102-51 Date of most recent report	● UEM Sunrise Sustainability Report 2019 was published in May 2020.	
102-52 Reporting cycle	● About this Report, page 3	
102-53 Contact point for questions regarding the report	● About this Report, page 3	
102-54 Claims of reporting in accordance with the GRI Standards	● About this Report, page 3	
102-55 GRI content index	● GRI Content Index, page 76	
102-56 External assurance	This report has not been verified by an external party. The report was reviewed by the Sustainability Unit and respective Head of Departments (HODs) before presented to the Board for endorsement.	

## GRI CONTENT INDEX

### Disclosure Management Approaches

● Annual Report ● Sustainability Report

Disclosure	Reference page/section
<b>GRI 200: ECONOMIC</b>	
<b>201: ECONOMIC PERFORMANCE</b>	
201-1 Direct economic value generated and distributed	● Financial Statements AR2020, page 130-135
201-3 Defined benefit plan obligations and other retirement plans	● Valuing Our People, page 56-57
201-4 Financial assistance received from government	● Economic Value Creation, page 24
<b>203: INDIRECT ECONOMIC IMPACTS</b>	
203-1 Infrastructure investments and services supported	● Product Responsibility, page 73
203-2 Significant indirect economic impacts	● Community, page 40 ● Product Responsibility, page 73
<b>204: PROCUREMENT PRACTICES</b>	
204-1 Proportion of spending on local suppliers	● Economic Value Creation, page 28
<b>205: ANTI-CORRUPTION</b>	
205-1 Operations assessed for risks related to corruption	● Economic Value Creation, page 22-25
205-2 Communication and training about anti-corruption policies and procedures	● Economic Value Creation, page 22-25
205-3 Confirmed incidents of corruption and actions taken	● Economic Value Creation, page 22-25
<b>206: ANTI-COMPETITIVE BEHAVIOUR</b>	
206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	● Economic Value Creation, page 25



**Disclosure Management Approaches**

● Sustainability Report

Disclosure	Reference page/section
<b>GRI 300: ENVIRONMENTAL</b>	
<b>302: ENERGY</b>	
302-1 Energy consumption within the organisation	● Environment, page 33-34
302-4 Reduction of energy consumption	● Environment, page 33
<b>303: WATER</b>	
303-1 Water withdrawal by source	● Environment, page 35
303-2 Water sources significantly affected by withdrawal of water	● Environment, page 35
<b>304: BIODIVERSITY</b>	
304-2 Significant impacts of activities, products and services on biodiversity	● Environment, page 31
<b>305: EMISSIONS</b>	
305-1 Direct (Scope 1) GHG emissions	● Environment, page 34
305-2 Energy indirect (Scope 2) GHG emissions	● Environment, page 34
305-5 Reduction of GHG emissions	● Environment, page 34
<b>306: EFFLUENTS AND WASTE</b>	
306-1 Water discharge by quality and destination	● Environment, page 35
306-5 Water bodies affected by water discharges and/or runoff	● Environment, page 35
<b>307: ENVIRONMENTAL COMPLIANCE</b>	
307-1 Non-compliance with environmental laws and regulations	● Environment, page 38
<b>308: SUPPLIER ENVIRONMENTAL ASSESSMENT</b>	
308-1 New suppliers that were screened using environmental criteria	● Economic Value Creation, page 26

## GRI CONTENT INDEX

### Disclosure Management Approaches

Disclosure	Reference page/section
<b>GRI 400: SOCIAL</b>	
<b>401: EMPLOYMENT</b>	
<b>401-1</b> New employee hires and employee turnover	● Valuing Our People, page 49
<b>401-2</b> Benefits provided to full-time employees that are not provided to temporary or part-time employees	● Valuing Our People, page 56-57
<b>401-3</b> Parental leave	● Valuing Our People, page 57
<b>402: LABOR/MANAGEMENT RELATIONS</b>	
<b>402-1</b> Minimum notice periods regarding operational changes	● Valuing Our People, page 57
<b>403: OCCUPATIONAL HEALTH AND SAFETY</b>	
<b>403-1</b> Worker's representation in formal joint management-worker health and safety committees	● Valuing Our People, page 57
<b>403-2</b> Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	● Valuing Our People, page 53
<b>403-4</b> Worker participation, consultation, and communication on occupational health and safety	● Valuing Our People, page 52
<b>403-5</b> Worker training on occupational health and safety	● Valuing Our People, page 52, 54
<b>403-8</b> Workers covered by an occupational health and safety management system	● Valuing Our People, page 52
<b>403-9</b> Work-related injuries	● Valuing Our People, page 53



Disclosure	Reference page/section
<b>GRI 400: SOCIAL</b>	
<b>404: TRAINING AND EDUCATION</b>	
<b>404-2</b> Programmes for upgrading employee skills and transition assistance programs	<span style="color: green;">●</span> Valuing Our People, page 50
<b>404-3</b> Percentage of employees receiving regular performance and career development reviews	<span style="color: green;">●</span> Valuing Our People, page 57
<b>405: DIVERSITY AND EQUAL OPPORTUNITY</b>	
<b>405-1</b> Diversity of governance bodies and employees	<span style="color: green;">●</span> Valuing Our People, page 48
<b>405-2</b> Ratio of basic salary and remuneration of women to men	<span style="color: green;">●</span> Valuing Our People, page 56
<b>407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING</b>	
<b>407-1</b> Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	<span style="color: green;">●</span> Valuing Our People, page 57
<b>408: CHILD LABOUR</b>	
<b>408-1</b> Operations and suppliers at significant risk for incidents of child labour	<span style="color: green;">●</span> Human Rights and Labour Compliance Standards, page 46-47
<b>409: FORCED OR COMPULSORY LABOUR</b>	
<b>409-1</b> Operations and suppliers at significant risk for incidents of forced or compulsory labour	<span style="color: green;">●</span> Human Rights and Labour Compliance Standards, page 46-47
<b>410: SECURITY PRACTICES</b>	
<b>410-1</b> Security personnel trained in human rights policies or procedures	<span style="color: green;">●</span> Human Rights and Labour Compliance Standards, page 46

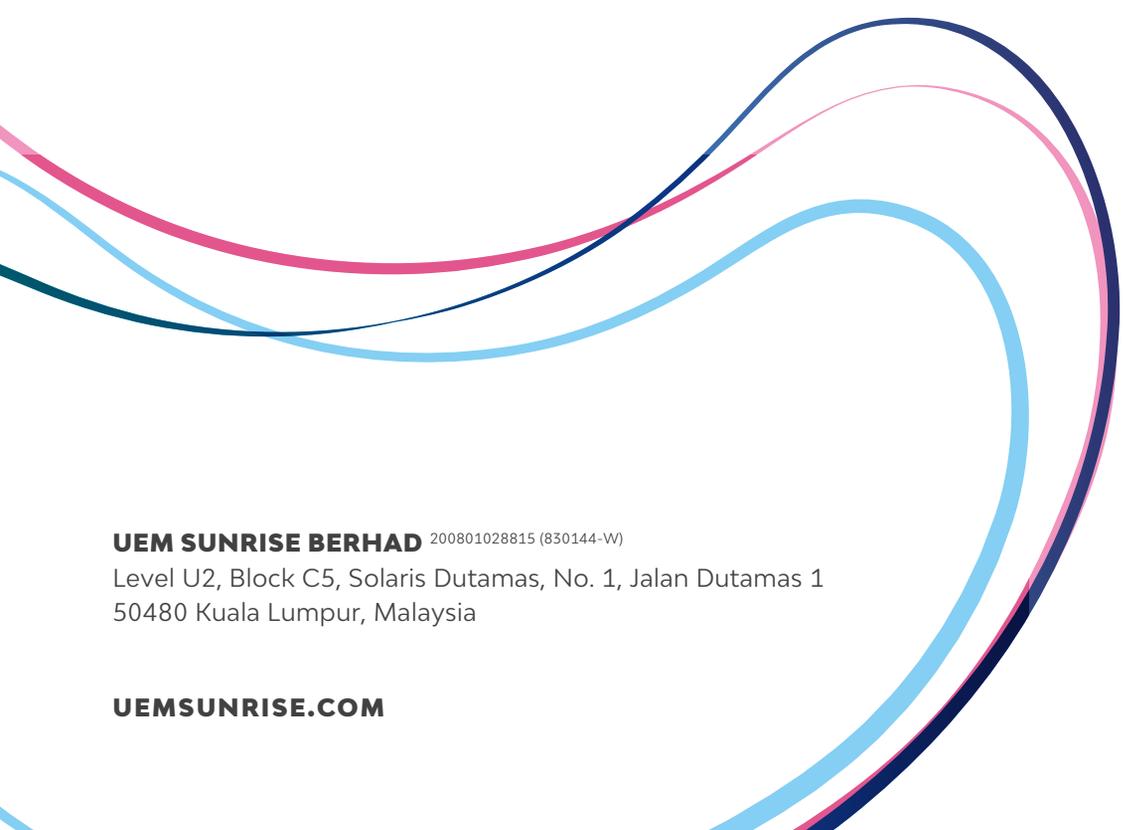
## GRI CONTENT INDEX

### Disclosure Management Approaches

Disclosure	Reference page/section
<b>GRI 400: SOCIAL</b>	
<b>411: RIGHTS OF INDIGENOUS PEOPLES</b>	
411-1 Incidents of violations involving rights of indigenous peoples	● Human Rights and Labour Compliance Standards, page 47
<b>412: HUMAN RIGHTS ASSESSMENT</b>	
412-1 Operations that have been subject to human rights reviews or impact assessments	● Human Rights and Labour Compliance Standards, page 47
412-2 Employee training on human rights policies or procedures	● Human Rights and Labour Compliance Standards, page 46
412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	● Human Rights and Labour Compliance Standards, page 46
<b>413: LOCAL COMMUNITIES</b>	
413-1 Operations with local community engagement, impact assessments, and development programs	● Community, page 40
413-2 Operations with significant actual and potential negative impacts on local communities	● Community, page 40
<b>414: SUPPLIER SOCIAL ASSESSMENT</b>	
414-1 New suppliers that were screened using social criteria	● Economic Value Creation, page 27
<b>416: CUSTOMER HEALTH SAFETY</b>	
416-1 Assessment of the health and safety impacts of product and service categories	● Product Responsibility, page 58-59
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	● Product Responsibility, page 75



Disclosure	Reference page/section
<b>GRI 400: SOCIAL</b>	
<b>417: MARKETING AND LABELLING</b>	
<b>417-1</b> Requirements for product and service information and labelling	<span style="color: green;">●</span> Product Responsibility, page 75
<b>417-2</b> Incidents of non-compliance concerning product and service information and labelling	<span style="color: green;">●</span> Product Responsibility, page 75
<b>417-3</b> Incidents of non-compliance concerning marketing communications	<span style="color: green;">●</span> Product Responsibility, page 75
<b>418: CUSTOMER PRIVACY</b>	
<b>418-1</b> Substantiated complaints concerning breaches of customer privacy and losses of customer data	<span style="color: green;">●</span> Product Responsibility, page 73
<b>419: SOCIOECONOMIC COMPLIANCE</b>	
<b>419-1</b> Non-compliance with laws and regulations in the social and economic area	<span style="color: green;">●</span> Product Responsibility, page 75



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