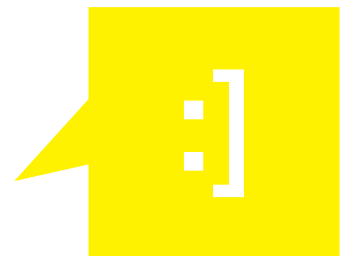
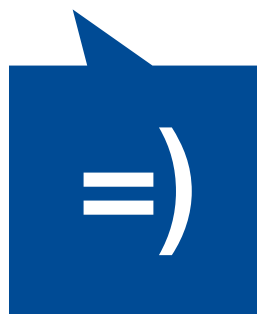



Putting  
**Smiles**  
On Faces





I feel safe playing  
outside with the  
security uncle  
watching over me.

;P

My family's health  
is in good hands  
with medical care  
so close at hand.

:>



I have the perfect balance of work and family life.

I have the educational support to achieve my dreams.



# Contents

About The Report	<b>4</b>
Message From The Chairman	<b>6</b>
Corporate Profile	<b>8</b>
Global Network	<b>16</b>
Financial Highlights	<b>18</b>
Awards & Recognition	<b>20</b>
Corporate Governance	<b>24</b>
Materiality Analysis	<b>28</b>
Stakeholder Engagement	<b>30</b>
<b>34</b>	Sunway's Strategic Focus
<b>36</b>	Sunway's Corporate Social Responsibility Policy
<b>38</b>	Community
<b>54</b>	Marketplace
<b>62</b>	Workplace
<b>72</b>	Environment
<b>84</b>	Performance Data
<b>92</b>	GRI Content Index
<b>120</b>	Assurance Statement

## Rationale

Putting smiles on faces aptly describes our quest in making people smile. Through our many actions in nurturing our most important asset - people, we try our very best to enrich and empower people to help them build a brighter future. After all, it takes a mere 17 muscles to move and create the wonderful thing we call a smile.



## About the Report

This is our first Sustainability Report which covers our responsibilities to our stakeholders and our ongoing commitment to transparency and accountability. This Report discloses our performance on economic, social and environmental issues which are material to our business and stakeholders.

We have consolidated data from Sunway's headquarters (Menara Sunway) and overseas offices so that our Sustainability Report is aligned with our Annual Report 2011 and corporate website.

We have engaged an independent consultant, OWW Consulting Sdn Bhd, to provide an external assurance of this Report.

### **Reporting Scope:**

This Report covers all significant environmental, economic and social impacts resulting from Sunway's activities in 2011.

### **Reporting Period:**

This Report describes activities and achievements in 2011 (January to December 2011). In some cases, the Report covers activities outside this period.

**Reporting Cycle:** Annually

### **Reporting Framework:**

The Global Reporting Initiative (GRI) provides a globally applicable framework in the form of guidelines that set out economic, social and environmental indicators for organisations to report against.

This Report has been prepared using the GRI G3.1 Guidelines. It represents a balanced and reasonable presentation of our Group's economic, environmental and social performance.

### **Distribution and Feedback of the Report**

Feedback on our Report is welcome. For further information and comments, please contact:

Bernard Paul Netto  
Assistant General Manager  
Group Corporate Communications  
Sunway Group  
Level 18, Menara Sunway  
Jalan Lagoon Timur, Bandar Sunway  
46150 Petaling Jaya, Selangor Darul Ehsan  
Malaysia  
Tel: +603 5639 8889  
Fax: +603 5639 9502  
Email: [bernardp@sunway.com.my](mailto:bernardp@sunway.com.my)



## Statement GRI Application Level Check

GRI hereby states that Sunway Berhad has presented its report "Sunway Sustainability Report 2011" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level A+.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines.

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, April 16th, 2012

A handwritten signature in blue ink, appearing to read "Nelmara Arbex", is written over a light blue circular background element.

Nelmara Arbex  
Deputy Chief Executive  
Global Reporting Initiative



The "+" has been added to this Application Level because Sunway Berhad has submitted (part of) this report for external assurance. GRI accepts the reporter's own criteria for choosing the relevant assurance provider.

*The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance.*  
[www.globalreporting.org](http://www.globalreporting.org)

**Disclaimer:** Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on April 16th, 2012. GRI explicitly excludes the statement being applied to any later changes to such material.

# Give

Giving, helps create a positive impact in our society. We give in many ways, essentially trying to reach to the truly deserving so that their lives will change for the better.



I love to see smiles on faces of the deserving. It makes everything worth while.

## Message from the Chairman



**Since Sunway was first established in 1974 as a small tin-mining company, it has been my vision for the Group to play an integral part in the lives of our communities.**



Since Sunway was first established in 1974 as a small tin-mining company, it has been my vision for the Group to play an integral part in the lives of our communities.

Today, as a leading regional property and construction company, I am proud to say that we continued to uphold this vision and moreover, extend that commitment to supporting the broader Malaysian growth agenda. Having grown over the years to become one of Malaysia's most recognised brands and with a multitude of established business in more than 40 locations worldwide, I am happy to present Sunway's first Sustainability Report.

Underlying my vision of playing an integral part in the lives of our communities, the Sunway Group has made a commitment to support their development and growth so as to enable the pursuit of a better tomorrow. We have prioritised our company-wide initiatives into three broad categories, namely education, healthcare and the community. We have developed a clear strategic plan to ensure that we continue to build sustainable communities by bringing quality education to deserving Malaysians; providing quality healthcare solutions and facilities; and support socio economic initiatives, preserving the environment and building safe and comfortable townships for our communities to thrive.

While the Group focusses on all three areas, education is the pillar closest to my heart as I believe that the business of education is more than just "a business" and that through bringing quality education to deserving Malaysians, we are able to enrich the lives of our youths and contribute to the progress of our country. It is this belief that led to the establishment of the Sunway Education Trust in 1997 and the launch of the Jeffrey Cheah Foundation in 2010, a unique structure modelled after what John Harvard did for Harvard University over 365 years ago.

As Chairman of the Sunway Group as well as in my personal capacity, I am always on the lookout for opportunities that go beyond just the donation of funds; opportunities that I can contribute to personally or as a good corporate citizen. To this end, I am working with other corporate leaders and

the government on the National Education System Evaluation panel to improve the quality of education in the country; the Asian Strategy and Leadership Institute, Malaysia's leading independent private think tank committed to the development of Asian leadership and strategic thinking; as well as the Malaysian Crime Prevention Foundation. Through these conversations, and by implementing clear strategies in public policies, we believe we can continue to build powerful partnerships that can enable our entire economy to transform to meet the opportunities for sustainable growth. I hope that by actively contributing to our communities and the nation, both the Sunway Group and I can play a part in inspiring others to do the same.

While we continue to play our part to engineer transformative progress on a national level, we have identified commitment areas, based on our competencies where we focus our efforts. These are supporting the development of our people, professionally as well as personally in the workplace, drive excellence in the marketplace, combine our resources to strengthen the communities especially in three pillars – healthcare, education and environment, and maintain the highest standards of accountability and corporate governance across all the businesses within the Sunway group.

I would like to pay tribute to everyone within the Sunway community whose hard work and dedication have been instrumental in shaping the growth of the Sunway Group and whose efforts have contributed to the successes reported here in our first Sustainability Report. I would also like to thank our shareholders, customers, business partners and all of our other stakeholders for their support and trust and to reconfirm our pledge to exceed their expectations in everything we do.

Tan Sri Dato' Seri Dr Jeffrey Cheah, A0  
Founder and Chairman

## Determination

Visionary leadership, perceptive and transparent corporate policies, and synergistic teamwork have shaped the Group to become a leader in all areas it specialises in.



# Corporate Profile





**From a small tin-mining company established in 1974, Sunway Group has thrived to become one of Malaysia's most formidable property-construction groups, with a multitude of established businesses in more than 40 locations worldwide.**

Sunway Group's core businesses consist of an Integrated Properties division which is a consolidation of its Property Development, Hospitality, Retail, Leisure and commercial properties in Malaysia as well as overseas. Other business divisions include Construction, Trading & Manufacturing, Quarry, Building Materials, Healthcare, Education and Information Technology.

The Group's legendary development, which has garnered international recognition, is the thriving 800 acre Sunway Integrated Resort City in Bandar Sunway, an engineering tour de force located a mere 20 minutes from Malaysia's capital city of Kuala Lumpur. The township stands as an icon for human endeavour, innovation and forwardness, as it was literally resurrected from derelict mining land. With over 7 million sq ft of world-class facilities, the Sunway Integrated Resort City attracts 30 million visitors annually. The City comprises more than 7,000 residential, commercial and light industrial units. It is an ideal and highly sought-after place to live, work, study, play and shop, and stands as the only Integrated Resort City in Malaysia with six key components, epitomising Sunway's trademark "Resort Living Within A City" concept. Today, it remains as one of the region's most preferred tourist destinations.

Visionary leadership, perceptive and transparent corporate policies, and synergistic teamwork have shaped the Group to become what it is today — a leader in all areas it specialises in. Sunway is the only Malaysian organisation in the Asia Pacific region that was ranked sixth in the Hewitt-Fortune-RBL Top Companies for Leaders 2007 in recognition of its unflinching commitment to human capital management.

Underlying this worthy corporate endeavour is the Group's philosophy of 'business with a heart' - giving to the community it serves through its award-winning corporate responsibility (CR) initiatives primarily involving Education, Healthcare and Community. Some of the more highly regarded CR programmes include the formation of the Jeffrey Cheah Foundation, whose aim is to bring high-quality and affordable education to the deserving. Other programmes amongst a host of other healthcare and charitable activities include the Sunway Job Training Programme for special children, the Sunway Safe City Initiative and Recycling Programmes.



# Group Corporate Structure

as at 29 February 2012



## Structure

Is necessary to build a balance in the company. No one can go forth without proper structure, and we believe with proper structure, the company can thrive systematically.

# Group Corporate Structure

as at 29 February 2012



Property Development	Effective Interest
• Sunway Integrated Properties Sdn Bhd (formerly known as Bintutara Sdn Bhd)	100.0%
• Sunway Damansara Sdn Bhd	60.0%
• Sunway D'Mont Kiara Sdn Bhd	88.0%
• Sunway City (Penang) Sdn Bhd	100.0%
• Sunway Bintang Sdn Bhd	100.0%
• Sunway City Properties Sdn Bhd	100.0%
• Sunway Opus International Private Limited *#	50.0%
• Sunway MAK International Private Limited *#	26.3%
• Tianjin Eco-City Sunway Property Development Co. Ltd *#	60.0%
• Sunway City (Ipoh) Sdn Bhd	65.0%
• Sunway Guanghao Real Estate (Jiangyin) Co. Ltd #	65.0%
• Sunway South Quay Sdn Bhd	60.0%
• Sunway Tunas Sdn Bhd	100.0%
• Sunway Semenyih Sdn Bhd	70.0%
• Sunway City (JB) Sdn Bhd (formerly known as Asli Budimas Sdn Bhd)	80.0%
• Sunway SPK Homes Sdn Bhd *	50.0%
• Sunway Iskandar Sdn Bhd (formerly known as Semerah Cahaya Sdn Bhd) *	38.0%
• Sunway Monterez Sdn Bhd	60.0%
• Sunway Bukit Gambier Sdn Bhd	100.0%
• Sunway Grand Sdn Bhd	100.0%
• Sunway Melawati Sdn Bhd	100.0%
• Fame Parade Sdn Bhd	100.0%
• Era Primision Sdn Bhd	100.0%
• SunwayMas Sdn Bhd	100.0%
• Sunway Termuning Sdn Bhd	80.0%
• Sunway Rydgateway Sdn Bhd	80.0%
• Sunway Rawang Heights Sdn Bhd	100.0%
• Sunway Kanching Heights Sdn Bhd	100.0%
• Sunway Integrated Properties Sdn Bhd (formerly known as Bintutara Sdn Bhd)	100.0%
• Sunway Damansara Sdn Bhd	60.0%
• Sunway D'Mont Kiara Sdn Bhd	88.0%
• Sunway City (Penang) Sdn Bhd	100.0%
• Sunway Bintang Sdn Bhd	100.0%
• Sunway City Properties Sdn Bhd	100.0%
• Sunway Opus International Private Limited *#	50.0%
• Sunway MAK International Private Limited *#	26.3%
• Tianjin Eco-City Sunway Property Development Co. Ltd *#	60.0%
• Sunway City (Ipoh) Sdn Bhd	65.0%
• Sunway Guanghao Real Estate (Jiangyin) Co. Ltd #	65.0%
• Sunway City (Ipoh) Sdn Bhd	65.0%



# Group Corporate Structure

as at 29 February 2012

Property Development	Effective Interest
• Sunway Guanghao Real Estate (Jiangyin) Co. Ltd #	65.0%
• Sunway South Quay Sdn Bhd	60.0%
• Sunway Tunas Sdn Bhd	100.0%
• Sunway Semenyih Sdn Bhd	70.0%
• Sunway City (JB) Sdn Bhd (formerly known as Asli Budimas Sdn Bhd)	80.0%
• Sunway SPK Homes Sdn Bhd *	50.0%
• Sunway Iskandar Sdn Bhd (formerly known as Semerah Cahaya Sdn Bhd) *	38.0%
• Sunway Monterez Sdn Bhd	60.0%
• Sunway Bukit Gambier Sdn Bhd	100.0%
• Sunway Grand Sdn Bhd	100.0%
• Sunway Melawati Sdn Bhd	100.0%
• Fame Parade Sdn Bhd	100.0%
• Era Primision Sdn Bhd	100.0%
• SunwayMas Sdn Bhd	100.0%
• Sunway Termuning Sdn Bhd	80.0%
• Sunway Rydge way Sdn Bhd	80.0%
• Sunway Rawang Heights Sdn Bhd	100.0%
• Sunway Kanching Heights Sdn Bhd	100.0%
• Sunway PFM Sdn Bhd (formerly known as Menara Sunway Sdn Bhd)	100.0%
• Sunway Mall Parking Sdn Bhd (formerly known as MSW Parking Sdn Bhd)	100.0%
• Sunway IFM Sdn Bhd	100.0%
• Sunway Parking Services Sdn Bhd	100.0%
• Sunway Monash-U Residence Sdn Bhd	60.0%
• Sunway Giza Mall Sdn Bhd (formerly known as Cahaya Jejaka Sdn Bhd)	60.0%
• Sunway Giza Parking Sdn Bhd (formerly known as Seruan Istilah Sdn Bhd)	60.0%
• Sunway Pinnacle Sdn Bhd	100.0%
• Sunway Ambience Sdn Bhd	100.0%
• Sunway Destiny Sdn Bhd	100.0%
• Sunway Facility Management Sdn Bhd	100.0%
• Sunway Pyramid Development Sdn Bhd (formerly known as Sunway Top Magnitude Sdn Bhd)	100.0%
• Sunway Platinum Success Sdn Bhd	100.0%
• Sunway Parking Management Sdn Bhd	100.0%
• Sunway Residence Sdn Bhd	100.0%
• Sunway Symphony Sdn Bhd	100.0%
• Salient Century Sdn Bhd	100.0%
• Area Star Sdn Bhd	100.0%
• Rich Worldclass Sdn Bhd	100.0%
• Sunway Tower 1 Sdn Bhd	100.0%
• Sunway Velocity Mall Sdn Bhd	59.0%

# Group Corporate Structure

as at 29 February 2012



Property Development	Effective Interest
• Sunway Townhouse Sdn Bhd	100.0%
• Frontier Acres Sdn Bhd	100.0%
• Shahawan (M) Sdn Bhd	100.0%
• Daksina Harta Sdn Bhd	100.0%
• Sunway REIT Management Sdn Bhd	100.0%
• Sunway Real Estate Investment Trust *^	36.9%

Leisure	Effective Interest
• Sunway Leisure Sdn Bhd	100.0%
• Pyramid Bowl Sdn Bhd *v	40.0%
• Sunway Lagoon Club Berhad	83.5%
• Sunway Lagoon Sdn Bhd	100.0%
• Sunway Lagoon Water Park Sdn Bhd	65.0%
• Sunway Leisure Services Sdn Bhd	100.0%
• Sunway Travel Sdn Bhd	100.0%
• Sunway International Vacation Club Berhad	100.0%
• Sunway Healthy Lifestyle Sdn Bhd	100.0%

Hospitality	Effective Interest
• Sunway Hotel (Seberang Jaya) Sdn Bhd	100.0%
• Sunway Hotel Hanoi Liability Limited Company with one member #	100.0%
• Sunway Resort Hotel Sdn Bhd	100.0%
• Sunway International Hotels & Resorts Sdn Bhd	100.0%
• Allson International Hotels & Resorts (BVI) Limited #	100.0%
• Allson International Hotels & Resorts Sdn Bhd	100.0%
• Allson International Management Limited #	100.0%
• Kinta Sunway Resort Sdn Bhd	65.0%
• Sunway Lost World Hotel Sdn Bhd	65.0%
• Sunway Hotel Phnom Penh Ltd #	52.5%
• Sunway Hotel (Penang) Sdn Bhd	100.0%
• Sunway Putra Hotel Sdn Bhd (formerly known as Wisdom Achievers Sdn Bhd)	100.0%



# Group Corporate Structure

as at 29 February 2012

Construction	Effective Interest
• Sunway Construction Sdn Bhd	100.0%
• Sunway Engineering Sdn Bhd	75.1%
• Sunway Machinery Sdn Bhd	100.0%
• Sunway Construction Caribbean Ltd #	100.0%
• Sunway Builders Sdn Bhd	100.0%
• Sunway Innopave Sdn Bhd	100.0%
• Sunway Concrete Products (S) Pte Ltd #	100.0%
• Sunway Geotechnics (M) Sdn Bhd	100.0%
• Sunway Creative Stones Sdn Bhd	70.0%
• Sunway Geotechnics (S) Pte Ltd #	100.0%
• Sunway Precast Industries Sdn Bhd	100.0%

Quarry	Effective Interest
• Sunway Quarry Industries Sdn Bhd	100.0%
• Sunway Quarry (Kuala Kangsar) Sdn Bhd	100.0%
• Sunway Quarry Industries (Melaka) Sdn Bhd	100.0%
• Sunway Quarry Industries (Taiping) Sdn Bhd	100.0%
• Sunway Hatay Construction & Building Materials J.V. Co Ltd #	86.0%
• Sungei Way Ocean Joint Venture Ltd #	70.0%
• Sunway Quarry Industries (Caribbean) Limited #	100.0%

Trading and Manufacturing	Effective Interest
• Sunway Marketing Sdn Bhd	100.0%
• Sunway Marketing (S) Pte Ltd #	100.0%
• Sunway Enterprise (1988) Sdn Bhd	100.0%
• Sunway Hydraulic Industries Sdn Bhd	100.0%
• PT Sunway Flowtech #	100.0%
• Sunway Opus International Trading Private Limited #	60.0%
• Sunway Xin Long (Anhui) Hydraulic Co Ltd #	60.0%
• Sunway Trading (Shanghai) Pte Ltd #	76.9%
• Sunway Daechang Forging (Anhui) Co Ltd #	46.1%
• PT Sunway Trek Masindo #	100.0%
• Sunway Marketing (Thailand) Ltd #	100.0%
• Totalrubber Ltd #	100.0%
• Pacific Flow Technology Pty Ltd #	80.0%
• Total Rubber Services Franchising Pty Ltd #	100.0%
• Sunway Marketing (East Malaysia) Sdn Bhd	85.0%
• Sunway Hose Centre Sdn Bhd	85.0%
• Sunway International Trading (Tianjin) Pte Ltd #	76.9%
• Sunway Architectural Products Sdn Bhd	85.0%

# Group Corporate Structure

as at 29 February 2012



Building Materials	Effective Interest
• Sunway Paving Solutions Sdn Bhd	100.0%
• Sunway Keramo Sdn Bhd	100.0%
• Sunway Pipeplus Technology Sdn Bhd	100.0%
• Sunway Building Materials (Shanghai) Co Ltd #	76.9%
• Sunway Building Materials (Dongguan) Co Ltd #	76.9%
• Sunway Spun Pile (Zhuhai) Co Ltd #	61.5%

Investment Holding and Others	Effective Interest
• Sunway Holdings (Vietnam) Sdn Bhd	100.0%
• Sunway Global Limited #	76.9%
• Sunway Management Sdn Bhd	100.0%
• Sunway Shared Services Centre Sdn Bhd	100.0%
• Sunway BPO Sdn Bhd	100.0%
• Sunway Leasing Sdn Bhd	100.0%
• SWL Nominees (Tempatan) Sdn Bhd	100.0%
• Sunway Elite Sdn Bhd	100.0%
• Sunway Credit Sdn Bhd	100.0%
• Sunway Risk Management Sdn Bhd	100.0%
• Sunway Integrated Outsourcing Sdn Bhd	100.0%
• Sunway Captive Insurance Ltd	100.0%
• Gopeng Berhad *^	19.3%
• Sunway City Sdn Bhd	100.0%
• Sunway Holdings Sdn Bhd	100.0%
• SunCity Vietnam Sdn Bhd	100.0%
• Hochimex Nominee Company Limited #	100.0%
• Sunway City (S'pore) Pte Ltd #	100.0%
• Sunway Real Estate (China) Limited #	100.0%
• Eastern Glory Enterprises Limited #	45.0%
• Konsep Objektif (M) Sdn Bhd	70.0%
• Sunway REIT Holdings Sdn Bhd	100.0%
• Sunway Treasury Sdn Bhd	100.0%
• Sunway Investment Management Consultancy (Shanghai) Co. Ltd #	100.0%
• Emerald Tycoon Sdn Bhd	100.0%
• Sunway Hospitality Holdings Limited #	100.0%
• International Theme Park Pty Ltd #	45.0%
• Sunway Industrial Products Sdn Bhd	100.0%
• Sunway Developments Pte Ltd #	100.0%
• Fortuna Gembira Enterpris Sdn Bhd	100.0%
• Hartford Lane Pty Ltd #	45.0%
• Sunway Land Sdn Bhd	100.0%
• Reptolink Sdn Bhd	100.0%

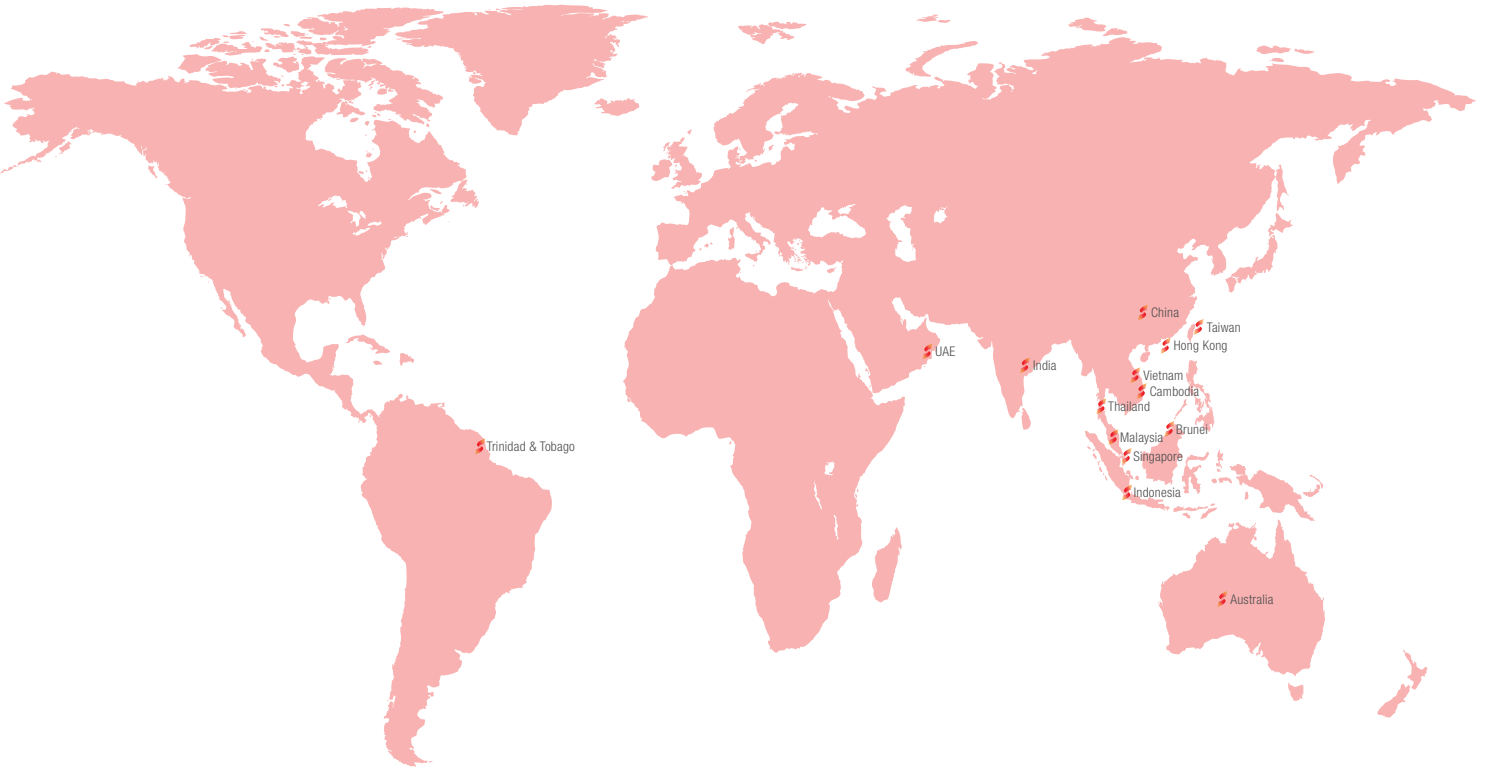
# Growth

Opportunities are abundant in the global marketplace and embracing them is the most challenging and rewarding aspect of Sunway's work.



# Global Network





Sunway Opus Grand  
Luxury Condominiums,  
Hyderabad, India



Sunway Hotel  
Phnom Penh,  
Cambodia



Rihan Heights  
Abu Dhabi, UAE



Shanghai  
World EXPO, China



IT Government Campus  
Plaza (Ministry of Legal  
Affairs Tower),  
Trinidad & Tobago



Opportunities are abound in global marketplace. Embracing them is among the most challenging and rewarding aspects of the Sunway Group's operations. It is these Opportunities that have helped instill our businesses with a truly global positioning.

Sunway Group has made inroads into markets well beyond Malaysian shores. The future on the horizon is bright. We are confident that our continued global growth and expansion will significantly contribute to our future earnings

## Global Presence

### Engineering & Construction

- Malaysia
- China
- India
- Abu Dhabi
- Indonesia
- Singapore
- Trinidad & Tobago

### Quarrying

- Malaysia
- Vietnam
- Trinidad & Tobago

### Trading & Manufacturing

- Malaysia
- China
- Singapore
- Indonesia
- Thailand
- Australia

### Property Development

- Malaysia
- China
- India
- Cambodia
- Australia

### Building Materials

- Malaysia
- China
- Singapore
- Vietnam
- Taiwan
- Hong Kong
- Brunei
- Australia

### Hospitality

- Malaysia
- Cambodia
- Singapore
- Vietnam
- Indonesia

### Information Technology

- China
- Singapore
- Malaysia

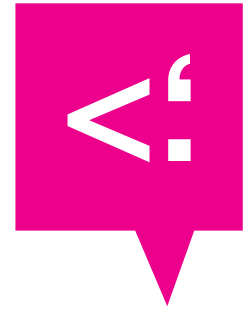
# Truth

Sunway is committed in presenting the facts and in a truthful manner. This is a principle Sunway holds deep, and strives to achieve in the years to come.



## Financial Highlights

# Financial Highlights



Group Financial Indicators (RM' mil)

	2011	2010
Revenue	3,691.7	3,102.1
Profit before tax	498.5	715.9
Profit attributable to owners of the parent ("PATMI")	372.1	684.4
Earnings per share (basic and diluted)#	28.8 sen	53.0 sen
Total assets	7,843.6	6,980.5
Paid up share capital	1,292.5	#
Shareholders' equity	2,985.4	3,517.9
Net assets per share# (RM)	2.31	2.72
Net gearing*(times)	0.5	0.2
Return on equity ("ROE")**	12.5%	19.5%
Return on capital employed ("ROCE")***	10.5%	16.0%
Operating cash flow	399.0	467.0

# Number of shares as at 31 December 2010 is 2 ordinary shares of RM1.00 each. However for meaningful analysis, the calculation for earnings per share and net assets per share for FYE 2010 is based on number of shares of Sunway Bhd as at its listing date on 23 August 2011.

\* Net gearing = (Total borrowings including hire purchase and finance lease – cash and bank balances) / Shareholders' equity

\*\* ROE = PATMI/Shareholders' equity

\*\*\* ROCE = Earnings Before Interest and Tax/ (Shareholders' equity + Total borrowings)

Financial assistance received from the Government in 2011	Value (RM)
On an accrual basis, amount received for	
Tax reliefs/ credits	-
Subsidies	53,611.58
Investment grants, research and development grants and other relevant types of grants	174,350.00
Awards	-
Royalty holidays	-
Financial assistance from Export Credit Agencies	-
Financial incentives	-
<b>Total</b>	<b>227,961.58</b>

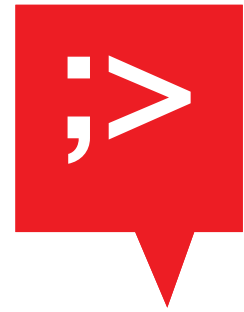
# Gratitude

We acknowledge that the biggest sign of gratitude we receive are the awards. We realise that all our awards validate and approve of our hard work and dedication to the community.



# Awards & Recognition

# Awards & Recognition



Award	Category	Accolade
Conde Nast Traveller Readers' Spa Awards 2012	Best Spa Retreat Overseas	The Banjaran Hotspings Retreat Runner-Up
Asia Pacific Hotel Awards 2012	Best Sustainable Hotel in Malaysia	The Banjaran Hotspings Retreat - Winner
FIABCI Prix d'Excellence Awards 2012	Best Resort Development	The Banjaran Hotspings Retreat - Winner
Hanley Wood Aquatics International (HWA) 2011	International Water Park of the Year	Sunway Lagoon - Top Three
The Brand Laureate 2011	Brand Specialty Awards	Sunway Lagoon - Most Creative Brand
Malaysia Achievement Awards 2011	Hall of Fame Special Achievement	Sunway Lagoon - Special Organisation Achievement Category
Aquatics International 2011	Top International Water Parks	Sunway Lagoon - Third
Malaysian Tourism Awards 2011	Innovative Shopping Mall	Sunway Pyramid - Winner
	Innovative Tourist Attractions Man-Made Attraction / National Culture Heritage Identity Merit 2010/2011	Lost World of Tambun - Winner
South East Asia Property Awards 2011	Best Condominium Development	Sunway Vivaldi - Winner
Anugerah Pelancongan Negeri Perak 2011	Product Pelancongan Terbaik	Lost World of Tambun - Winner
Perak Tourism Award 2011	Best Resort	The Banjaran Hotspings Retreat – Winner
Hospitality Asia Platinum Awards 2011	HAPA Spa Of The Year	The Banjaran Hotspings Retreat - Winner
	HAPA Signature Luxury Resort	
	HAPA Signature Spa Experience	
	HAPA Best Housekeeping	
National Annual Corporate Report Awards (NACRA) 2011	Industry Excellence – Properties, Hotel & Trusts	Sunway City Berhad - Winner
	Industry Excellence – Construction & Infrastructure Projects	Sunway Holdings Berhad - Winner
	Overall Best Designed Annual Report	Sunway Holdings Berhad – Platinum Winner
Malaysian Business - Chartered Institute of Management Accounting (CIMA) Enterprise Governance Awards 2011	Best Overall Corporate Governance	Sunway Group – Merit Award Winner
	Best Green Initiative	Sunway Group – Runner-Up
	Best Return to Shareholders	Sunway Group - Winner



# Awards & Recognition

FIABCI Malaysia Property Awards 2011	Best Resort Development	The Banjaran Hotspings Retreat - Winner
FIABCI Prix d'Excellence Awards 2011	Best Retail category	Sunway Pyramid
Expatriate Lifestyle -Magazine Awards 2011	Best Attraction – Excellence Award	Sunway Lagoon - Winner
Expatriate Lifestyle – The Best of Malaysia Awards 2011	Best Spa Resort	The Banjaran Hotspings Retreat – Excellence Award
ACCA Malaysia Sustainability Reporting Awards (MaSRA) 2011	Reporting In An Annual Report	Sunway Holdings 2010 - Nominated
International Amusement Parks and Attraction Association (IAAPA) 2011	Asia's Best Water Park	Sunway Lagoon - Winner
Edge Billion Ringgit Club Corporate Awards 2011	Most Profitable Company	Sunway City Berhad - Winner
Reader's Digest Trusted Brands Awards 2011	Malaysian Private University	Sunway University - Winner
Conde Nast Traveller Readers' Spa Awards 2012	Best Spa Retreat Overseas	The Banjaran Hotspings Retreat Runner-Up
The Edge Top Property Developers Awards 2011	Ranked third in 2011's Top 10 list	Sunway City Berhadv
	Ranked Top 10 in The Edge Top Property Developers Awards for 9 consecutive years	
Asia Pacific Property Awards 2011	Best Resort Development	Sunway Vivaldi - Winner
	Best Multiple Residences	Sunway Rydgeway - Winner
Asian Spa Awards 2011	Destination Spa of The Year 2011	The Banjaran Hotspings Retreat – Winner
	Spa Retreat of The Year 2011	The Banjaran Hotspings Retreat – Winner
Asian Spa and Wellness Promotion Council at the Malaysian Spa and Wellness Awards 2011	Best Wellness Programme	The Banjaran Hotspings Retreat – Winner
BCI Asia Top 10 Property Developers 2011	Ranked in BCI Asia Top 10 Property Developers (Malaysia)	Sunway City Berhad
Malaysia Retailers Chain Association (MRCA)	Most Supportive Shopping Mall 2011	Sunway Pyramid
Malaysia's Most Favourite Mall		Sunway Pyramid
1Malaysia Cleanest Toilet Award	Shopping Mall category	Sunway Pyramid

# Awards & Recognition



South East Asia Property Awards 2011	Best Condominium Development (Malaysia)	Sunway Vivaldi – Winner
	Highly Commended for Best Developer (Malaysia)	Sunway Integrated Properties Sdn Bhd
	Highly Commended for Best Architectural Design Awards (South East Asia)	Sunway Palazzo
	Highly Commended for Green Development Awards (South East Asia)	Sunway Rymba Hills
Putra Brand Award 2011	Property Development category - Bronze	Sunway City Berhad



Export Excellence Award (Services)



THE EDGE Top Property Developer Awards



Malaysian Business – CIMA Enterprise Governance Award 2011



Most Profitable Company – Property and REIT Sector

# Positive

A positive outlook has been approached when setting objectives, goals and strategic plans for the Group in order to maximise and increase shareholders' value.



# Corporate Governance



**The Board is committed to ensuring that good corporate governance is practised throughout the Group with the ultimate objective of protecting and enhancing shareholders' value and the financial performance of the Company and of the Group.**

**The Board is committed to implementing the Malaysian Code on Corporate Governance ("the Code") wherever applicable in the best interest of the shareholders of the Company.**

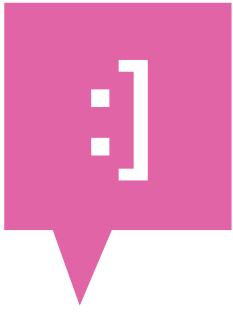
### **The Board and Its Responsibilities**

The Board leads and controls the Group. It regularly meets to perform its main functions, amongst others, as follows:-

- Setting the objectives, goals and strategic plans for the Group with a view to maximising shareholders' value.
- Adopting and monitoring progress of the Company's strategies, budgets, plans and policies.
- Overseeing the conduct of the Group's businesses to evaluate whether the businesses are properly managed.
- Identifying principal risks of the Group and ensuring the implementation of appropriate systems to mitigate and manage these risks. The Board through the Risk Management Committee, sets, where appropriate, objectives, performance targets and policies to manage the key risks faced by the Group.
- Considering Management's recommendations on key issues including acquisitions, divestments, restructuring, funding and significant capital expenditure.
- Human resources planning and development.
- Reviewing the adequacy and integrity of the Group's internal control systems and management information systems, including systems for compliance with applicable laws, regulations, rules, directives and guidelines.

The Board delegates certain responsibilities to the Board Committees, all of which operate within defined terms of reference.





# Corporate Governance

## Board of Directors

Chaired by our Executive Chairman, Tan Sri Jeffrey Cheah, the Board consists of 7 members, 3 or 1/3 are Independent Non-Executive Directors. The Board composition reflects a balance of Executive and Non-Executive Directors with a mix of suitably qualified and experienced professionals in the fields of accountancy, banking and finance, economics, real estate development and property management. This combination of different professions and skills working together enables the Board to effectively lead and control the Company.

## Board Committees

The Board has set up the following Committees and will periodically review their terms of reference and operating procedures. The Committees are required to report to the Board on all their deliberations and recommendations and such reports are incorporated in the minutes of the Board Meetings.

- Audit Committee
- Nomination Committee
- Remuneration Committee
- Risk Management Committee

## Internal Control

The Board places importance on, and is committed to maintaining a sound system of internal control and effective risk management practices in the Group to ensure good corporate governance. The Board affirms its responsibility for reviewing the adequacy and integrity of the Group's system of internal control and management information systems, including systems for compliance with applicable law, rules, directives, guidelines and risk management practices.

The Board is responsible for setting the business direction and for overseeing the conduct of the Group's operations through its various Board Committees and management reporting mechanisms. Through these mechanisms, the Board is informed of all major control issues pertaining to internal controls, regulatory compliance and risk taking.

## Risk Management

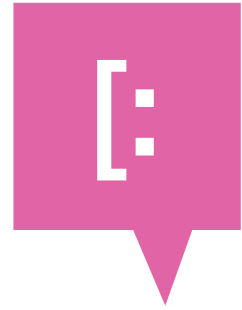
Sunway Group's risk management framework comprises processes and policies which aim to address the risks faced by the Group. Our framework is consistent with the ISO 31000 Risk Management Principles and Guidelines, the Malaysian Code of Corporate Governance and the Listing Requirements of Bursa Malaysia. We have continuously reviewed our risk management processes and policies to ensure that it is always consistent with the business and market environment currently faced by the Group.

The framework provides a holistic view of how risks and strategies are linked to a performance management system for achieving the Group's objectives and goals. The fundamental approach to risk management in Sunway is to ensure that critical risks are proactively identified, communicated and managed across the Group. Risk management is a priority and will be implemented through consultation with the Board, President, Directors, Executives and all employees.

The Risk Management Committee ("RMC") consists of three members and is chaired by an Independent Non-Executive Director with its members appointed from the senior management team. The primary responsibility of the committee is to review the risk management process. This includes reviewing the validity of the identified risks and ensuring that appropriate actions are taken to mitigate the risks.



# Corporate Governance



## Key Risk Factors

- **Project Risk**

These are risks associated with projects that are of a specific nature, in both short term and long term, and are frequently associated with acquisitions, changed management, failure to integrate projects, delay in project completion, escalating of construction costs, effects from climate changes, potential softening property market and shortages of workers. An effective strategy for managing project risks is to develop a set of key criteria to manage the significant risks that are common within most projects. This approach assists project managers with the identification of the risks inherent in individual projects.

- **Country Risk**

This is a collection of risks associated with investing in a foreign country. Some of the risks that fall under this category are political risk, exchange rate risk, economic risk, sovereign risk, societal risk and transfer risk, which refers to the risk of capital being locked up or frozen due to government action. The Group is exposed to this risk due to its business presence in the overseas markets such as Singapore, China, Indonesia, Vietnam, Thailand, Trinidad, India, Australia and Abu Dhabi.

The Group minimises its exposure to this risk through maintaining a close working relationship with local business partners and authorities in order to keep abreast with any changes in the laws and regulations in the respective foreign countries.

- **Financial Risk**

This is related to the risk that the Group may have inadequate cash flow to meet its financial obligations. The financial risks are in relation to interest rates, foreign currency, liquidity and credit. The Group seeks to ensure that there is a reduction in cash outflow and increased cash inflow for the development of the Group's businesses, at the same time taking into consideration the impact of currency fluctuation risk, interest rate risk, and the other risks related to the external financial market.

## Shareholders' Rights

The Board values constant dialogue and is committed to clear communication with its shareholders and investors. In this respect, as part of the Group's active investor relations programme, discussions and dialogues are held with fund managers, financial analysts, shareholders and the media to convey information about the Group's performance, corporate strategy and other matters affecting shareholders' interests.

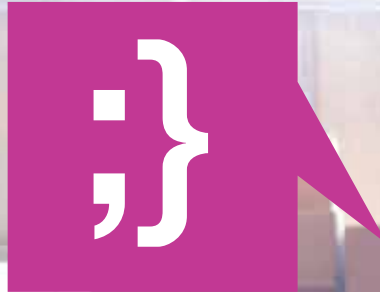
While the Company endeavours to provide as much information as possible to its shareholders and stakeholders, it is mindful of the legal and regulatory framework governing the release of material and price-sensitive information.



National Annual Corporate Reporting Awards (NACRA) 2011

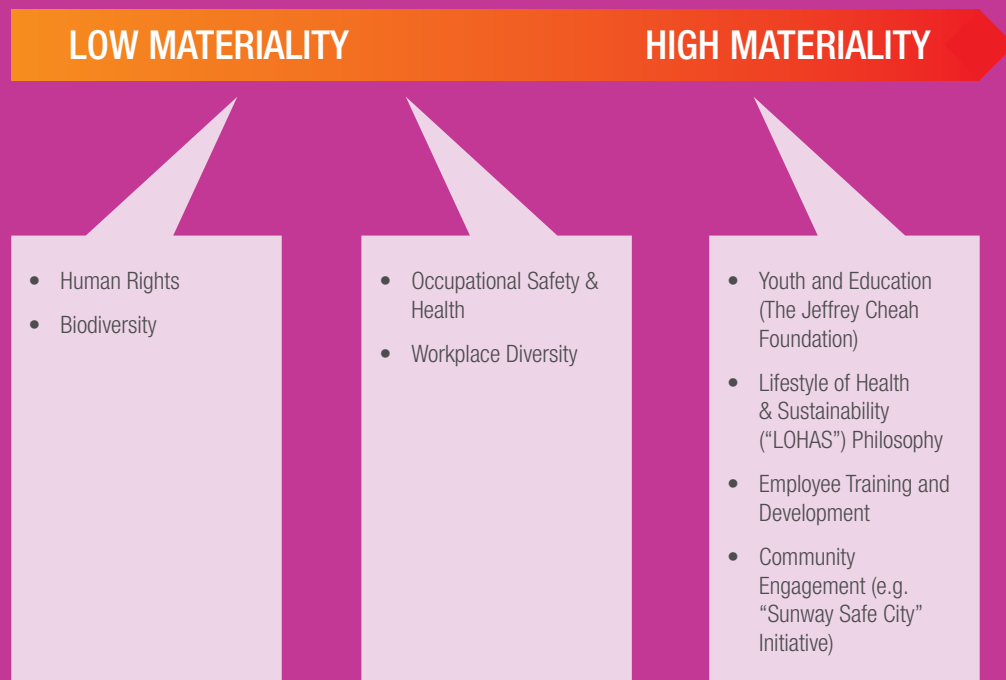
# Care

Every care has been taken in reporting the topics and indicators covered that reflect the important environmental, economic and social impacts on Sunway.



# Materiality Analysis

Our Report on Sustainability focusses on issues that are important to Sunway. The topics and indicators covered in this Report reflect the important environmental, economic and social impacts on Sunway. In line with the prioritisation process, each issue is classified as high, medium or low materiality.



#### Identifying Key Issues

After the merger between Sunway Holdings Bhd. and Sunway City Bhd. (SunCity) in 2011, we took the opportunity to reassess our corporate responsibility efforts and focus on a more strategic approach that is linked directly to our core business drivers. The "Guidance on Defining Report Content" and the associated Principles of the GRI G3.1 Reporting Guidelines provided a useful framework for determining what to include in this Report.

#### Key issues were identified by using numerous sources, including:

- Sunway corporate plans, objectives and strategies
- Company policies and initiatives related to company policies
- Employee surveys and other inputs from employees
- Results of customer satisfaction surveys
- Shareholder resolutions and other feedback received through ongoing dialogue with shareholders
- Input from investors
- Partners, suppliers and other stakeholders



# Trust

We believe that proactive, honest, transparent, responsible and sustainable dialogue and engagement between the Government and the private sector is a fundamental aspect of good public governance.



# Stakeholder Engagement

## Stakeholder Engagement



In every location, there are key stakeholders comprising mainly of Employees, Customers & Suppliers, Government & Regulators, Media, Investors & Financial Community as well as the Local Community & Non-Governmental Organisations (NGOs). We believe it is important to engage with our stakeholders through direct dialogues, which provide a basis for long-term and mutually beneficial relationships. At Sunway, we are committed to meeting and exceeding the expectations of our stakeholders.

We are committed to creating an environment in which our employees can grow and attain the highest standards of professional excellence and integrity. We place great emphasis on employee diversity, training and career development, work-life balance and occupational health and safety management. Employee engagement is pivotal to ensure a high level of commitment and involvement from the employees towards the organisation and core values. We have conducted comprehensive internal and external engagement surveys (e.g. informal chat session with General Managers, welcome lunches, townhall meetings and managers' conferences) to promote an open working environment within the organisation.





## Stakeholder Engagement



Sunway's business structure is flexible and tailored to the industries and individual customer needs. We earn the loyalty and trust of our customers by providing superior service and quality products. We regularly monitor our customer satisfaction levels, and strive to seek every opportunity to satisfy their changing and implied needs.

Suppliers are a vital part of any business organisation and it is managed under Sunway's Group Procurement. We aim to develop and maintain mutually beneficial partnerships with suppliers who share our commitment in achieving ever increasing levels of customer satisfaction through continuous improvements in quality, delivery, time and cost. At Sunway, we regularly engage with our suppliers through the following channels:

- Supplier Registration and Evaluation
- Tender Interview
- Price Negotiation
- Site Meeting
- Supplier Feedback Survey

Sunway is convinced that proactive, honest, transparent, responsible and sustainable dialogue and engagement between the Government and the private sector is a fundamental aspect of good public governance. We consider professional engagement and dialogue with the Government an important duty and social responsibility.

At Sunway Integrated Properties, our marketing and communication materials undergo a rigorous legal review to meet all applicable laws and standards as regulated by the local government and regulatory agencies. We comply with the ADPL (Housing Developers License and Advertising Permit) for brochures, advertising permits, sales and purchases (S&P) agreements. Any marketing material produced by Sunway that profiles a client or its project is submitted to the client for approval and use rights.

The media exerts both negative and positive influences on public opinion. We keep a close and transparent relationship with the media to ensure that we maintain our brand image. We use press releases to provide information about our product launches, publish financial results, announce important events and detail our response to significant issues.



# Stakeholder Engagement



Sunway will continue to maintain the high Investors Relation (IR) standards, with an unwavering commitment to providing clear, comprehensive and timely information within regulatory guidelines, to assist the public in making accurate and timely investment decisions. We seek to achieve a two-way communication with our shareholders via the following channels - annual reports, regular communication, annual general meeting (AGM), extraordinary general meeting (EGM), corporate website/electronic media, research institutions. During the financial year, the Company had conducted quarterly press and analysts updates, and held 44 meetings with investors and research analysts.

While we have a long history of engaging with our stakeholders, we want to do better. We believe that consultation and dialogue with our key stakeholder groups help to gather input and ideas, inform decision-making, strengthen our relationships and better meet the needs of our customers. Our constant liaisons with the media and the issuance of press releases of our Corporate Responsibility related events and activities and financial results are our synergistic strategies in conveying all that we do and all that matter to us to our key stakeholder groups.

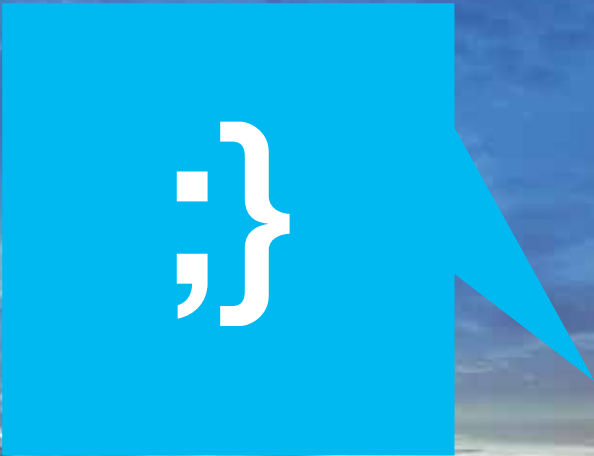
From the uncompromising objective of the Jeffrey Cheah Foundation in providing educational opportunities to the deserving to the launch of our Safe City Initiative in tandem with the Malaysian Crime Prevention Foundation and the Royal Malaysian Police Force as well as the Selangor State Government, we aim to lead with passion as we perform our duties as a good corporate citizen. Our efforts and contributions in the Safe City Initiative are just an example of how much we treasure our community, which we now view as our home. Healthcare remains a high priority as we embark on various awareness programmes and campaigns to educate the public on ways to take charge of their health.

NGOs investment and development remain a priority for we believe business success and the welfare of our community are interdependent. We will continue to engage with issues that are critical to the Group with the objective of delivering a year-on-year improved service to our stakeholders.

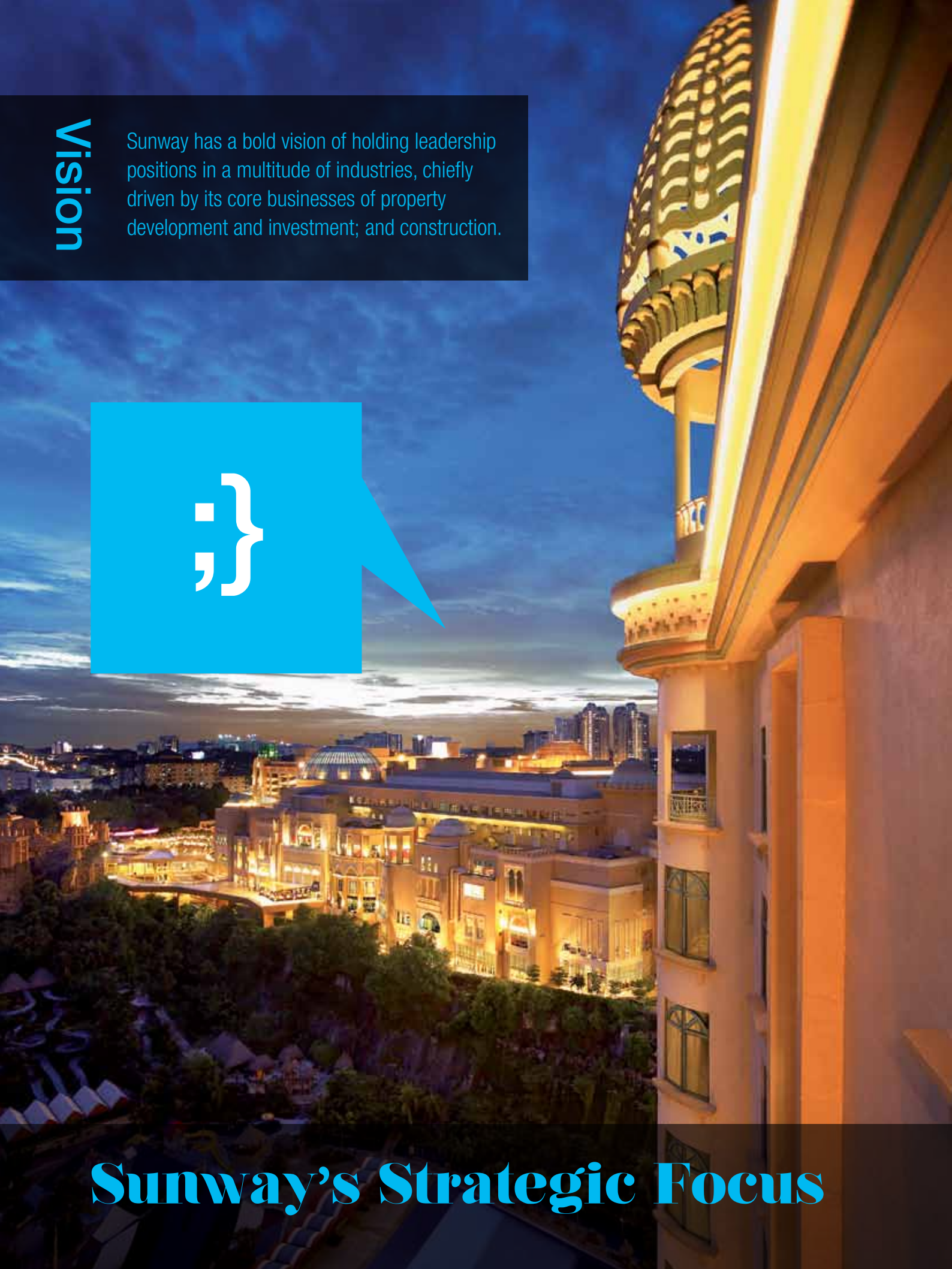


# Vision

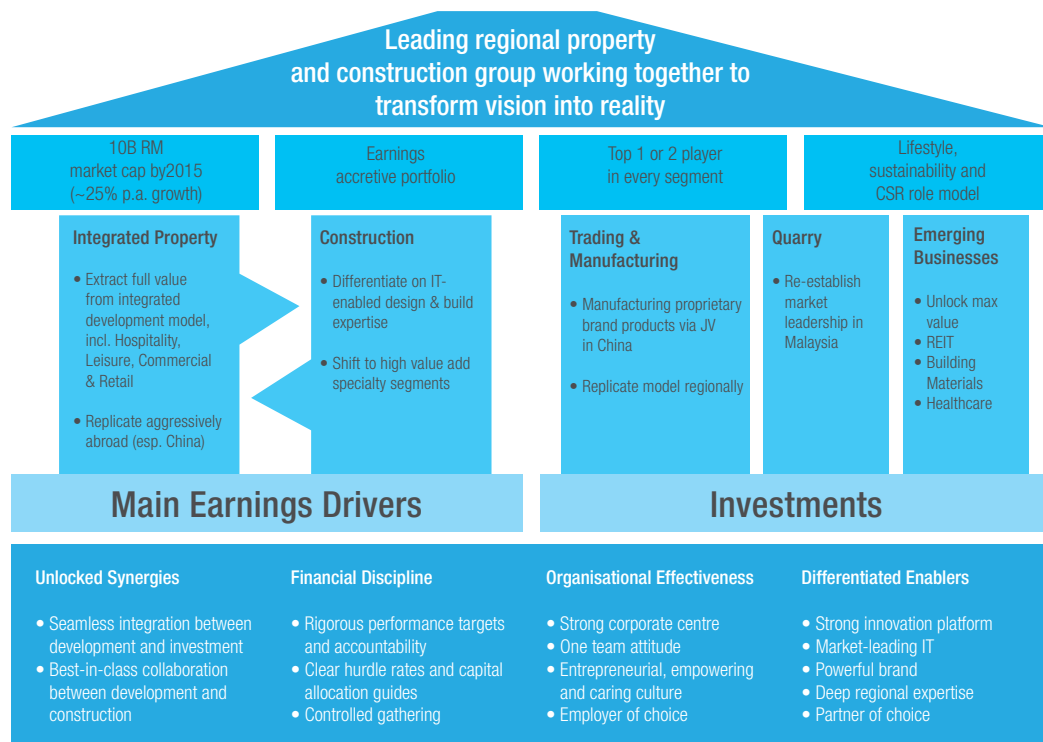
Sunway has a bold vision of holding leadership positions in a multitude of industries, chiefly driven by its core businesses of property development and investment; and construction.



# Sunway's Strategic Focus



# Sunway's Strategic Focus



**To be the leading regional property-construction group**

## Vision

- Sunway holds leadership positions in a multitude of industries, chiefly driven by its core businesses of property development and investment; and construction.
- With a vision of becoming the region's leading property-construction group, we constantly innovate to deliver value, build synergistic and sustainable relationships and achieve the highest standards of quality and excellence.

## Mission

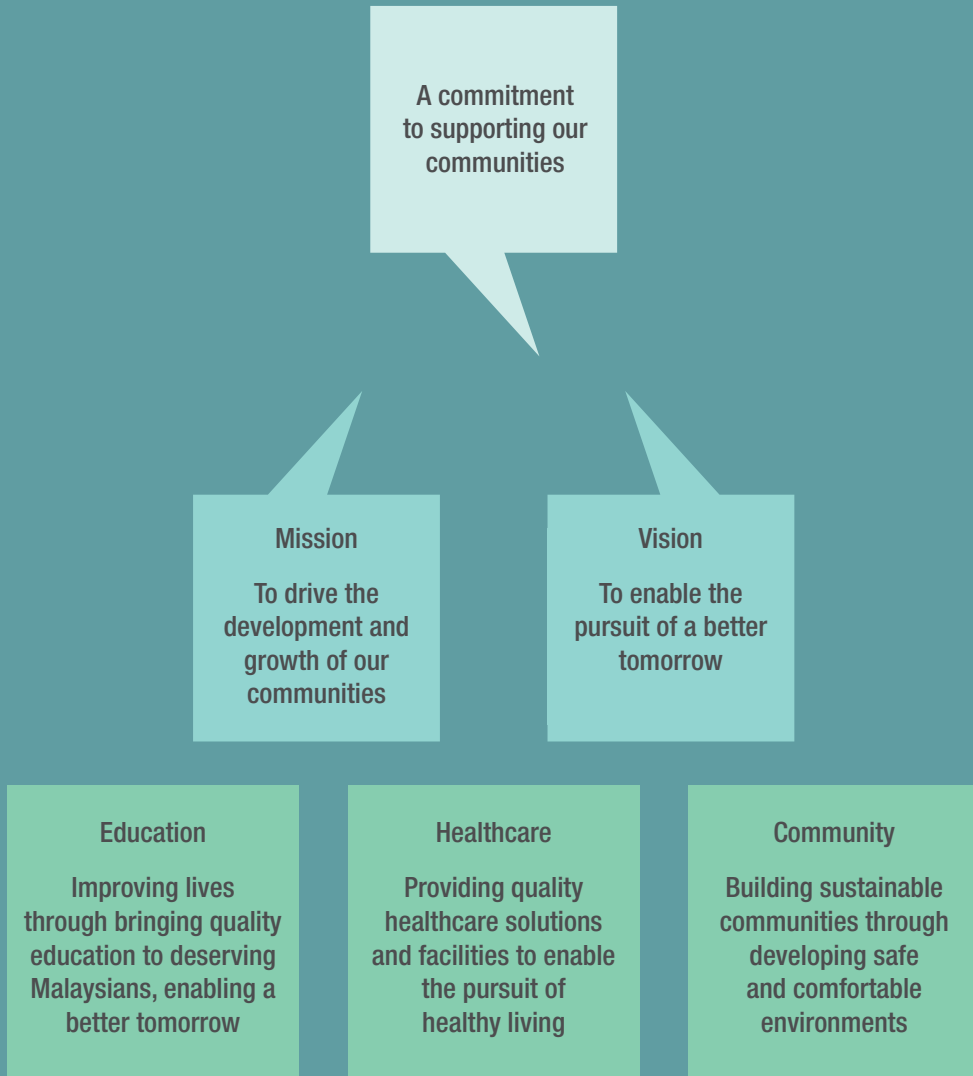
- **Innovating to deliver value** underpins our relentless efforts to drive positive and sustainable change in the way we work and operate to create values for all our stakeholders.
- **Building synergistic and sustainable relationships** is the bedrock of the company's ethos of nurturing our people and developing meaningful relationships with external parties including our business partners and customers towards achieving business objectives, while keeping the interests of our stakeholders.
- **Achieving the highest standards of quality and excellence** remains a founding value that we uphold and are passionate about. We make individual and collective efforts in aiming higher to achieve strategic business goals with a commitment to the best quality and excellence.

Committed

With a vision of becoming the region's leading property-construction group, we constantly innovate to deliver value, build synergistic and sustainable relationships and achieve the highest standards of quality and excellence.

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# Sunway's Corporate Social Responsibility Policy



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# Help

By the very definition it means to make it easier for someone by offering one's services through financial or material aid. Through help, we believe that we can contribute to a better future.



# Community

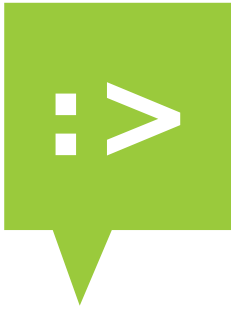
## RM700 million to the Community for the deserving

As a responsible corporate citizen, we at Sunway believe we have an on-going role to play in supporting our communities so as to enable a better tomorrow. It is through the Jeffrey Cheah Foundation that we conduct most of our community work as we adopted a proactive role in promoting and developing sustainability and driving the development and growth of our communities. Focussing on three areas, namely education, healthcare and the community as a whole, we recognise the need to try to set a benchmark in all that we do.

**Through education, we seek to provide quality education to deserving Malaysians, whilst our efforts in healthcare aim to provide quality healthcare solutions and facilities, allowing our communities to pursue a healthy lifestyle. Lastly, we believe that our communities should be built in a sustainable manner, allowing the people living within them to enjoy a safe and comfortable environment.**

From the launch of the Jeffrey Cheah Foundation to our “Safe City Initiative” and “Health in Your Hands” campaign, we aim to lead with passion and give to our communities in ways we know best. It therefore brings us immense pride and joy to be able to share some of our initiatives and achievements in the last reporting period with our stakeholders.





## Education

### The Jeffrey Cheah Foundation

Founded on the belief that quality education should be available to all deserving Malaysians, the Jeffrey Cheah Foundation, through scholarships and research grants, provides an opportunity to succeed to all qualified students. Formerly known as the Sunway Education Trust Fund, the Foundation was launched with the donation of all shares held by Tan Sri Jeffrey Cheah under the Trust Fund to the Foundation. Equity worth RM700 million in shares are held in perpetuity under the Foundation and any operating surpluses will be reinvested into the Sunway Education Group of Institutions or disbursed as scholarships to diligent and deserving students. Comprising of Sunway University, Sunway College, Monash University Sunway Campus, Sunway International School and the Jeffrey Cheah School of Medicine and Health Sciences, the Education Group currently accounts for more than 16,000 students, 30% of which are from abroad.

Emulating the legacy of John Harvard and Harvard University, the move is part of Tan Sri Jeffrey Cheah's vision of creating a timeless commitment to better education access for present and future generations of deserving students. Over 11,000 Malaysians have thus far pursued their tertiary education through the Foundation's scholarships amounting to some RM80 million to date. Successful candidates from the Sunway Education Group have so far enjoyed success in placements in top organisations in the country including Sunway Group: Fifty-nine graduates accepted by Sunway from the 2010 academic year and we anticipate a higher number from the 2011 academic year.

The scholarships are not only restricted to the Jeffrey Cheah Foundation institutions but other similar funds too. The Barisan Nasional Youth Job Fair at the Putra World Trade Centre in April 2011 witnessed scholarship and financial aid pledges worth some RM383,000 from the Foundation to the Barisan Youth Education Scholarship Fund for 10 different programmes of study in subjects including accounting, business, tourism, graphic design, information technology as well as psychology. This aligns with the spirit of the Jeffrey Cheah Foundation; higher education

should be available to all regardless of gender, race or creed and more importantly, they should not be denied to those who are from disadvantaged backgrounds.

Our Foundation's efforts and contributions are not limited to academia alone. Tan Sri Jeffrey Cheah's notion that "education brings out the best in people" and that it extends beyond the schooling years is evident in a variety of sponsored events by the Foundation. The introduction of the Tan Sri Jeffrey Cheah Distinguished Speaker Series brings prominent and established speakers and communication experts from around the world to share their insights in their fields with the public and students alike whilst the Business Startup Showcase was a collaboration with Mad Incubator that attracted more than 3,000 people. Based on the belief that entrepreneurship can be taught, the Business Startup Showcase provided a series of talks, workshops and coaching programmes to aspiring entrepreneurs to help them take the first step towards starting a sustainable business. The Distinguished Speaker Series, proven to be a popular event since its inception in 2005, has brought a total of 43 speakers from around the world attracting on average 200 people per session.

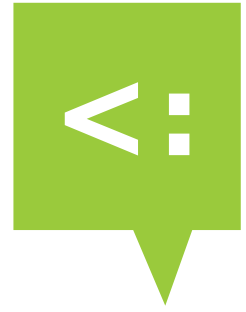
Jeffrey Cheah  
Foundation   
*Nurturing the Seeds of Wisdom*







## Education

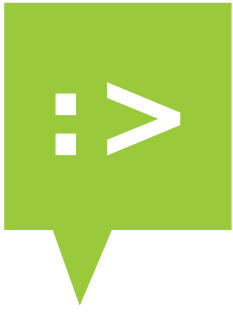


The Jeffrey Cheah Foundation has also attracted much attention from other organisations that share similar sentiments. Whilst the Foundation aims to make available good quality higher education to the less fortunate, the A Cut Above Academy educates the younger generation vocationally. The A Cut Above's fundraisers, Pre-Cutathon and Cutathon in 2011 where haircut priced at RM10 was offered to the public, were to encourage Malaysians to give back to the community in any way they can. The total sum of RM14,000 raised was donated to the Foundation to support its cause of providing quality higher education to the less privileged.

Not only is the launch of the Jeffrey Cheah Foundation a key milestone, it also provides a platform for others to contribute to the society and students who have pursued their tertiary education from the Sunway Education Group have shown their gratitude and support. A book launch by four enterprising MBA alumni was held at Sunway University in September 2011. The book entitled "MBA Edge Unlimited" is a guide for all who

wish to pursue a Masters in Business Administration and all sale proceeds of the book at the launch was donated to the Foundation. In addition, a sum of RM20,000 was pledged to the Foundation by some 1,100 students and 70 staff members of Sunway College in Johor Bahru.

Tan Sri Jeffrey Cheah's goodwill and generosity have benefitted other institutions too. SJK (C) Chee Wen in Subang Jaya recently received over RM1.2 million raised from a charity dinner organised by our Foundation to help with the upgrading and repairing work of its buildings. Over the years, millions of ringgit have been donated to other educational institutions for maintenance and construction work including Pusing Chinese School, Klang Convent School, SRK Bandar Sunway, SMJK Yuk Choi and the Federation of Chinese Association of Malaysia (FeCAM) recently received a RM5 million donation for the construction of the FeCAM building, thus making Tan Sri Jeffrey Cheah the largest donor to FeCAM; RM6.25 million to date.



## Education

### Education comes in many different platforms.

However, we also believe that education comes in many different platforms. A Charity Recital featuring the International Ensemble of the Perak Society of Performing Arts was hosted by the Foundation in August 2011. The recital entitled “A Celebration of Music: Butterfly Lovers and Love Songs” was organised with the intention of sharing the joy and beauty of music with members of the public. In addition, MasterClass Workshops were also held where members of the International Ensemble of the Perak Society of Performing Arts provided free lessons to some 79 members of the public who attended. The purpose was to help the public improve their skills in various musical instruments including the violin, viola, cello, flute, clarinet, vocals, double-bass and oboe with the objective of encouraging the development of an appreciation for the performing arts whilst contributing to the growth of artistic talents.

We try to ensure that our community efforts go beyond philanthropy and reach as many different communities as possible. Riding on the popularity of The Star’s weekly publication of “Step-Up” Newspaper-in-Education pullout that was launched in early 2011, the Jeffrey Cheah Foundation donated RM80,000 for 100,000 copies of the newspaper to be distributed for a year to selected Chinese schools in Perak, the hometown of our founder. This initiative not only highlights the emphasis we place on giving back to society through education, it also helps to maintain the country’s multi-linguistic ability by helping to develop the teaching and learning of the English Language.

Copies of News Straits Times newspapers are also distributed to seven selected schools with the objective of exposing the students to the English Language and providing them with more opportunity to practise the language. The selected schools are:

- Sekolah Jenis Kebangsaan (C) Gunung Hijau
- Sekolah Menengah Kebangsaan Bandar Sunway
- Sekolah Rendah Kebangsaan Bandar Sunway
- Sekolah Menengah Kebangsaan Convent Klang
- Sekolah Rendah Kebangsaan Convent Klang
- Sekolah Jenis Kebangsaan (C) Chee Wen, Subang
- Sekolah Menengah Kebangsaan Tambun, Ipoh

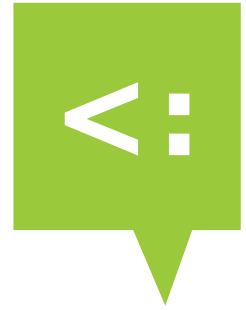
On 23 September 2011, the Foundation worked in tandem with the Asian Strategy and Leadership Institute (ASLI), the Institute of Strategic Analysis and Policy Research (INSAP) and The Star to organise our first national conference at the Sunway Lagoon Resort Hotel and Spa. This provided a platform for members of the public to voice out their views on transforming Malaysia into a high income nation by 2020. The conference drew a massive crowd of around 400 and featured various topics of discussion by our Prime Minister as well as other key figures in Malaysia.

In addition to advocating and promoting education in various ways, the Jeffrey Cheah Foundation also supports the good deeds of other non-governmental organisations. For a more detailed account of our Corporate Social Responsibility in the community, please refer to the section below entitled, **The Community**.



SJCK Chee Wen Charity Dinner

# Healthcare



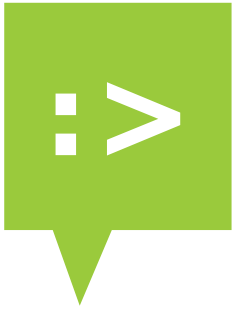
As a quality service provider of world-class healthcare in the last decade, Sunway believes that our next step beyond raising the healthcare standards in Malaysia is to help cultivate healthy living habits in Malaysians today. However, we also recognise the fact that modern life in Malaysia has become sedentary and most Malaysians lack exercise, which puts them at risk of illnesses. Our range of community initiatives and campaigns aim to encourage and promote healthy living whilst our public medical forums advocate awareness on various health issues including diagnoses, symptoms, prevention and cure.

## Public Medical Forums

Since 2000, monthly public forums have been held to educate the public on various medical related issues. Every month, the topics are decided by our medical specialists and consultants and are delivered at no charge to members of the public. The response from the public have been very positive over the years as they attended forums on illnesses including diabetes, the

different types of cancer, psychiatry, autism, anxiety disorders, stroke, Parkinson's disease to name a few.

In conjunction with Better Hearing and Speech Month, various activities and events were held to raise awareness on communication disorders and to promote treatment that improves the quality of life for those with problems with speech and language, understanding or hearing. Themed "Communication Connects", a photography contest was held in three categories; Connecting with Friends / Peers, Connecting with Family and Connecting with Teacher. For the entire month, a weekly quiz on hearing and speech impairment was conducted for employees of Sunway Medical whilst patients were encouraged to share stories on speech and hearing via the Get Connected display board in the Speech and Hearing Centre. There was also the apt screening of the movie, "The Miracle Worker" for patients and their families, a story about Helen Keller, a blind, deaf and mute girl who learnt how to communicate from her tutor, Annie Sullivan. A family day was also organised at Sunway Lagoon for Cochlear Implant patients and their families.



## Healthcare



### Health In Your Hands

With the launch of the Health In Your Hands campaign, Sunway Medical organised a series of events to raise the public's awareness on taking charge of their health and the importance of exercise. The campaign kick-started with the inaugural SunMed Jogathon, a charity run around the beautiful landscape of Bandar Sunway. Themed "Communication Connects", the run aimed to help the general public to understand and support those suffering from hearing and speech impairment or language delays. Over 700 participants contested in the 6km run for the 16 year-old and above and the 1.5km Fun Run for those aged seven and above. A range of goodies were made available for the contestants in support of their good deed as all proceeds from the run were donated to the Children's Wish Society of Malaysia, a not-for-profit organisation for children who are terminally ill or stricken with life-threatening illnesses.

### SunMed Healthfest

The SunMed Healthfest, held during the SunMed Jogathon, was a one-day event at Sunway Medical Centre that highlights the need for regular check-ups and the prevention of diseases. Exhibition booths, offering information on health, lined the lobby of our medical centre alongside booths from sponsors with their

medical products as well as special health packages. Information leaflets on the importance of clean drinking water were given out at various Sunway landmarks in conjunction with the launch of the Health in Your Hands campaign. Sunway Medical personnel from the audiology department, dieticians and sports therapists provided free health talks to the audience whilst complimentary health and hearing screenings were also offered.

### World Diabetes Day

According to the World Health Organisation, more than 80% of diabetes related deaths occur in low and middle-income countries. With nearly 1.2 million Malaysians diagnosed with diabetes, we at Sunway decided to play our part in raising awareness of this killer disease in conjunction with World Diabetes Day on 14 November 2011. Starting with free counselling and blood glucose screening at the medical centre, information and preventative measures were advocated at exhibition booths sponsored by pharmaceutical companies for the entire week.

At Sunway Pyramid, in addition to the free blood glucose screening and the counselling sessions on diabetes provided by the nurses of Sunway Medical Centre, the public was encouraged to pledge to fight against diabetes. In line with the World Diabetes Day theme of Diabetes Education and Prevention, measuring tapes and body-mass index charts were given out to help members of the public to detect if they were overweight, one of the many causes of diabetes. Sunway Medical personnel together with the public painted a batik art-piece; the final piece was framed and presented to the Malaysian Diabetes Association. The week ended with a World Diabetes Day public forum where further information about the disease and the various ways of prevention was shared.



# The Community



## Other health screenings for the community

Our efforts to promote healthy living saw us providing free health screenings to the community whenever the opportunity arose. With the launch of the Malaysian Crime Prevention Foundation at the Sunway Pyramid Convention Centre in July 2011, we decided to show our support by providing free health screenings for all that were present. From measuring blood glucose levels and blood pressure to calculating body-mass indices, we screened some 300 students, 50 members of the Police Force and 100 visitors to the event. A medical camp for the community was held in September 2011 around Petaling Jaya Sections 8, 9, 10 and 11 as part of the “Hari Terbuka Masjid Al-Husna” at Bandar Sunway that involved screening about 100 people.

## The Community

At Sunway, we believe that our focus should not be limited to merely making a positive financial return, but to provide assistance to the deserving however we can. It is this notion that has seen us exploring as many avenues as possible in our contributions to the community through the four pillars of social responsibility programmes, nation-building activities, environmental conservation as well as community lifestyle enhancements. In our endeavours of the aforementioned, we seek to fulfil our responsibility as a good corporate citizen the best we know how – leading with passion.



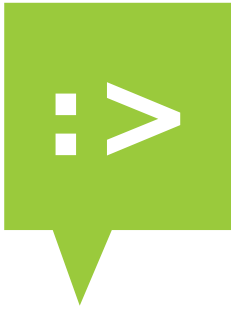
## SMK Bandar Sunway

It was back in 1995 that Sekolah Menengah Kebangsaan Bandar Sunway reached out to us for assistance when their contractors abandoned their construction project due to a lack of funds. Sunway assumed the completion costs of RM2 million in order for the school to be completed. Today, SMK Bandar Sunway is one of the few selected schools in Selangor that offer a special learning programme for students with learning disabilities and other challenges. Established in 1998 with an initial enrolment of 11 students, the programme enrolls students with Down syndrome, Autism, Hyperactivity, William syndrome, Attention Deficit Hyperactivity Disorders as well as those considered as slow learners. The programme aims to provide students with learning disabilities the opportunity to learn in a normal school setting and at the same time allows for the development of their full individual potential and achievements.

It is our recognition of this less fortunate community group that has brought about a job-training programme tailored especially for them by Sunway. Endorsed by the Ministry of Education of Malaysia, the six-month programme not only aims to teach the students the basic work-related skills, it also helps to provide them with a sense of purpose and belonging in the society today. Selected students are disseminated to Sunway Medical Centre, Sunway Pyramid, Sunway University College and Sunway Resort Hotel and Spa where they are trained for six months in the following skills:

- Pastry and Bakery
- Clerical
- Packing
- Housekeeping
- Kitchen and Culinary
- Farming

On the successful completion of the programme, the students are awarded certificates of accomplishments, which they can use to seek employment as independent members of society. Since its inception in 2006, 75 students have graduated from the programme.



## The Community

### Muhammad Razin bin Shaharum

One such student, Muhammad Razin Bin Shaharum, is near the end of his job training programme with Sunway, we have been observing his progress closely and are glad to report that he has made an enormous improvement on the programme.

Mohd Razin started the programme as a quiet and reserved boy. He was assigned administrative work where he has to interact with people at different levels; from tenants to colleagues and managers.

Mohd Razin's daily tasks include:

- Assisting in the delivery of stationeries to the management staff every Tuesday
- Assisting in filling up the brochure standee every Wednesday
- Other ad hoc clerical administrative tasks

The objectives of his role are to:

- Allow him to interact with the public more in order build up his confidence
- Develop a sense of responsibility in the student
- Train him on his alertness

Comments:

As he nears the end of the job-training programme, we noticed a drastic difference in Mohd Razin in that he is more confident now compared to when he first started but he is still somewhat shy in dealing with strangers or people he is not familiar with. He possesses a great attitude at work as he is always ready to stay behind to help or complete his tasks but he still requires a companion when he approaches tenants. Mohd Razin likes to smile as a way of communication and there is still room for improvement.

### Bowling for Special Needs Students

At Sunway, we not only provide job-training for students with special needs but have introduced a sporting event to encourage the students to stay active and at the same time train their alertness and skill in the game of bowling. Opened to students between the ages of 14 and 22, the bowling programme trains the students an hour a week at Sunway Mega Lane in Sunway Pyramid for a total of 23 weeks. The programme has proven to be rather popular in that 150 students have been trained since its inception four years ago.

At the end of the training programme, the students are able to compete in a bowling tournament organised especially for them. Some 30 and 25 students competed in the 2010 and 2011 tournaments respectively and we anticipate this tournament to grow each year as the game of bowling gains popularity amongst the students.

### Precious Children's Home

Since 2003 and through Sunway Medical Health Centre, Sunway adopted Petaling Jaya's Precious Children's Home and henceforth provided a range of free vaccinations and care coverage to the 20 orphans of the Home. The children aged between two and 18 also receive free general clinic practice treatments including cold, flu and diarrhoea. This aligns with Kementerian Kesihatan's Yellow Book as all other immunisations are taken care of by the government via the children's school. The children's welfare is not restricted to just healthcare; instead we have organised annual trips to Tambun, Melaka and Taiping and included them in our festive celebrations. Please refer to the section "Festive Occasions" below.

### Infant Jesus Convent

Sunway ensures that our Community efforts and investments reach as many different community groups as possible and through the Jeffrey Cheah Foundation, recently donated a van to the Sisters of the Infant Jesus Convent (IJC), a retirement home for nuns in Cheras, Kuala Lumpur. The Sisters of the Infant Jesus hailed from France in the 17th Century and arrived in Malaysia in 1852 on an invitation from a local church. At a time when most girls did not receive proper education, the Infant Jesus Convent

# The Community



Schools were formed to educate thousands of young girls in Malaysia and have produced citizens who have taken on roles of responsibilities in our society over the years.

The van will help to transport the Sisters, who are mostly in their 70s, 80s and 90s, and their caregivers to and from health centres to nurse the sisters' ailing health. The contribution is a form of acknowledgement by the Foundation to the Sisters who have dedicated their lives in educating the youths of Malaysia who now play a significant role in the growth of our nation today.

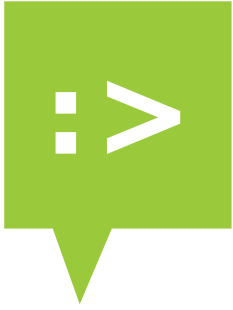
## S.O.S. Thai Flood

With the flood affecting more than 3.4 million people in neighbouring Thailand, Sunway Shopping Malls wasted little time in doing our part to raise funds in aid of the flood victims. In addition to the collection boxes located at all concierges of our shopping malls, Leo the Lion, Sunway Pyramid's mascot, was out and about prompting donations from the shoppers. Various fund raising activities were organised including the registration fees for the Joyful Christmas: Costume Charity Run that went towards the donation as well as the S.O.S. Charity Bazaar which was held in conjunction with Miss Sunway Charm. Malaysian shoppers did not disappoint as RM37,252.30 was collected and together with the balance from Sunway Management, a total of RM50,000 in

relief aid was telegraphically transferred to the Thai Red Cross via the Malaysian Red Crescent Society.

## Safe City Initiative

The Safe City Initiative was launched in 2001 to reduce the crime rate in Bandar Sunway in an attempt to make it a safe city to dwell in. A close partnership with the Royal Malaysian Police Force, the Malaysian Crime Prevention Foundation (MCPF) and the Selangor State Government, the initiative began with the construction of a RM300,000 air-conditioned police *pondok* (or "booth") which included the necessary electronic technological infrastructures to detect crime. Together with the introduction of a mobile police unit, it aims to ensure the safety of the surrounding community of Bandar Sunway and instil the neighbourhood spirit within the township. Since then, the initiative has gone from strength to strength with the employment of our security personnel as auxiliary police force working in tandem with our partners to provide 24-hour security patrolling. Today, the Sunway security force boasts a total of 800 personnel, 250 of whom after the completion of the months of intensive training at the Malaysian Police Training Centre have been given the rights to investigate crimes subject to the prior approval from the Inspector General of Police.



## The Community



Over the years, Sunway has contributed significantly to the success of the initiative, which is now widely regarded as a model programme to keep crime at bay. Patrol cars and vans have been donated and the Bandar Sunway Police Station was upgraded together with additional CCTV cameras that are linked to the control centres at Menara Sunway as well as Bandar Sunway Police Station. Mobile police stations were donated to the Selangor Contingent Police Headquarters and a new police station was also built for the residents of Kota Damansara whilst a Police Service Centre was launched in Sunway Pyramid to safeguard and provide assistance to tourists to Sunway. A sum of RM150,000 was recently donated to the Royal Malaysian Police for the development of "MyDistress", an application that allows members of the public to report crime instantly through the use of their smartphones. All these and the introduction of the "Leaving Home Forms" to alert the police of the residents' absence over the "Balik Kampung" festive period have contributed to the success of the Safe City Initiative.

In light of the recent crime cases reported at Dataran Sunway, Sunway Damansara Sdn. Bhd. jointly organised a dialogue session with the Royal Malaysia Police (PDRM) and the Petaling Jaya City Council (MBPJ) on 30 July 2011 to create awareness on crime prevention among the committee members from the Dataran Sunway Taskforce and representatives and business operators of Sunway Giza.

In addition, a crime prevention programme was held at the Sunway Pyramid Convention Centre in July 2011 to mark the Crime Prevention Month where various issues on combating crime were addressed including assisting the police and other preventative measures that one could take to prevent crimes such as rape and car theft. A deterrent talk session was conducted where two volunteers recounted their former criminal lifestyles to members of the public. The programme not only allowed members of the public to learn something constructive towards the suppression of crime, it provided us with another opportunity to serve our community with passion.





# The Community

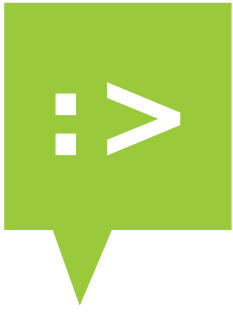


## Festive Occasions

We at Sunway are fortunate to have options in which to contribute to the community given the varied industries in which we conduct our business and we believe festive celebrations are great avenues to inculcate and foster cultural exchanges. Sunway Properties, managed by Sunway REIT Management Sdn. Bhd., actively organised and participated in various life-enriching events throughout the year. Sunway Pyramid played host to some 50 children from Yayasan Chow Kit and the special education unit of our adopted school, Sekolah Menengah Bandar Sunway during the launch of the Raya celebration. Given its status as one of the nation's heritage, the Malaysian kite, the *wau* was chosen as the central theme of the celebration. Four *wau* experts from Terengganu were invited to show the children the techniques of flying the *wau* which took place at the building's rooftop car-park. The children, all dressed in traditional costumes, were full of excitement at the colourful *wau*-shaped ornaments and lights that adorned the concourse of the building and its surroundings. A *wau*-making workshop and a dance performance on the exhilaration of flying the *wau* were also on the agenda. Goodie bags containing various goods and vouchers from our sponsors as well as *duit raya* were distributed to the children who were treated to a fast-breaking meal at Tarbush Restaurant after a tour of the Raya Bazaar.

And in conjunction with the Ramadhan festival, Sunway Hotel Georgetown in Penang hosted a Pre-Hari Raya Luncheon for the children with special needs from Sekolah Kebangsaan Lambor Kanan in Perak. Our guests comprising of 15 children aged between seven and 14 together with eight teachers were on a sight-seeing trip to Penang, so we seized the opportunity to host the luncheon, that was part of the Hotel's Ramadhan buffet theme *Jalinan Mesra*, which fosters bonding between hotel staff and our guests. 1,000 packets of *Bubur Lambuk* were also distributed to members of the public at the Tun Abdul Razak Complex in Penang.





## The Community



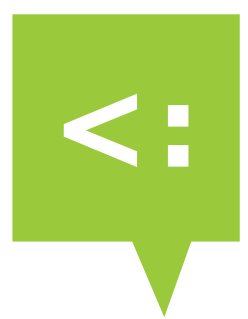
On festive occasions, we invite the underprivileged along to our celebrations. For our celebration of Deepavali, we played host to some 40 single mothers and 55 of their children from the Bandar Sunway Malaysia Hindu Sangam Community. The children received goodie bags upon their arrival and were ushered to the cinema together with their mothers for a movie. A buffet dinner was held at the Atrium Café of the Pyramid Tower Hotel much to the astonishment of our guests, some of whom have never had the opportunity to dine in a hotel. One of the pleasurable moments came when the joy of the children brought on the smiles from their mothers as they made their way to the buffet line for the food. And to help lessen the hardship of the single mothers, a sum of RM10,000 was donated to the Bandar Sunway Malaysia Hindu Sangam Community. The joyful day has been marked in our Corporate Social Responsibility diary and we look ahead to more opportunities to entertain our guests.

With London's West End production of Aladdin The Musical showing at Sunway Lagoon at the end of 2011, Sunway Medical Centre invited 17 underprivileged children from our adopted orphanage Precious Children's Home along to experience the magic carpet with Aladdin and Jasmine as our amphitheatre

was transformed to life with the international ensemble cast of fire-eaters, stilt-walkers and the Genie himself. The children thoroughly enjoyed the show and nothing gratifies us more than seeing the high-spirited smiles on the faces of the children over the Christmas period.

And in the true spirit of giving, Sunway Carnival Mall in Penang invited members of the public to donate their "gently used toys" that we term Second Chance Toys to the underprivileged children of Shan's Children Home, Persatuan Kebajikan Shammah and Sunshine Children Home at the launch of our "Some of Us – S.O.S. Charity" campaign, which also marked the start of our celebration of Christmas Fantasia at the shopping malls. Some 60 underprivileged children from the various homes were amongst our guests who were also treated to an animation movie and a Christmas dinner. This is in addition to the fund-raising campaign that was organised in aid of The Salvation Army and the enhancement of its dormitory. The dormitory provides a designated Rest and Relax area for senior citizens to converge and interact so they do not have to loiter around the public areas aimlessly, which could pose danger to them. The campaign included the sale of Christmas cookies at RM5 per pack and the

# The Community



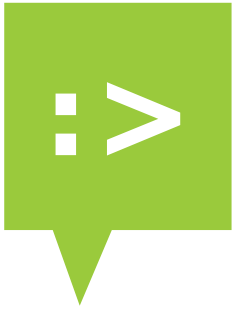
use of donation boxes at the hotel for members of the public to show their support. The campaign raised a total of RM1,000 which we hope helped ease the burden of the Home and moving forward, we intend to make this an annual event in our Corporate Social Responsibility calendar.

2011 was also the second year our colleagues at Sunway Carnival Mall visited the Rumah Sejahtera Permatang Tinggi and treated the 75 residents and their caregivers to a Chinese New Year reunion steamboat lunch. Entertainment was provided by a clown who proved to be very popular amongst the residents, some of whom accepted our invitation to dance on stage. Our contributions in the form of red packets and other various goodies as well as seasonal Chinese New Year mandarin oranges were greeted by the palpable joy of the residents and their caregivers. We also handed over a sum of RM1,270, a month-long donation from members of the public that was collected over the festive season.

Meanwhile, Sunway Resort Hotel and Spa hosted a Chinese New Year lunch in conjunction with New Horizon, a not-for-profit programme run by Grace Community Services Sdn. Bhd, a

charitable organisation registered with the Ministry of Women, Family and Community Development. Under the New Horizon Senior Citizen Programme, senior citizens are provided with opportunities to not only serve the less fortunate but to also build friendships and participate in various monthly activities organised by Grace Community Services Sdn. Bhd. This event was such a success in 2010 that we decided to host it again in 2011. Some 250 senior citizens were amongst our guests who were treated to an afternoon of good food, entertainment and other prizes.





## The Community



### Other community projects

Our Corporate Social Responsibility extends beyond philanthropy and entertaining the underprivileged, instead we try to provide a channel through which the public is able to show their support for the targeted community groups whenever we can. This is evident in our visit to the residents of The Klang and Coast Chik Sin Thong Old Folks Home as well as Rumah Charis Old Folks Home when we saw to their wish list compiled a month prior to our visit. A charity drive was conducted and in a short period of just two weeks, our collection booths were inundated with various groceries, toiletries and other household products from our sponsors and members of the public eager to show their generosity to the indigent old folks who were touched by the overwhelming gesture of love.

Our colleagues in the north have been active too. As part of our Employee Volunteerism Programme, 20 of our staff of Sunway Hotel Georgetown in Penang surprised the residents of Rumah Kebajikan Seri Cahaya when they showered the children with gifts during their visit. Entertainment in the form of an educational game in which the children's knowledge of the different species of fish in the sea was tested was played and face painting was also provided. A wholesome vegetarian lunch provided an opportunity to mingle and interact with the children more and a total sum of RM866 pooled together by our employees was donated to the Home.



# The Community



In an effort to promote healthy living, Sunway Carnival Mall engaged a group of dancers to provide free beginner and intermediate line dancing lessons to members of the public. Since 2009, visitors to the mall can participate in the fun-filled dance lessons at the concourse of the mall four days a week whilst doing some exercises along the way.

And in collaboration with Sinar Harian newspaper, Sunway Hotel Georgetown participated in their *Program Jom Baca*, aimed at developing and improving the reading skills of school children. Books both old and new were collected from our employees for donation to the schools and our management contributed some 100 activity books, which were distributed by Sinar Harian to the various schools in the rural areas.

Our support of non-governmental organisations saw us contributing a total sum of RM1.657 million to the National Kidney Foundation of Malaysia for the purchase of two NKF LifeCheck Mobile Health Screening Units to help meet the accelerated rise of 20% in the number of kidney patients in need of care in Malaysia

every year. With these two units, we aim to achieve the target of screening a cumulative 120,000 patients by the end of 2011 and 180,000 by 2012. The move is also part of our unwavering commitment to help the underprivileged in any way we can.

All in all, we try to extend our Corporate Social Responsibility efforts to reach as many different community groups as we can whilst remain mindful of our responsibilities as a corporate citizen and the rules and regulations that are applicable to our operations within the communities. We are pleased to report that there have been no breach of any such rules and regulations with regards to any of our activities and there were no complaints or resettlement issues, voluntary or involuntary that arose from our operations. There is also no participation in public policy development or lobbying in any of our Corporate Social Responsibility efforts nor were there any risks related to conflict of interest on any regulatory or advisory organisations. We do not and have not made any contributions, cash or in-kind, to any political parties, politicians or related institutions in conducting any of our community projects and programmes.

# Satisfy

Sunway focusses on its customer satisfaction survey based on a number of criteria that include the quality of work, planning, job knowledge, timely completion, responsiveness to instructions, manpower, plant, material resources, environmental, health, safety and communication.



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# Marketplace

Sunway's core businesses are in our Integrated Properties and Construction Divisions. We are driven by our leadership and passion in property development, investment and construction to achieve the highest standards of quality and excellence in our stakeholder relationships.

### Customer Engagement, Feedback and Satisfaction

Sunway aims to earn the loyalty of our customers by providing superior service and quality products. We regularly engage with our customers, seeking every opportunity to identify and satisfy their changing needs.

At Sunway Integrated Properties, we monitor our customer satisfaction on a consistent and timely basis. Our Customer Care Officer (CCO) is responsible for managing customer complaints, feedback and satisfaction. CCO captures complaints and feedback into a Customer Care Form (CCF) which is then entered into Customer Care Center (CCC). Thereafter CCO will track and monitor the progress of the complaints and feedback. The process is conducted on an annual basis and customer data and information are kept confidential at all times.

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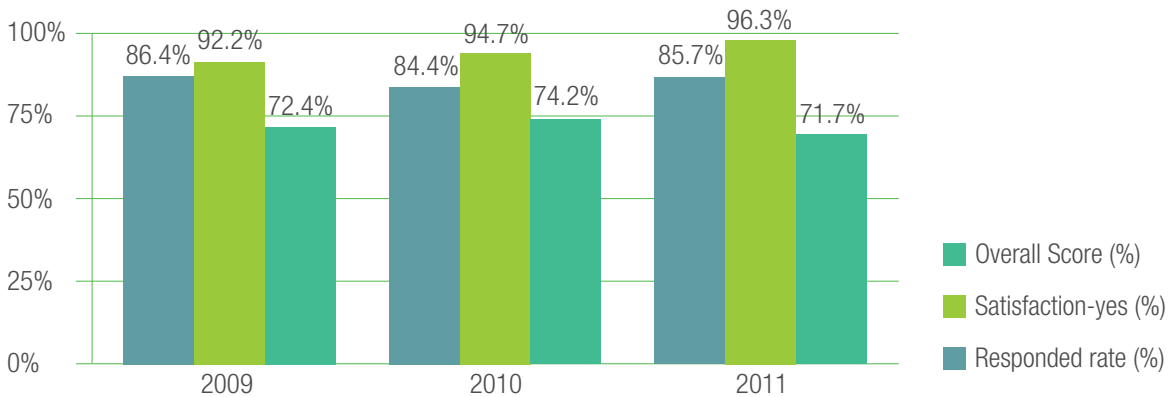


## Marketplace

### Sunway Integrated Properties' Customer Satisfaction Survey by properties types (2008-2010):

Year	Type of properties	Name of properties	Product design / Quality result
2008	Double-storey terrace house	Sunway SPK - Damansara	80%
2009	Townhouse Double-storey terrace house	Challis Damansara Kayangan	68% 76%
2010	Semi-detached house	Villa Manja	71%

### Sunway Construction's Customer Satisfaction Index % (2009-2011)



Sunway Construction conducts its customer satisfaction survey based on a number of criteria that include the quality of work, planning, job knowledge, timely completion, responsiveness to instructions, manpower, plant, material resources, environmental, health, safety and communication.

### Customer Satisfaction Index rating:

- 85-100 : Performance is exceptional in all areas. Clearly exceed most of the requirement
- 70-84 : High performance is achieved on a consistent basis
- 50-69 : Meets performance standards of the job
- Below 50 : Results are generally unacceptable and require immediate improvement
- N/A : Not applicable or too soon to rate



# Marketplace



## Customer Privacy

Employees at Sunway are guided by our Code of Conduct and Ethics. Sunway's Customer Relations Management (CRM) framework limits access to detailed customer contact lists. This secured layered access to data on clients is instrumental in preventing any breaches of customer privacy. Information affecting corporate bodies, customers and employees cannot be disclosed in any manner without proper authorisation. The obligation of employees to protect and preserve such proprietary, confidential or sensitive information is to prevent the abuse of customer privacy. There have not been any breaches in customer privacy or loss of consumer data during the period under review.

Customer privacy is also an issue within our Medical Service Division. Stringent guidelines are in place at Sunway Medical Centre to protect patient medical records. Access to the storage section of the Medical Records Department (MRD) is confined to Medical Records staff and authorised personnel. Patient related information must only be divulged with consent or permission from the doctor, medical records manager or CEO.

## Marketing and Communications

At Sunway Integrated Properties, our marketing and communication materials undergo a rigorous legal review to meet all applicable laws and standards as regulated by the local government and regulatory agencies. We comply with the ADPL (Housing Developers License and Advertising Permit) for brochures, advertising permits, and sales and purchases (S&P) agreements. Any marketing material produced by Sunway that profiles a client or its project is submitted to the client for approval and use rights.

Advocating the "LOHAS" (Lifestyle of Health and Sustainability) lifestyle, we seek to reach out to a growing number of people choosing to embrace LOHAS on a daily basis. Every Sunway development incorporates the five pillars of LOHAS where a holistic living environment takes center stage. LOHAS encompasses five pillars which are sustainable living, environment, social justice, personal development and health and fitness. Collectively, they encourage families to lead a well-balanced and lifestyle.

Sunway Integrated Property division conveys its advertisement and messages through many channels including television, radio, company websites, brochures and pamphlets, newspapers, social media, bunting, billboards, leaflets, magazines and property road shows.

There have been no significant incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship resulting in a fine, penalty or warning in 2011.

## Product and Service Information

Our customers, clients and business partners can find all the information they need concerning our products and services on our website [www.sunway.com.my](http://www.sunway.com.my). We provide clear information about our products and services here, assisting our customers, clients and business partners to make informed decisions. Brochures and leaflets are also distributed in an effort to educate agents and potential buyers about our real estate properties. Sunway holds leadership positions in a multitude of industries, mainly driven by its core businesses of property and construction. With a vision of becoming the region's leading property-construction group, we constantly innovate to deliver value, build synergistic and sustainable relationships and achieve the highest standards of quality and excellence.

At Sunway Integrated Properties, we provide ten online convenience solutions for potential customers and buyers upon making their purchases. Our customers, clients, business partners can find all the information pertaining property purchases at [www.mysunwayproperty.com](http://www.mysunwayproperty.com).

Ten online convenience solutions at Sunway's properties purchases:

- View the latest billing and account status
- Track construction stages & view progress photos
- Make appointment & set time for key collection
- Update buyer's contact details
- Check property details
- Submit property defects
- Track rectification status
- Track previous purchases
- Access for joint purchases
- Sunway property & community news

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## Marketplace

**Let Us Assist You**  
A Convenience Especially For Property Purchasers

A first by Sunway, MySunwayProperty allows you easy access to all updates and information about your properties, including tracking purchases, billing and construction stages of your new property. Keeping tabs on your properties has never been easier.

**updates**

- View your latest billing, account status and statement
- Track construction stages and view progress photos

**get filled in**

- Latest Sunway properties & community news

**trace**

- Select your appointment date and time for key collection
- Update your contact details

**monitor**

- Submit defects and track rectification status

**check**

- Check your property details
- Track all previous purchases
- Access for joint purchasers

Log on to [www.mysunwayproperty.com](http://www.mysunwayproperty.com) to sign up

Join us and receive complimentary movie tickets!

1300-88-0011

We are in compliance with regulations and voluntary codes concerning product information or labelling and experienced no incidents of non-compliance with regulations resulting in a fine, penalty or warning in 2011.

### Total Quality and Environment Management System (TQEMS)

Sunway Integrated Properties' quality and environmental policy statement remains unchanged which is to continue its commitment to be a customer intimate organisation. This is made possible by ensuring that the customer will always enjoy a positive customer experience that meets or exceeds their expectations, enhancing stakeholders' satisfaction and creating

sustainable development. This philosophy is backed by the support of every employee that operates within the guidelines of the TQEMS model.

TQEMS is an approach adopted by Sunway with a focus on total customer satisfaction, delivering solutions that meet and exceed clients' needs. We take a pro-active approach in promoting quality and excellence by implementing the TQEMS for every business unit. The TQEMS has helped to streamline our processes and increase profitability as it facilitates quality management, compliance management, risk assessment and other components that directly impact our product and service quality. Plans are reviewed at periodic intervals and amended when necessary to ensure they are relevant and updated. The TQEMS is a sound framework for Sunway to strive for excellence in every job function.

The TQEMS model is based on the four pillars of Total Quality Environmental Management System:

- The support of competent employees
- Total involvement and operational excellence
- Prevention of environmental pollution and compliance with legal and other requirements
- Continual operational and measurement improvement

### Sunway Integrated Properties

Sunway Integrated Properties is the property division of Sunway that has vast experience in managing and developing innovative and quality residential and non-residential properties which include retail, leisure, hospitality and commercial assets.

The Division regularly takes steps to deliver products and services of unrivalled quality and value for its customers. This has helped to solidify its status as a leading community master developer with a high growth property development segment and a stable base of income from high yielding property investment.

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# Marketplace

## Sunway Construction

Sunway Construction Sdn. Bhd. along with its subsidiaries, Sunway Builders Sdn. Bhd. and Sunway Innopave Sdn. Bhd. have established themselves as a reputable contracting concern having undertaken a wide range of turnkey building and civil engineering projects. Our clients range from government sector to private organisations and individuals. Its track record features buildings, roads, bridges, infrastructure works. The Company has established itself as a leading player in the construction industry, particularly in innovative design, quality and value-added construction works, coupled with the synergistic diversification of the Group.

Sunway's construction division was the first Malaysian construction conglomerate to implement the Japanese concept of "kaizen" enterprise-wide. Continuous quality improvement initiatives have resulted in waste reduction and significant workforce productivity enhancement. These initiatives include:

### Kaizen Site Walk

Kaizen Site Walk is led by the senior management where scheduled visits are conducted from the head office and other projects to observe the status of quality implementation of selected trades. The presence of senior management to drive the Kaizen Site Walk has not only accelerated the knowledge sharing but also leading by example on their unfailing commitment towards continuous improvement. During the session, participants would exchange views and share respective experiences in handling quality and project management issues.

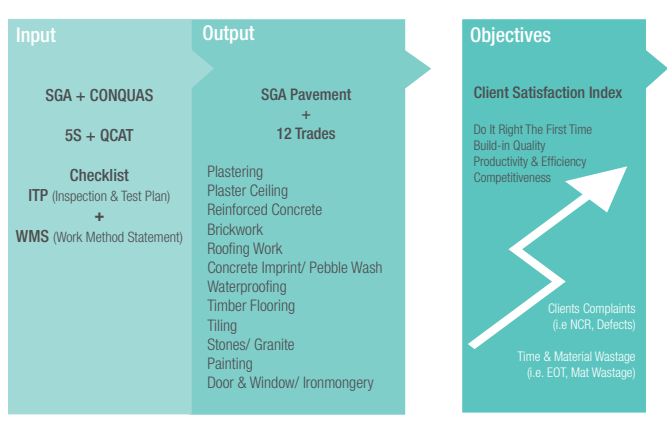
Sunway's Construction is guided by the Quality, Environment, Safety and Health Management (QESH) system. It outlines the provision of design management and construction services for building and civil engineering works.

List of Sunway's subsidiaries that are in compliance with ISO 9001:

- Sunway Construction Division:
- Sunway Construction Sdn. Bhd.
  - Sunway Engineering Sdn. Bhd.
  - Sunway Concrete Product Sdn. Bhd.
  - Sunway Builders Sdn. Bhd.
  - Sunway Innopave Sdn. Bhd.

### Small Group Activity

Sunway Construction division has delivered quality products through continuous efforts in enforcing Small Group Activities (SGA), Construction Quality Assessment System (CONQUAS), the 5S philosophy which focusses on effective workplace organisation and standardised work procedures, and Quality Conformance Awareness Training (QCAT). Members from cross-functional areas were grouped to study, analyse, and brainstorm the root causes of certain quality problems of the relevant trades and proposed preventive actions to prevent occurrences. This valuable knowledge on the best practices for respective trades is shared among operations staff and relevant subcontractors. This is the learning culture to be inculcated among our people and partners for continual improvement. It spearheads the efforts toward achieving "Zero Defects" and "Doing Right Things Right the First Time and Every Time".



### Sunway Integrated Properties Division:

- Sunway Integrated Properties Sdn. Bhd.
- Sunway City (Ipoh) Sdn. Bhd.
- Sunway City (Penang) Sdn. Bhd.
- Sunway City (JB) Sdn. Bhd.
- Sunway D' Mount Kiara Sdn. Bhd.
- Sunway Damansara Sdn. Bhd.
- Sunway Grand Sdn. Bhd.
- Sunway Melawati Sdn. Bhd.
- Sunway Monterez Sdn. Bhd.
- Sunway Pinnacle Sdn. Bhd.
- Sunway Semenyih Sdn. Bhd.
- Sunway South Quay Sdn. Bhd.



## Marketplace

- Sunway SPK Homes Sdn. Bhd.
- Sunwaymas Sdn. Bhd.

All three manufacturing plants of Sunway Paving Solutions Sdn. Bhd. were ISO 9001:2000 certified in 2003. These plants located in Penang, Selangor and Johor are involved in the manufacturing of interlocking concrete pavers and compressed concrete paving slabs.

### Procurement Policy

Procurement practices and supply chain management are key components of an organisation's sustainability strategy. Competition is the basis for good procurement practices, which serves as a platform to promote transparency and accountability.

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

The main objective is to identify and engage with suppliers who are reliable for quality products and services in the most cost effective manner. We hope to minimise expenses by having a good purchasing strategy and an established set of trusted suppliers. Hence, the procurement team plays an important role in the selection of key suppliers and building long-lasting relationships that benefit both parties. The procurement team is responsible for enhanced purchasing power and supplier management which results in lower costs and improved quality.

Standardised procedures, quality control, contract and performance management and reporting are key ingredients for a good procurement process. There are also formal competitive bidding procedures to select the supplier offering the best product or service. Sunway has embarked on an e-Procurement journey since 2001. The objective of this initiative is to promote accountability, efficiency and transparency in the procurement process that is in line with the Malaysian government aim for effective corporate governance. The competitive advantage that Sunway has following the implementation of the

e-Procurement system is to achieve a higher level of group-wide spend integration to leverage on volume-based sourcing and purchasing. The system also promotes transparency in the procurement process, provides audit trail availability and improves efficiency, time saving, consolidation and analysis of spend data. With the consolidated group procurement, we are able to monitor and leverage our spending, purchases and bids thereby achieve Total Value Management (TVM) for the goods procured.

#### Vision statement:

"Contribute to the Group's growth and profitability via efficient management of the supply chain."

#### Mission statement:

- Optimising competitiveness through economies of scale
- Continuous improvement through the use of latest tools and processes
- Leveraging on the technical expertise of the business units
- Establishing cost indices for competitive analysis
- Continuously enhancing market intelligence within all business units
- Optimising financial status of business units by leveraging on Group's stability and support

### Supplier Code of Conduct

Sunway is committed to conducting our business in an ethical, legal and socially responsible manner. We require our suppliers to comply with the Supplier Code of Conduct. In fact, the Supplier Code of Conduct is an integrated part of our purchasing policy. Although there may be different legal and cultural norms applicable to our suppliers, all suppliers must meet the same requirements in order to do business with Sunway. Employees who are engaged in the procurement process must always observe high ethical standards. This will ensure that the Group maintains its reputation as a listed entity that conducts its business with an unbiased and honest approach. Sunway Group Procurement's Code of Conduct:

# Marketplace



- Compliance with laws, regulations and published standards
  - Suppliers must comply with all applicable laws, codes of regulations of the countries, states and localities in which they operate.
- Ethical business practices
  - Suppliers shall conduct their business in accordance with the highest standards of ethical behavior and in accordance with applicable laws and regulations.
- Conflict of interest
  - All individuals with procurement and purchasing authorities on behalf of Sunway must avoid any behaviour that involves a real conflict of interest.
- Solicitations by supplier
  - All suppliers shall comply with all guidelines issued by Sunway relating to access to Sunway facilities, offices and departments, and employees.
- Monitoring and compliances
  - Suppliers shall conduct audits and inspections to insure their compliance with this Supplier Code of Conduct and applicable legal requirements.

## Suppliers' Feedback and Performance Assessment

Supplier Performance Assessment (SPA) is designed to communicate and monitor the performance level of our supply chain partners. We are committed to ensuring that suppliers perform to the contract terms and service-level agreements. At Sunway, we encourage supplier collaboration to improve processes and achieve economies of scale.

Feedback to Group Procurement are categorised into the following categories, namely "fulfillment", "price", "vendor performance" and "recommendation".



### Fulfillment

If catalogue items do not meet your requirements.

### Price

If you are able to obtain a more competitive pricing for products / services

### Vendor Performance

Should you have any comments whether positive or negative on vendor performance (e.g. pricing, quality, service, delivery, etc.)

### Recommendation

If you are able to recommend an alternative or substitute supplier, product or service of equal or superior quality.

## Locally-Based Suppliers

We understand that our sustainability efforts depend on the support and participation of our supply chain partners. We work to support, smaller local suppliers. In fact, 90% of our suppliers are locally based. Our relationships with these firms help to build local economies and enrich our relationship with local communities.

## Corruption and Anti-Competition

Through our efforts, we are pleased to report that there were no incidents of corruption, anti-competitive behaviour, anti-trust, and monopoly practices, within the Sunway Group in 2011. Additionally, there were no incidents of non-compliance with laws and regulations for which significant fines or non-monetary sanctions were issued to Sunway.

# Passion

At Sunway, our passion for what we do revolves around people, businesses and other stakeholders. We will continue to lead with passion and excel in our endeavours.



# Workplace

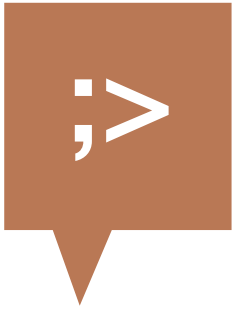
At Sunway, our passion for what we do revolves around people, businesses and other stakeholders. We will continue to lead with passion and excel in our endeavours. "Leading with Passion" is a credo all Sunway businesses subscribe to. We aspire to sustain our leadership positions in the various industries we are in, while inspiring passion in our people. Passion is an inherent value deeply entrenched in our organisational culture.

We also place emphasis on interpersonal skills and integrity to create an environment of mutual trust and respect. Above all, we try our best to promote innovative and strategic thinking among our people in delivering customer-focused and value-added products and services.

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



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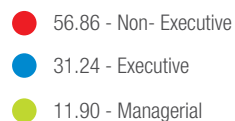
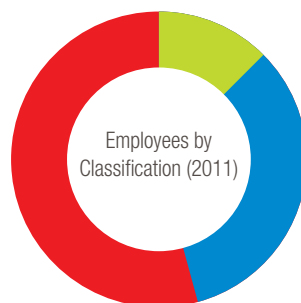
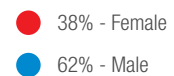
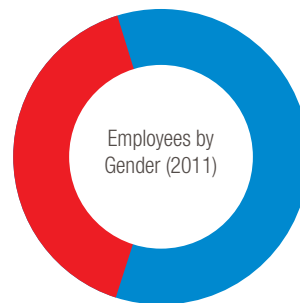
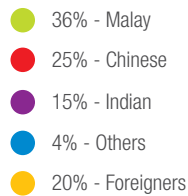
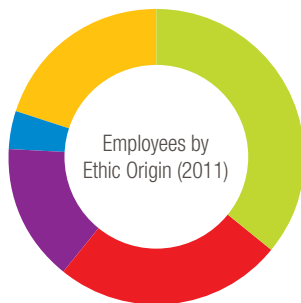


## Workplace

### Workplace Diversity

Sunway embraces diversity at the workplace and we do not allow room for any form of discrimination practice against people from a different gender; marital status; race; nationality; ethnic origin or age. We recruit based on 70% of local content and stand strong against any form of discrimination. There were no incidents of discrimination reported in 2011. All employees at Sunway are treated with respect and in a fair and respected manner. Diversity is interwoven into the Group's key business strategies, service delivery, policies, procedures, practices, mission, vision and values.

By employing a diverse workforce, the Group is able to have a better understanding of today's dynamic market demographics. It will also enable the Group to tap into a pool of people from different backgrounds who can generate creative solutions to ensure that the Group becomes more competitive in today's challenging and globalised economy.





# Workplace



## Employee Engagement and Satisfaction

Employee engagement is pivotal to ensure that employees are properly motivated to contribute their best to the organisation. Employee engagement is important to ensure a high level of commitment and involvement from the employee towards the organisation and our core values.

Sunway has carried out comprehensive internal and external engagement surveys to monitor and understand the level of engagement of employees. We engage with our employees through the following channels:

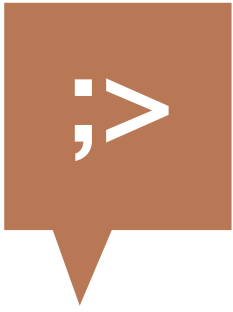
- Informal chat session with General Managers
- Festive/Annual dinners
- Birthday celebrations
- Teambuilding activities

- Welcome lunches
- Townhall meetings
- Family/Movie outings
- Managers' conferences
- Performance review discussion at mid-year and year-end
- Coaching sessions

The results of these surveys are then compiled and analysed in order to identify opportunity and threat drivers. Some of the dimensions measured include performance assessment, compensation and benefits policy, organisational communication and leadership, employee development as well as overall work environment.

These help employees find out what is going on within the company outside of their immediate team. They also help to create an environment of trust and openness within the Group where they are able to talk openly.





## Workplace



### Key Benefits and Performance Management

- Family/Movie outings
- Managers' conferences
- Performance review discussion at mid-year and year-end
- Coaching sessions

The results of these surveys are then compiled and analysed in order to identify opportunity and threat drivers. Some of the dimensions measured include performance assessment, compensation and benefits policy, organisational communication and leadership, employee development as well as overall work environment.

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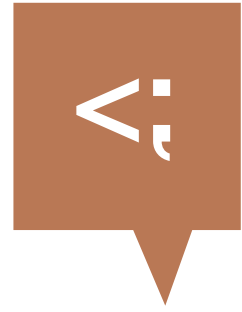
Sunway has an established salary structure that is reviewed on a yearly basis in line with the general industry practice. We provide benefits to employees to supplement cash remunerations, and we periodically monitor the market to ensure that cash and total remunerations remain competitive. At Sunway, we recognise outstanding contributions of our people. We are committed to creating and maintaining a performance-oriented work environment in which employees are valued and their contributions duly rewarded. Our long service award acknowledges and rewards employee loyalty.

#### Key benefits:

- Annual leave
- Medical leave
- Examination leave
- Special leave (Compassionate, paternity, maternity, marriage leave)
- Medical insurance
- Dental benefits
- Car and travel allowances
- Subsidised phone
- Education Assistance Programme
- Discounted tickets for Sunway Lagoon



# Workplace



Our Performance Management System (PMS), also known as “Managing For Excellence” (MFE), is a platform for goal setting and evaluation of job performance and behavioural competencies. It also provides a platform for engagement between the employee and line managers to discuss about performance management, challenges faced, learning/development actions and career planning.

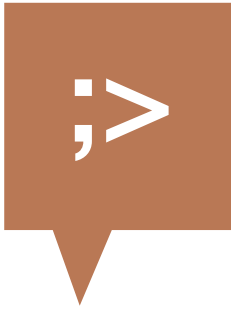
All confirmed employees are required to adhere to the MFE cycle which comprises of:

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

The MFE cycles starts with MFE Planning, which involves identifying and agreeing Key Result Areas (KRAs) for twelve months with the line manager. In addition, the employee and the line manager would also agree on the learning and development action plans for the twelve months, which will support the employee in delivering his/her KRAs.

Sunway conducts its employee performance reviews using the following 5-Scale rating system. We apply the normal distribution curve to differentiate between levels of employee performance (Excellent 5% - Above Expectation 15% - Met Expectation 60% - Below Expectation 15% - Unacceptable 5%), and to award those employees exceeding expectations accordingly. This objective was applied throughout the Group and the process ensured all employees received meaningful performance evaluations and all employees understood their contribution to the Group’s overall goals. There is a check and balance system in place whereby the Line Manager, Department Heads and Head of the Business Unit discuss and agree on the final performance rating for all the employees which will be finally reviewed by the Head of the Business Unit and Group Human Resources.





## Workplace



### Work-Life Balance

Sunway believes that work-life balance is integral to all employees to achieve greater synergy between work and personal life demand. The Group believes that sport and social activities foster ties amongst employees, thus enabling better rapport and work quality. The formation of the Sunway's sporting club, "Kelab Sukan Sunway", is an effort to promote work-life balance. Activities made possible through Kelab Sukan Sunway include informative events like lunch talks featuring health and social topics, recreational programmes that allow employees to let their hair down by participating in various sports tournaments, local and overseas vacation trips, car treasure hunts, informal gatherings through the company's Family Day, Annual Dinner and Dance nights and festive charity events.

All of our divisions had organised numerous sporting and recreational activities for health benefits, team building and to foster greater networking amongst employees. Various outdoor and indoor games and tournaments were also held throughout the year.

### Training and Career Development

Sunway's leadership is committed to talent development. One of our core leadership requirements for Sunway leaders is the ability to develop others. Sunway's leaders are committed to nurturing future leaders, and offer support for employees in terms of career progression.

We expect our people to have the Passion for Excellence. Sunway's "managing for excellence" performance management system facilitates the performance-based culture in Sunway. In support of employee development, annual talent reviews are conducted to identify employees' potential to further groom, support and accelerate employees' career progression.

# Workplace



Sunway adopts the following development philosophy in the three-pronged approach to employee development:

Types of Learning	Details
Learning by Doing	Sunway believes in developing employees by involving them in cross department and industry projects, both in short and long term assignments, enlargement of job scope.
Learn from Others	Sunway conducts mentoring programmes which allow employees to learn from senior management personnel. Through these sessions, we facilitate the transfer of tacit knowledge and experience. Coaching by managers is also adopted as an effective way of developing others.
Learning from Training	Sunway provides extensive training programmes for its employees. These programmes range from those which build technical skills to those which develop non-technical skills, such as personal effectiveness, team leadership, entrepreneurial skills, strategy building and change management.

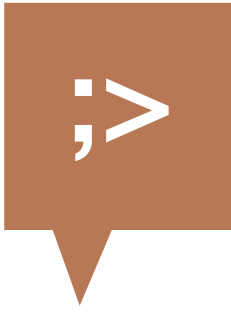
In addition, we provide various types of training offerings to our employees, and they cover:

- Technical or functional skills - Project management, hospitality management (banqueting, reservations, housekeeping, customer services), theme park management, nursing, pharmacy management, radiology, clinical training of basic life support & code blue, First Respondent Programme, Patient's Right & Responsibilities, Quality Control & Assurance, Safety, Health & Environment (SHE) Training, Product Training, Software Application Development, Programme and Information and Communications Technologies (ICT) Training
- Leadership skills – Our leadership skills development focusses around developing our employees in demonstrating the Sunway Leadership Criteria i.e. SLC in short. The SLC forms a set of core competencies which all Sunway employees are expected to demonstrate in their daily work. These SLC include strategic thinking, leading others, developing others, interpersonal skills, passion for excellence and customer focus. It is this same set of leadership criteria which we use to guide employees how they can “lead with passion” which is the Sunway credo.
- Managerial skills – This encompasses skills such as coaching, delegation, planning, monitoring and evaluation of performance, presentation.
- Management knowledge - Marketing, finance, strategic planning, operations management, human resource management and sales management.

Employees in Sunway are required to attend training courses relevant to their job role. There are also opportunities for development in preparing the more promising employees for future leadership roles in the company. In doing this, we have in place a suite of Talent Development programmes which aim at developing employees in accordance with the SLC preparing them to assume middle and senior management positions in the company.

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





## Workplace

### Human Rights and Collective Bargaining

Sunway is committed to protecting and enhancing the human rights of its employees. Our Group employment policies are consistent with national standards, and we recognise the rights of our employees to freely choose to join relevant unions. We continue to ensure equal opportunity in the workplace and encourage employee diversity based on the basic employment principal of performance pay and equal pay regardless of gender. In addition, Sunway has a Disciplinary Policy, Grievance Policy and Recruitment Policy in place whereby employees are treated equally and fairly. We oppose forced labour and we support measures to effectively eliminate child and compulsory labour.

During the year, we conducted the following training programmes on human rights:

- Employment Act 1955 Training – External Training
- Managing Disciplinary Procedures – External Training
- Managing Poor Performer – Internal Training

### Sexual Harassment Policy

Sexual Harassment Policy is defined as any unwanted conduct of a sexual nature in the workplace, having the effects of verbal, visual, psychological or physical harassment against a person of the opposite or the same sex. It is intended to ensure that all employees are free from sexual harassment at the workplace. The aim of the Management is to provide a safe and conducive working environment. Sexual harassment of any nature at the workplace is prohibited and will not be tolerated or condoned by the Management. Management will investigate all complaints or sexual harassment in confidence and proceed with the appropriate disciplinary action based on available evidence.

### Occupational Safety and Health (OSH)

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

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

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

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

# Workplace



## Sunway Group's Occupational Safety and Health (OSH) highlights in 2011

Injury Rate – 0.001  
 Occupational Disease Rate – 0  
 Lost Time Injury Frequency Rate – 0.001  
 Lost Day Rate – 2  
 Absentee Rate – 0.001  
 No. of fatalities - 0

## Compliance and Regulations

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

- Sunway SPFM Sdn. Bhd.
- Sunway Lagoon Sdn. Bhd.
- Sunway Pyramid Sdn. Bhd.
- Sunway Resort Hotel & Spa
- Sunway Medical Centre Bhd.
- Sunway University
- Monash University

## Safety Awareness and Training

The Group constantly promotes a safe and healthy work culture for a more conducive working environment. There are various awareness and training initiatives introduced with the support from internal and external parties ranging from developing an extensive fire and building safety system to ensuring transparency via independent audits conducted by external qualified professionals.

Fire drills are conducted regularly in all Sunway's properties to prepare for any emergencies, and to ensure that all fire prevention system such as fire alarms, emergency communication including papers, SMS, paging phone and fire intercom, life and escalator, roller shutters, public address systems, fire extinguishers, sprinklers, smoke and heat detectors are in proper working order. It is also aimed at demonstrating employees' expertise as First Respondents in ensuring the safety of all our customers and staff members prior to the arrival of the Fire and Rescue Department personnel.

Initiatives to promote Environment, Safety and Health (ESH) awareness include:

ESH initiatives	Details
ESH Training and Awareness	ESH training and development programmes are regularly carried out to raise the level of ESH awareness and knowledge of employees and subcontractors. This forms the foundation of creating a ESH culture in the Group. Examples of programmes are the Site Safety Supervisors (SSS) Training, Scaffold Awareness Training, First Aid Training and Environmental Awareness Training.
Standardisation of Safety Features	One of the key investments to continuously improve current practices is the standardisation of jobsite safety features at all of the construction project sites. Among the standardised safety features that were implemented include canopy walkways, climbing safety enclosures, edge protection and safety signboards. These are efforts at hazard controls to prevent falls and falling objects at jobsites.



Love

Our love for the environment drives us to take a proactive approach towards environmental management that aims to minimise environmental impact through energy-efficient features, energy and water conservation measures, recycling programmes and preservation of biodiversity.



Environment

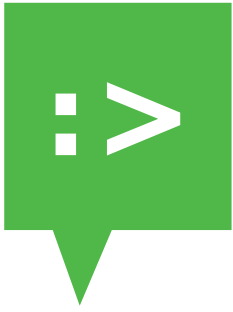




Sunway is accountable for the impact of its business operations. Our aim is to improve our performance continually to ensure we can make a positive contribution to the environmental, economic and social wellbeing of our stakeholders, their families and the broader community. We have a significant opportunity to make a meaningful impact on climate change while also generating profits for our shareholders.

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





# Environment

## Our Environmental Impact

We consider the most important environmental impacts relevant to our business operations include:

- Direct and indirect energy consumption
- Water use
- Biodiversity
- Pollution
- Waste and effluent management

## Environmental Management System

The Group is accredited with ISO 14001 Environmental Management System for Sunway Construction and Sunway Integrated Properties divisions. This is an internationally recognised standard for environmental management systems. Achieving this certification is a testament to Sunway's ongoing commitment to safeguard the environment.

From an internal perspective, ISO 14001 allows Sunway to monitor its business operations effectively and understand their impact on the environment. Additionally, it will provide a strong assurance to employees that they are working for an environmentally responsible organisation. From an external viewpoint, it provides assurance to external stakeholders, such as customers and regulatory authorities that Sunway is fully committed in promoting sustainable development.

Our Construction Division has also become the pioneer builder in Malaysia to have Building and Construction Authority of Singapore (BCA) Green Mark Managers and Leadership in Energy and Environment Design (LEED) accredited professionals as part of its team. The BCA Green Mark scheme is a rating system that evaluates a building's environmental impact and performance. The initiative was launched in 2005 to promote sustainability and raise environmental awareness among developers, designers and builders. The award is based on five key criteria: energy efficiency; water efficiency; site/project development and management; good indoor environmental quality and environmental protection; and innovation. LEED is the internationally accepted benchmark for construction companies to use in the design, construction and operation of high performance green buildings.

We have an Environmental Management Committee at every construction site. This committee will conduct monthly meetings on site to highlight, discuss and propose corrective and preventative actions to mitigate the environmental impact of the construction activities. This committee is chaired by a Project Manager, assisted by a secretary who is also the Environmental, Safety & Health Officer at site, and committee members from main contractors and subcontractors. The committee members will also conduct a site walk at least once a month normally before the monthly committee meeting to inspect the condition and compliance of the site.

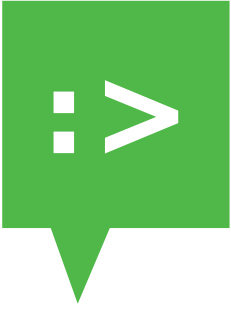


# Environment



## Environmental Objectives and Targets

	Objectives	Targets
<b>Sunway Integrated Properties</b>		
Green Buildings	To comply with Building and Construction Authority of Singapore's (BCA's) Green Mark assessment criteria for projects above RM500,000 per unit.	To achieve a minimum BCA Green Mark rating of "Certified" for projects above RM500,000 per unit.
Pollution	To prevent environmental pollution at project sites.	To achieve zero summons and fines from authorities.
Awareness	To improve knowledge and awareness on sustainable construction practices of site personnel at project sites and personnel at head office and branch offices.	<b>Sunway's site personnel and main contractor:</b> To conduct site environmental induction to Sunway's site personnel and main contractors within 1 month of site commencement for every project.
		<b>Sunway's head office and branch offices personnel:</b> To conduct environmental induction to Sunway's head office and branch offices new personnel within 1 month of their job commencement.
<b>Sunway Construction</b>		
Waste	To manage construction waste at project sites.	To segregate construction waste (e.g. steel-bar, ready-mix concrete and timber material) at designated areas by type of waste for 3R (Reduce, Reuse, Recycle) and disposal.
Pollution	To prevent environmental pollution at project sites.	To achieve zero compound and fines from federal and local authorities.
Awareness	To improve awareness on good environmental practices at project sites and the headquarters.	To organise half-yearly 3R campaigns at project sites and headquarters.
		To achieve 90% attendance (employees and subcontractors) for environmental induction and planned trainings.



## Environment

### Green Products and Initiatives

Sunway continues to place emphasis on the 'Lifestyles of Health & Sustainability' ("LOHAS") philosophy in its development projects to enhance the quality of life for customers. LOHAS encompasses 5 pillars which are sustainable living, environment, social justice, personal development and health and fitness.

As Malaysia's pioneer in green buildings, our business model is built upon environmentally and economically sustainable business practices. In addition to delivering quality properties with positive capital appreciation to our customers, we place a lot of emphasis on constructing properties that incorporate innovative green features to preserve the environment.

Sunway Integrated Properties Division has continued to strengthen its commitment as a green developer with its compliance to stringent green certifications such as the Green Building Index (GBI) and the Singapore's Building and Construction Authority (BCA) Green Mark. The GBI is Malaysia's first comprehensive environmental rating system for buildings developed by Pertubuhan Akitek Malaysia (PAM) and the Association of Consulting Engineers Malaysia (ACEM).

Sunway was the first to obtain the GBI certification for its 2010 residential project Sunway SPK 3 Harmoni. To date, Sunway Palazzo, Sunway Challis, Sunway Nautica and Sunway Vivaldi

have received the BCA Green Mark. These certifications reflect Sunway's vision to develop environmentally-friendly and cost-effective projects that promote sustainability and community building.

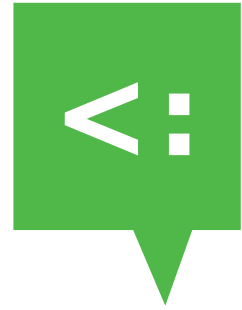
Environmentally-friendly materials, a vital component of sustainable building, come from renewable rather than non-renewable resources. Such materials enhance the health and efficiency of homes, but they also promote conservation of dwindling non-renewable resources worldwide and reduce the overall impact associated with resource extraction, including transportation, processing, fabrication and disposal of materials.

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

We also constantly conduct research and development (R&D) in new building technologies and environmentally-friendly building materials, through which we hope to come up with products which save energy and money.



# Environment



## Energy

Energy consumption has been a key area of focus at Sunway, and we have implemented the following initiatives aimed at reducing the energy we consume:

- Replace cathode ray tube (CRT) monitors with LCD monitors
- Replace T8 fluorescent lights at Menara Sunway's basement car park with energy efficient T5 fluorescent lights
- Reduce the number of servers through virtualisation
- Set Power save mode for desktops and notebook
- Adopt web conferencing solutions through audio and video conferencing
- Purchase energy saving equipment
- Switch appliances off e.g. computers, monitors, CPUs, printers, scanners, photocopiers, at the end of each working day
- Switch off lights in rooms when not being used

Energy and its use within the quarrying sector is one of the major costs in the production of aggregate or finished products. We are committed to increasing our energy efficiency and investing in energy efficient plant and new technologies to reduce the energy usage at our quarries. Through this commitment, we believe that we will be able to help business' efficiency as well as reducing the impact on our local and the wider environment.

Most of the buildings at the Banjaran Hotspings Retreat require minimum use of air-conditioning and have been designed to promote cross ventilation using ceiling fans as this enables energy conservation. Other energy conservation efforts include use of energy efficient light bulbs, natural geothermal steam for steam bath within a cave environment and electrical buggies used to transport resort guests.

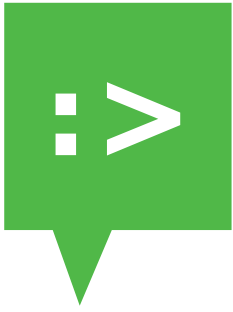
## Water

To conserve water, waterless urinals were installed in the men's restrooms at Menara Sunway and Sunway Pyramid Mall. Utilising a special biodegradable chemical compound, this environment-friendly liquid would break down urine into harmless and odourless particles without the need to flush. This is further complemented with motion sensor taps in the toilets to reduce water wastage.

We have installed low-flow faucet aerators on hand-washing sinks in restrooms at Menara Sunway to significantly reduce our water use. We have also received approval from the National Water Services Commission (SPAN), and are currently conducting a study to look into the feasibility of recycling water from the nearby lake to be used by properties located within the Sunway Integrated Resort City (SIRC).

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

The main pool at the neighbouring Lost World of Tambun Water Park is constantly replenished with recycled water from the hotspings. On average, we recycle around 36 cubic kilometres (km<sup>3</sup>) of water per year.



## Environment

### Waste and Effluent Management

For Sunway Integrated Properties Division, we have a construction waste management plan (CWMP) for each project. This is a layout plan showing the location of the scheduled waste storage yard, refuse bins, recyclable bin, unloading bay, construction access etc. All waste disposal records are kept in the contractor site office.

We separate scheduled waste and construction waste at our construction site. Storage and disposal of scheduled waste methods and procedures are in accordance with the Environmental Quality Act (EQA) 1974 or more specifically EQ (Scheduled Waste) Regulations 2005.

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

The quarrying sector produces numerous types of waste throughout its operations, which can be a threat to the environment unless they are disposed of properly. Waste from quarrying activities, which is categorised under 'scheduled waste' is stored and disposed of by a licensed vendor according to the Department of Environment's (DOE's) requirements and regulations. On average, we spend RM 70,000 to RM 100,000 on waste disposal for each project.

Waste management programmes have also been employed at the Banjaran Hotsprings Retreat. These include waste separation to ensure that various waste products such as paper, plastic, metal, glass, kitchen waste, garden waste and toxic waste are properly separated. The resort also has its own composting facility. Garden waste is shred and composted to create natural fertilisers.

### Pollution

Construction activities produce a lot of noise, mainly from vehicles, heavy equipment and machinery, and generate high levels of dust (typically from concrete, cement, wood, stone, silica), and this can carry for large distances over a long period of time.

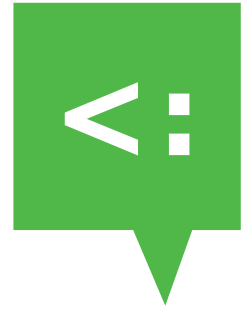
We have developed and implemented an Environmental Management Compliance Plan (EMCP) for each construction project as part of the normal planning approval process. Potential environmental impacts (including noise, visual, air quality, water quality, ecology and more) created as a consequence of the construction and during operation of the project are studied, and appropriate mitigation measures are implemented accordingly. On average, we spend RM 30,000 to RM 50,000 on environmental monitoring for each project.

Faecal pollution can lead to health problems because of the presence of infectious microorganisms. These may be derived from human sewage or animal sources. As part of our efforts to keep the area environmentally-friendly, the Lost World of Tambun's Petting Zoo adopts Effective Microorganism (EM) technology to reduce the pollutants in the river at the zoo. The EM secretes organic acids and enzymes which act on sewage and degrades complex organic matter into simpler ones. The antioxidant substances produced by EM enhances the breakdown of solids and reduces the sludge volume.

The Sunway Shuttle bus system is a free service provided by Sunway which makes multiple round trips from 7.00 am to 9.30 pm around the Sunway Integrated Resort City. The shuttle bus service promotes the use of public transportation, and is also aimed at reducing air pollution as fewer cars will be used at one time.



# Environment



## Biodiversity Conservation

The quarrying sector's primary impact on biodiversity is through the removal of surface features during the extraction of minerals. Through this process, habitats can be altered or destroyed. Secondary effects of the quarrying process, such as noise, dust, pollution and waste removal can also impinge on plants and animals. Usually these effects include a combination of changing land forms and disturbance, for instance through sedimentation which may arise through excavation and disturbance to land or water through the activities themselves.

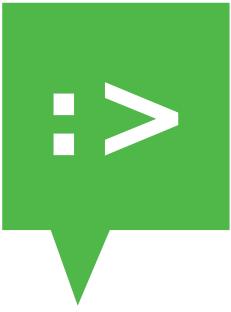
Our Quarry Division has made positive contributions to biodiversity through rehabilitation work, focussing on reinstating quarrying areas in a progressive manner after extraction. We recognise that our quarry sites 50 to 150 acres (20 to 61 hectares / 0.20 to 0.61 km<sup>2</sup>) include agricultural lands, and that there would be a small loss of farm land as it is gradually rehabilitated to become naturalised berms and slopes. Hence, we have developed a rehabilitation plan that:

- maintains agricultural capabilities;
- minimises the disturbed area;
- begins rehabilitation immediately after extraction.

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

This in turn created a natural eco-system as the birds that feed on the fruits would subsequently disperse seeds around the 88 acres (36 hectares / 0.36 km<sup>2</sup>) of Sunway Lagoon, making it one of the few lush man-made green lungs in the middle of the city.

The Lost World of Tambun's Petting Zoo was built at a cost of RM6 million with minimal removal of trees. Many precious trees have since been planted throughout the zoo to create more nature reserves for wild animals. Much of the environment has been preserved to enable the 55 different species of animals, including endangered species to live in a habitat created as close as possible to the way nature intended it.



## Environment



### Climate Change

The building industry is a major source of CO<sub>2</sub> emissions with cement production alone accounting for almost five per cent of all man-made emissions. For every tonne of cement manufactured, around 0.8 metric tonnes of carbon dioxide is created as a by-product. By committing to the use of environmentally-friendly cement, we are able to reduce our carbon footprint.

Sponsored by the World Wildlife Fund (WWF), Earth Hour is an event in which millions of people will turn off their lights at businesses and homes for one hour to support action on climate change and on creating a cleaner, safer and more secure future.

In March 2011, Sunway participated in Earth Hour for the third time. All non-essential lights were switched off for an hour during Earth Hour, to demonstrate support towards reducing global warming and creating awareness on climate change. Guests staying in the Sunway Resort Hotel and Spa were also encouraged to do the same for their respective guestrooms.

2011 marked the first time that Sunway Pyramid was chosen as WWF-Malaysia's venue sponsor. With this partnership, we hope to be able to provide a platform for WWF-Malaysia to reach out a vast number of our shoppers through the Earth Hour programme.

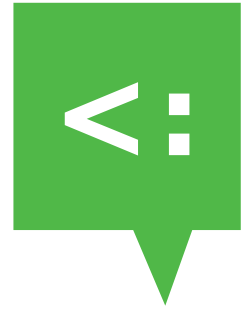
Throughout the mall, huge pledge boards were located strategically at all shopping mall levels, urging shoppers to pledge to switch off all non-essential lights during Earth Hour and to take small actions towards a more sustainable lifestyle.

Sunway Pyramid's Carpark Guiding System, the first to be implemented in Malaysia continued to draw good response from motorists. The system works to alleviate congestion by quickly and efficiently guiding drivers to the first available parking space, while simultaneously reducing carbon emissions. The same system is also operational in Sunway Giza Mall.

We aim to reduce emissions associated with transportation by modelling and promoting sustainable transportation alternatives. The newly opened "Canopy Walk" is a 360m long pedestrian walkway that links Sunway University with Sunway Pyramid Mall. The "Canopy Walk" is shaded by many green trees and users have the scenic view of the Sunway Lagoon Wildlife Park, the Surf Beach, and the Wagon Wheel. Open daily except public holidays, the "Canopy Walk" is fitted with close-circuit TV cameras to monitor safety.



# Environment



## Recycling

We have been working proactively to reduce, reuse, and recycle materials wherever possible. At Sunway, we have one or more recycling schemes in place, for aluminium cans, glass bottles, office paper, and other recyclable materials at most areas.

Sunway's recycling initiatives were implemented in 2001 and have since been adopted by all components of the Sunway Group that include its headquarters, Menara Sunway; Sunway Pyramid; Sunway University College; Sunway Lagoon Resort Hotel; Sunway Lagoon Club; Sunway Medical Centre; and Sunway Lagoon Theme Park.

In 2004, the Group, with enthusiastic support from the Group's recycling friends - the Ministry of Housing and Local Government, Alam Flora and Majlis Perbandaran Subang Jaya had launched its first recycling campaign - "Discover Recycling at Sunway".

Recycling bins for paper, plastic and other materials have been provided for each departmental floor. Additionally, employees are strongly encouraged to go paperless in their daily office work and to conserve as much paper as possible. This is done by using recycled paper when printing and employee usage is monitored as their identification tag is required to access the photocopier. Overall, these efforts will help to conserve more resources efficiently.

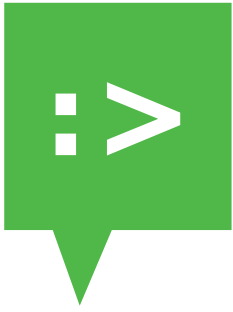
As an effort to create the awareness of the 3R – reduce, reuse and recycle among the local residents in Kota Damansara, Sunway Damansara Sdn. Bhd. and the Petaling Jaya City Council (MBPJ) jointly organised a recycling campaign at Dataran Sunway on 7 May 2011.

The recycling campaign encourages and provides a convenient platform for local residents and business operators to bring in their recyclables. Sunway Damansara Sdn. Bhd. also gave 300 plants to the 300 early birds who bring in any recyclables. These efforts help to sustain and preserve our environment for many future generations to come.

To encourage recycling exercises, recycle buy back centres were built at our own costs for shoppers and tenants to discard recyclable materials. Managed by Alam Flora, these buy back centres can be found in Sunway Pyramid and Sunway Carnival Mall. Recycling bins in sets of three for paper, plastic and aluminium can be found throughout the malls. At the same time, recycling efforts are also widely practiced across the hospitality, healthcare, leisure and education components.

Our hospitality division practices the habit of recycling old towels into rags and sacks. Guests of the hotel were also encouraged to use towels for longer periods rather than to have them washed on a daily basis. Similarly, linens are also replaced after a guest checks out, prior to a new guest checking in; thereby eliminating the need to wash and replace linens daily.





## Environment

The Banjaran Hotsprings Retreat uses old newspapers and magazines to weave laundry baskets and waste baskets for guest villas. On top of that, eco-labelled printing paper and recycled paper are used throughout the resort.

Staff and other users of Sunway Medical Centre are encouraged to recycle by making it convenient for them to do so through the placement of 3 recycling bins for items such as paper, glass / aluminum cans and plastic within the hospital premises. Carton boxes, newspapers, plastic bottles are examples of commonly disposed recyclable items that are commonly found within the hospital.

Each day, Sunway Medical Centre provides newspapers by the hundreds of copies, to its inpatients and a limited number to its clinical areas and waiting areas. In addition to these complimentary newspapers, some outpatients bring newspapers from home. Many of these newspapers, that are left behind by the patients, visitors and sometimes staff of the hospital, are sold off as recyclable waste.

In order to obtain a new toner cartridge, employees at Sunway Medical Centre are required to exchange it with the old cartridge which will be returned to the vendor for recycling or for safe disposal.

As a result of its recycling efforts, the Sunway Group was presented a certificate of recognition by the Ministry of Housing and Local Government to mark its commitment as an organisation

that actively cultivates recycling among its community, namely the staff, students, residents, business community and public in Bandar Sunway.

### Other Environmental Initiatives

Paving the way for plastic and paper free shopping, Sunway Pyramid 'Bring Your Own Bag' ("BYOB") programme has designated two days – Tuesday and Saturday as no plastic bag days in an effort to encourage shoppers to go green.

The BYOB Trolley Bag, newly launched in conjunction with the Malaysia Grand Prix (GP) Sale in 2011, was the latest addition to the BYOB merchandise series, the earlier product being the BYOB Canvas bag. Designed with environmental friendly 1680D polyester material, using this light-weighted trolley bag to shop not only reduces the use of plastic bags but also recommends shoppers to adopt and embrace this shopping method as the ideal, trendy and practical way to shop.

Sunway Pyramid has also extended its green campaign to include children. With its mascot Leo the Lion at the lead, it is educating children in kindergartens in the area about green issues.

Employees of Sunway Medical Centre are educated on the ill-effects of waste towards the environment and how they could help save the environment for the future generation through the concept of 'reducing, reusing and recycling.'



# Environment



At Sunway Medical Centre, we discourage the use of non-biodegradable items such as polystyrene cups, plates, take-away containers, plastic bags, etc. In its effort to lead the way in going green, Sunway Medical Centre chose, as its 2011 Annual Corporate Gift for each of its employees, a lunch box with a stainless steel fork and spoon in a reusable bag, to encourage its employees stop using the ever popular, but harmful polystyrene take-away food containers. The take-away food containers and cups used at the hospital's cafeteria are made of an eco-friendly material. Also, the bags used by the hospital's Pharmacy to contain the prescribed medication for its patients are made of paper and not plastic.

In June 2011, Sunway eco-riders took on the highway to spread environmental message in conjunction with the United Nation Environment Programme's World Environment Day. The ride, which began from Sunway's headquarters at Menara Sunway to its Sales Gallery at Kota Damansara, took over two hours for the 20km journey. Through this endeavour, we hope to encourage the use of bicycles as an environmentally-conscious transportation alternative, and to captivate public awareness for the environment.

Sunway Lagoon's Wildlife Park is also proud to be an interactive and green education platform that aids in the personal development of young children and youths from various educational institutions such as kindergartens, learning centres and schools.

The interactive and educational zoo encompasses key concepts of 'See, Touch & Learn' to facilitate the learning process during field trips so that children are able to get up close and personal with various animals, by learning more about their habitats, diet and an interesting fact or two.

The Junior Ranger Programme is a special programme at Lost World of Tambun's Petting Zoo to get kids and teenagers interested in and responsible about animals. Besides partaking in a variety of fun and educational nature-oriented activities, they are taught about the animals and how to interact with each species under the watchful eye of the Petting Zoo's staff.

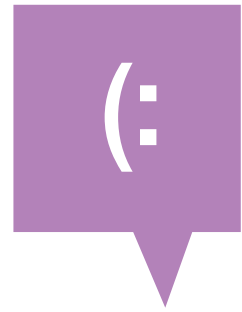
Honest

Sunway believes in producing data with honesty and transparency.



Performance Data

# Performance Data



## Workplace

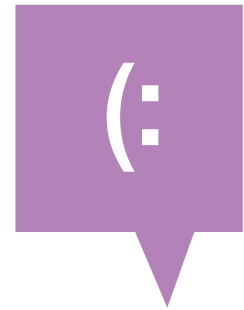
	2011	2010	2009
<b>Employees</b>			
Total Headcount (Full time & Contract staff)	8,140	7,989	7,966
Inside Malaysia (In Malaysia)	6,509	6,402	6,260
Outside Malaysia (Overseas)	1,631	1,587	1,706
	<b>8,140</b>	<b>7,989</b>	<b>7,966</b>
Executive (Full time & Contract staff)	3,512	3,448	3,176
Non-Executive (Full time & Contract staff)	4,628	4,541	4,790
	<b>8,140</b>	<b>7,989</b>	<b>7,966</b>
Full-time	8,140	7,989	7,966
Permanent Staff (Full time staff)	7,212	7,118	7,076
Non-permanent staff (Contract staff)	928	871	890
	<b>8,140</b>	<b>7,989</b>	<b>7,966</b>
Female (Full time & Contract staff)	3,094	3,078	2,879
Male (Full time & Contract staff)	5,046	4,911	5,087
	<b>8,140</b>	<b>7,989</b>	<b>7,966</b>
Union members (Local only)	54	53	61
Non-Union members	0	0	0



## Performance Data

	2011	2010	2009
Age group (Full time & Contract staff)			
<30	3,556	3,323	3,315
30-40	2,511	2,586	2,591
40-50	1,384	1,431	1,400
>50	689	649	660
	<b>8,140</b>	<b>7,989</b>	<b>7,966</b>
Ratio of Men vs Women salary (Based on basic salary to calculate)	2.31	2.419	2.638
Total Men Basic Salary (Based on basic salary to calculate)	RM24,361,233.06	RM22,603,508.04	RM22,482,946.80
Total Women Basic Salary (Based on basic salary to calculate)	RM10,541,616.39	RM9,344,127.85	RM8,521,854.21
<b>Diversity</b>			
Malay	2,895	2,659	2,530
Chinese	2,070	2,116	2,146
Indian	1,248	1,295	1,203
Others	297	261	255
Foreigners	1,630	1,658	1,832
	<b>8,140</b>	<b>7,989</b>	<b>7,966</b>
<b>Women in Management</b>			
% Women in management	2.5%	2.5%	2.3%
% Women in top management	0.2%	0.2%	0.2%
Total Headcount Women in management (Manager & above (EG5-EG9))	205	206	186
Total Headcount Women in top management (General Manager & above (EG10 & above))	19	23	16

# Performance Data



	2011	2010	2009
<b>Employee Turnover Rates</b>			
In Malaysia	1,680	1,404	1,115
Outside Malaysia (Overseas)	360	358	349
Global (Malaysia + Overseas)	<b>2,040</b>	<b>1,762</b>	<b>1,464</b>
Female (From the number of voluntary resignation)	884	782	607
Male (From the number of voluntary resignation)	1,156	980	857
	<b>2,040</b>	<b>1,762</b>	<b>1,464</b>
<b>Age Group (From the number of voluntary resignation)</b>			
<30	1,198	1,000	812
30-40	575	563	486
40-50	164	139	129
>50	103	60	37
	<b>2,040</b>	<b>1,762</b>	<b>1,464</b>
<b>Training</b>			
Employee participation in training ( Total Number of Participation)	4,874	3,720	2,669
Average attendance per training programme	95	94	94
Average training budget per employee	947	941	918
Average and total hours of training per employee (average   Total hour)	21	20	15
% met statutory requirement ( Any minimum percentage of training hours / completion employees need to attend according to your company policy)	78	78	73

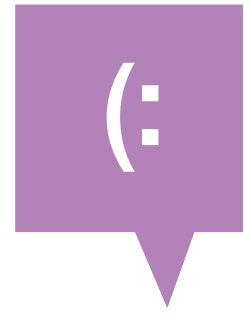


## Performance Data

	2011	2010	2009
<b>Performance Review towards Career Enhancement</b>			
% Employee who are formally appraised (at least annually)	100%	100%	100%
% Employee who are formally appraised (during Mid-year Review)	80%	80%	80%
One-on-one performance review for year-end evaluation FY11/12	100%		
<b>Occupational Safety and Health (OSH) - Group</b>			
Injury Rate (IR) (total employees plus supervised workers)	0.001	0.001	0.001
Occupational Diseases Rate (ODR) (total employees plus supervised workers)	0	0	0
Lost Time Injury Frequency Rate (LTIFR) (total employees plus supervised workers)	0.001	0.003	0
Lost Day Rate (LDR) (total employees plus supervised workers)	2	5	2
Absentee rate (AR) (total employees plus supervised workers)	0.001	0.001	0
No. of fatalities (total employees plus supervised workers)	0	0	0
<b>Employee Satisfaction Survey Results</b>			
Percentage of employee satisfaction survey (%)			59%
<b>Human Rights</b>			
No. of employees who receive Human Rights training	67	77	74
Security Personnel trained on Human Rights issues	2	-	2
<b>Disabled Staff</b>			
No. of disabled staff	12	2	12



# Performance Data



## Environment

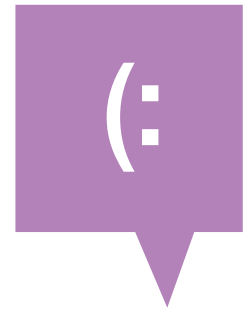
		2011	2010	2009
<b>Materials</b>				
<b>Raw Materials</b>				
Asphalt				
- Quarry Division	t	625,758.04	725,265.67	
Aggregates				
- Quarry Division	t	3,484,300.00	3,318,262.60	
<b>Total</b>	t	4,110,058.04	4,043,528.27	
<b>Paper Consumption</b>				
Conventional Paper				
- Lost World of Tambun Water Theme Park	reams	1,600	1,500	1,400
	t	4.00	3.75	3.50
<b>Energy Consumption</b>				
<b>Direct Energy</b>				
Fuel Oil				
- Quarry Division	L	3,630,000		
	GJ	140,481		
Diesel				
- Quarry Division	L	4,780,000		
	GJ	184,986		



## Performance Data

		2011	2010	2009
- Sunway Keramo (Building Materials Division)	L	85,995	81,900	85,176
	GJ	3,328	3,170	3,296
<b>Natural Gas</b>				
- Sunway Keramo (Building Materials Division)	Mmbtu	335,881	319,464	324,060
	GJ	354,373	337,052	341,901
<b>Indirect Energy</b>				
<b>Electricity</b>				
- Menara Sunway	kWh	8,205,319	6,869,558	6,356,608
	GJ	29,539	24,730	22,884
- Quarry Division	kWh	4,450,000		
	GJ	16,020		
- Sunway Keramo (Building Materials Division)	kWh	6,420,830	5,860,610	5,592,580
	GJ	23,115	21,098	20,133
<b>Water Consumption</b>				
<b>Surface Water</b>				
- Lost World of Tambun Water Theme Park	m <sup>3</sup>	30,000	60,000	60,000
<b>Municipal Water Supplies / Water Utilities</b>				
- Menara Sunway	m <sup>3</sup>	42,751	66,492	66,516
- Sunway Keramo (Building Materials Division)	m <sup>3</sup>	1,400	1,516	1,255
<b>Greenhouse Gas (GHG) Emissions</b>				
<b>Indirect GHG Emissions</b>				
**Carbon Dioxide (CO <sub>2</sub> ) (from electricity consumption)				

# Performance Data



		2011	2010	2009
- Menara Sunway	t	4,570.36	3,826.34	3,540.63
- Quarry Division	t	2,478.65		
- Sunway Keramo (Building Materials Division)	t	3,576.40	3,264.36	3,115.07
<b>Waste</b>				
<b>Recycled Waste</b>				
Recycled	kg	60,835	61,197	34,532
- Menara Sunway	t	60.84	61.20	34.53
	kg		203,417	291,768
- Sunway Pyramid	t		203.42	291.77
<b>Solid Waste (Hazardous)</b>				
Incineration	kg	113,144.40	116,174.69	89,922.85
- Sunway Medical Centre	t	113.14	116.17	89.92

\*\*Estimates are based on the indirect GHG emissions protocol of the World Business Council for Sustainable Development and the World Resources Institute, <http://www.ghgprotocol.org>.

## Insufficient Data

Conversion factor(s):

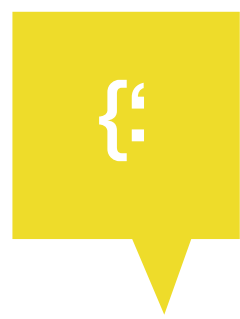
- (i) 1 million British thermal units (MMBtu) = 1.05505585262 gigajoules (GJ) ; Source: <http://www.convert-measurement-units.com/conversion-calculator.php?type=energy>
- (ii) 1 liter (L) = 38.7 megajoules (MJ); Source: <http://www.extension.iastate.edu/agdm/wholefarm/pdf/c6-87.pdf>
- (iii) 1 megajoule (MJ) = 0.001 gigajoule (GJ); Source: <http://www.convert-measurement-units.com/conversion-calculator.php?type=energy>
- (iv) 1 kilogramme (kg) = 0.001 tonne (t); Source: <http://www.unitconversion.org/weight/kilograms-to-tonnes-conversion.html>
- (v) 1 gigawatt-hour (GWh) = 1,000 megawatt-hour (MWh) = 1,000,000 kilowatt-hour (kWh) ;  
1kWh = 0.000001GWh; Source: <http://www.unitjuggler.com/convert-energy-from-kWh-to-GJ.html>
- (vi) 1 kilowatt-hour (kWh) = 0.0036 gigajoule (GJ); Source: <http://www.unitjuggler.com/convert-energy-from-kWh-to-GJ.html>

# Transparent

Every thing that we do is proven to be an honest act that can be reinforced by our virtues and transparency in our reporting.



# GRI Content Index



# GRI Content Index

## GRI Content Index

GRI Reporting Area	Status
<b>Profile Disclosures</b>	
Strategy and Analysis	All Reported
Organisational Profile	All Reported
Report Profile	All Reported
Report Scope and Boundary	All Reported
GRI Context Index	All Reported
Assurance	All Reported
Governance	All Reported
Commitments to External Initiatives	All Reported
Stakeholder Engagement	All Reported
<b>DMA and Performance Indicators</b>	
Economic	Reported
Social Performance : Labour Practices & Decent Work	Reported
Social Performance : Human Rights	Reported
Social Performance : Society	Reported
Social Performance : Product Responsibility	Reported
Environmental	Reported

Section: Prospectus - Sunway Berhad Prospectus <http://ir.chartnexus.com/sunway/doc/Prospectus.pdf>

G3.1 Content Index - Construction and Real Estate Sector Supplement				
STANDARD DISCLOSURES PART I: Profile Disclosures				
1. Strategy and Analysis				
Profile Disclosure	Description	Status	Cross-reference	Reason for omission & Explanation
1.1	Statement from the most senior decision-maker of the organisation.	Fully	P6-7	
1.2	Description of key impacts, risks, and opportunities.	Fully	P6-7, 25-27, 75-77	



## GRI Content Index

2. Organisational Profile				
Profile Disclosure	Description	Status	Cross-reference	Reason for omission & Explanation
2.1	Name of the organisation.	Fully	Front Cover	
2.2	Primary brands, products, and/or services.	Fully	P9, 10-15, 57-58	
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	P10-15	
2.4	Location of organisation's headquarters.	Fully	P4	
2.5	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	P4, 17	
2.6	Nature of ownership and legal form.	Fully	P10-15	
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	P17, 25-27	
2.8 <sup>COMM</sup>	Scale of the reporting organisation.	Fully	P9, 17, 19, 85-86	
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	P7, 29	
2.10	Awards received in the reporting period.	Fully	P21-23	
3. Report Parameters				
Profile Disclosure	Description	Status	Cross-reference	Reason for omission & Explanation
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	P4	

# GRI Content Index



3.2	Date of most recent previous report (if any).	Fully	P4	
3.3	Reporting cycle (annual, biennial, etc.)	Fully	P4	
3.4	Contact point for questions regarding the report or its contents.	Fully	P4	
3.5	Process for defining report content.	Fully	P18, 29, 35, 37	
3.6 <sup>COMM</sup>	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	P4	
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	P93-119	
3.8 <sup>COMM</sup>	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations.	Fully	P4, 10-15	
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	P91	
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/ acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	P29, 93-119	
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	P4	
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	P93	
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	Assurance Statement P121-123	



## GRI Content Index

4. Governance, Commitments, and Engagement				
Profile Disclosure	Description	Status	Cross-reference	Reason for omission & Explanation
4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight.	Fully	P25-27, 85-88	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	P26	
4.3	For organisations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Fully	P26, Prospectus P308	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	P17, 31, 65, 70	
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organisation's performance (including social and environmental performance).	Fully	Prospectus P335	
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	Prospectus P331-332	
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Fully	P71, Prospectus P333-334	
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Fully	P35, 37, 57	
4.9	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Fully	P7, 57	



# GRI Content Index



4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	Prospectus P335	
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	Fully	P35, 37	
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses.	Fully	P35, 37, 73-74	
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organisations in which the organisation: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Fully	P31-32, 42, 80	
4.14 <sup>COMM</sup>	List of stakeholder groups engaged by the organisation.	Fully	P31-33	
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	P31-33	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	P31-33	
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting.	Fully	P31-33	



## GRI Content Index

STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)					
G3 DMA	Description	Status	Cross-reference	Reason for omission & Explanation	To be reported in
DMA EC	Disclosure on Management Approach EC				2013
Aspects	Economic Performance <small>COMM</small>	Partially	P19, 25-27, 39, Prospectus P22-23, 233-234, 336	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	
	Market presence	Partially	P45-46, 60-61, 64, 86		2013
	Indirect Economic Impacts <small>COMM</small>	Fully	P7, 40-41, 43-44, 47-48, 79		
DMA EN	Disclosure on Management Approach EN				
Aspects	Materials <small>COMM</small>	Partially	P76, 89	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
	Energy <small>COMM</small>	Partially	P77, 89-90, 91	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
	Water <small>COMM</small>	Partially	P77, 90	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
	Biodiversity <small>COMM</small>	Partially	P79	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013

# GRI Content Index



	Emissions, effluents and waste <small>COMM</small>	Partially	P77, 80, 90-91	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
	Land Degradation, Contamination and Remediation	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
	Products and Services <small>COMM</small>	Partially	P74-81, 89-91	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
	Compliance	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
	Transport <small>COMM</small>	Fully	P78, 80		
	Overall	Partially	P78	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013



## GRI Content Index

DMA LA	Disclosure on Management Approach LA				
Aspects	Employment <small>COMM</small>	Partially	P66-67, 85-87	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
	Labour/management relations	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
	Occupational Health and Safety <small>COMM</small>	Partially	P70-71	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
	Training and Education <small>COMM</small>	Partially	P68-69, 71, 86, 87	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
	Diversity and equal opportunity <small>COMM<sup>ww</sup></small>	Fully	P85-86		
	Equal remuneration for women and men	Fully	P86		
DMA HR	Disclosure on Management Approach HR				
Aspects	Investment and procurement practices <small>COMM</small>	Partially	P88	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013

# GRI Content Index



Non-Discrimination <small>COMM</small>	Fully	P64		
Freedom of association and collective bargaining	Fully	P70		
Child labour <small>COMM</small>	Fully	P70		
Prevention of forced and compulsory labour <small>COMM</small>	Fully	P70		
Security Practices <small>COMM</small>	Partially	P88	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
Indigenous rights	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
Assessment	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
Remediation	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013



## GRI Content Index

DMA SO	Disclosure on Management Approach SO				
Aspects	Local communities <small>COMM</small>	Partially	P31-33, 39-41, 43-44, 45-46, 47-48 49-50, 51-53, 70-71, 79	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
	Corruption <small>COMM</small>	Partially	P61	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
	Public policy	Fully	P53		
	Anti-competitive behavior <small>COMM</small>	Fully	P61		
	Compliance	Partially	P61	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
DMA PR	Disclosure on Management Approach PR				
Aspects	Customer health and safety <small>COMM</small>	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
	Product and service labelling <small>COMM</small>	Partially		This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013

# GRI Content Index



	Marketing communications	Fully	P57		
	Customer privacy	Fully	P57		
	Compliance	Fully	P57		
<b>STANDARD DISCLOSURES PART III: Performance Indicators</b>					
<b>Economic</b>					
Performance Indicator	Description	Status	Cross-reference	Reason for omission & Explanation	To be reported in
<b>Economic performance</b>					
EC1 <small>COMM</small>	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Partially	P19, 39, Prospectus P233-234, 336	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
EC2 <small>COMM</small>	Financial implications and other risks and opportunities for the organisation's activities due to climate change and other sustainability issues.	Partially	P25-27, Prospectus P22-23	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
EC3	Coverage of the organisation's defined benefit plan obligations.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
EC4	Significant financial assistance received from government.	Partially	P19	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013



## GRI Content Index

Market presence 2013					
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Partially	P86	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Fully	P60-61		
EC7 <small>COMM</small>	Procedures for local hiring and proportion of senior management and all direct employees, contractors and sub-contractors hired from the local community at significant locations of operation.	Fully	P45-46, 64		
Indirect economic impacts					
EC8 <small>COMM</small>	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Fully	P40-41, 43-44, 47-48		
EC9 <small>COMM</small>	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Fully	P7, 40-41, 43-44, 79		
Environmental					
Performance Indicator	Description	Status	Cross-reference	Reason for omission & Explanation	To be reported in
Materials					
EN1 <small>COMM</small>	Materials used by weight, value or volume.	Partially	P89	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
EN2 <small>COMM</small>	Percentage of materials used that are recycled and reused input materials.	Partially	P76	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013



# GRI Content Index



Energy					
EN3 <small>COMM</small>	Direct energy consumption by primary energy source.	Partially	P89-90	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
EN4 <small>COMM</small>	Indirect energy consumption by primary source.	Fully	P90		
CRE1	Building energy intensity.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
EN5 <small>COMM</small>	Energy saved due to conservation and efficiency improvements.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
EN6 <small>COMM</small>	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Partially	P77	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Partially	P77, 89-90, 91	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013



## GRI Content Index

Water					
EN8 <small>COMM</small>	Total water withdrawal by source.	Partially	P77, 90	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
EN9 <small>COMM</small>	Water sources significantly affected by withdrawal of water.	Partially	P77	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
EN10 <small>COMM</small>	Percentage and total volume of water recycled and reused.	Partially	P77	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
CRE1	Building water intensity.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
Biodiversity					
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Partially	P79	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
EN12 <small>COMM</small>	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Fully	P79		

# GRI Content Index



EN13 <small>COMM</small>	Habitats protected or restored.	Partially	P79	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
EN14 <small>COMM</small>	Strategies, current actions, and future plans for managing impacts on biodiversity.	Partially	P79	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Fully	P79		
<b>Emissions, effluents and waste</b>					
EN16 <small>COMM</small>	Total direct and indirect greenhouse gas emissions by weight.	Partially	P90-91	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
EN17 <small>COMM</small>	Other relevant indirect greenhouse gas emissions by weight.	Fully	P90-91		
CRE3	Greenhouse gas emissions intensity from buildings.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
CRE4	Greenhouse gas emissions intensity from new construction and redevelopment activity.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013



## GRI Content Index

EN18 <small>COMM</small>	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Partially	P77, 80	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
EN19	Emissions of ozone-depleting substances by weight.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
EN21 <small>COMM</small>	Total water discharge by quality and destination.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
EN22 <small>COMM</small>	Total weight of waste by type and disposal method.	Partially	P91	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013

# GRI Content Index



EN23	Total number and volume of significant spills.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Partially	P91	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and runoff.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
<b>Land Degradation, Contamination and Remediation</b>					
CRE5	Land and other assets remediated and in need of remediation for the existing or intended land use according to applicable legal designations.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
<b>Products and services</b>					
EN26 <small>COMM</small>	Initiatives to enhance efficiency and mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	P74-81, 89-91		



## GRI Content Index

EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
<b>Compliance</b>					
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
<b>Transport</b>					
EN29 <small>COMM</small>	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce.	Fully	P78, 80		
<b>Overall</b>					
EN30	Total environmental protection expenditures and investments by type.	Partially	P78	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013

# GRI Content Index



Compliance					
Performance Indicator	Description	Status		Reason for omission & Explanation	To be reported in
LA1 <small>COMM</small>	Total workforce by employment type, employment contract, and region, broken down by gender.	Fully	P85-87		
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Partially	P85-87	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	
LA3 <small>COMM</small>	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	P66-67		
LA15	Return to work and retention rates after parental leave, by gender.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	
Labour/management relations					
LA4	Percentage of employees covered by collective bargaining agreements.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013



## GRI Content Index

LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
<b>Occupational health and safety</b>					
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Partially	P70	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
LA7 <small>COMM</small>	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Partially	P71	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
CRE6	Percentage of the organisation operating in verified compliance with an internationally recognised health and safety management system.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
LA8 <small>COMM</small>	Education, training, counseling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases.	Fully	P71		



# GRI Content Index



LA9	Health and safety topics covered in formal agreements with trade unions.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
<b>Training and education</b>					
LA10 <small>COMM</small>	Average hours of training per year per employee by gender, and by employee category.	Partially	P68-69, 71, 87	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Partially	P68-69	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Fully	P86		
<b>Diversity and equal opportunity</b>					
LA13 <small>COMM</small>	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Fully	P85-86		



## GRI Content Index

Equal remuneration for women and men					
LA14 <small>COMM</small>	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Fully	P86		
Social: Human Rights					
Performance Indicator	Description	Status	Cross-reference	Reason for omission & Explanation	To be reported in
Investment and procurement practices					
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Fully	P88		
Non-discrimination					
HR4 <small>COMM</small>	Total number of incidents of discrimination and corrective actions taken.	Fully	P64		
Freedom of association and collective bargaining					
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Fully	P70		

# GRI Content Index



Child Labour					
HR6 <small>COMM</small>	Operations and significant suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour.	Fully	P70		
Forced and compulsory labour					
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour.	Fully	P70		
Security practices					
HR8	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.	Partially	P88	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
Indigenous rights					
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
Assessment					
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013



## GRI Content Index

Remediation					
Performance Indicator	Description	Status	Cross-reference	Reason for omission & Explanation	To be reported in
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
Local communities					
S01 <sub>COMM</sub>	Percentage of operations with implemented local community engagement, impact assessments, and development programmes.	Partially	P31-33, 39-41, 43-44, 49-50, 70-71, 79	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
S09 <sub>COMM</sub>	Operations with significant potential or actual negative and positive impacts on local communities.	Partially	P45-46	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
S010	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Fully	P45-46		
CRE7	Number of persons voluntarily and involuntarily displaced and/or resettled by development, broken down by project.	Fully	P45-46, 47-48, 49-53		
Corruption					
S02	Percentage and total number of business units analysed for risks related to corruption.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	

# GRI Content Index



S03	Percentage of employees trained in organisation's anti-corruption policies and procedures.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
S04	Actions taken in response to incidents of corruption.	Partially	P61	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013
<b>Public policy</b>					
S05 <small>COMM</small>	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.	Fully	P53		
S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Fully	P53		
<b>Anti-competitive behavior</b>					
S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Fully	P61		
<b>Compliance</b>					
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Partially	P61	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	2013



## GRI Content Index

Social: Product Responsibility					
Performance Indicator	Description	Status	Cross-reference	Reason for omission & Explanation	To be reported in
Customer health and safety					
PR1 <small>COMM</small>	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
PR2 <small>COMM</small>	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Not		We do not report on this yet (commitment to future reporting) as we have thus far been unable to gather supporting materials to support the statement but we will be able to report on this in the future.	2013
Product and service labelling					
PR3 <small>COMM</small>	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Partially	P57-58	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	
CRE8	Type and number of sustainability certification, rating and labeling schemes for new construction, management, occupation and redevelopment.	Partially	P74, 76	This indicator is partially disclosed as we do not have enough supporting document to disclose on the remaining parts.	

# GRI Content Index



PR4 <small>COMM</small>	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Fully	P57-58		
PR5 <small>COMM</small>	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	P55-56		
<b>Marketing communications</b>					
PR6	Programmes for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Fully	P57		
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Fully	P57		
<b>Customer privacy</b>					
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Fully	P57		
<b>Compliance</b>					
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully	P57		

# Faith

Our faith has helped us strive harder to produce positive changes in the society. The confidence that has been placed in us will always be the driving force for us to work harder.



:D

# Assurance Statement



# Assurance Statement



**Assurance Statement  
SUNWAY BERHAD  
(Company No: 921551-D)**

## Introduction

OWW Consulting Sdn Bhd (OWW) is a specialist in Corporate Social Responsibility (CSR) and Socially Responsible Investment (SRI). We were engaged by Sunway Berhad ("Sunway") to provide assurance services for their Sustainability Report 2011 (the "Report"). This is the first year in which we have conducted assurance of Sunway's Sustainability Report.

The Report and its contents are the exclusive responsibility of Sunway. Our responsibility is to perform limited assurance procedures over the Report and underlying processes within the scope set out below:

- Economic
- Social Performance: Labour Practices & Decent Work
- Social Performance: Human Rights
- Social Performance: Society
- Social Performance: Product Responsibility
- Environmental

In each case verification was conducted through low-level assurance via information provided by Sunway.

It is agreed that Sunway expects to be able to provide a response to each of the GRI-G3.1 Guideline Protocols and to provide an A+ Application Level which requires reporting on each of the GRI-G3.1 indicators, even if the report is an omission statement.

## Exclusions from the scope of our work

Excluded from the scope of our work is information relating to:

- Statements of commitment or intention to undertake action in the future;
- Statements of opinion, belief or aspiration;
- Information in internal or external documents referred to in the Report, except insofar as we have viewed their existence as part of the assurance process.

## Basis of our opinion

In conducting this engagement we have considered the principles of balance, comparability, accuracy, timeliness, clarity, relevance and reliability as in the Global Reporting Initiative (GRI) G3.1 Guidelines.

We have also taken into account the principles of independence of assurance in the GRI-G3.1 Guidelines and have been mindful of the AA1000AS and the International Standard on Assurance Engagements (ISAE 3000) although we have not been asked to apply these standards directly.

We have conducted this engagement to provide a reasonable rather than an absolute level of assurance and we believe that the work conducted and described herein provides a reasonable basis for our conclusions. The assurance provided should not be taken in isolation and should be evaluated in the context of other forms of verification, assurance and certification used by Sunway and described in the Report, the Sunway Annual Report and other disclosures.



## Assurance Statement



### Our review included the following activities:

- Interviews and one-to-one meetings with relevant internal stakeholders related to Sunway activities, including Head of Departments and employees;
- Interviews and one-to-one meetings with staff at Sunway's headquarters (Menara Sunway), Sunway Pyramid Mall, Sunway Medical Centre and Sunway University (The Jeffrey Cheah Foundation);
- Documentary evidence was reviewed from communications meant for both internal and external circulation but emanating from within Sunway. This comprised of manually generated internal reports, performance data, press releases, internal policies, established Code of Conduct and Ethics, corporate presentation, internal newsletters;
- A review of figures reported for the total number of employees and the total weight of waste by type and disposal method (LA1 and EN22) as well as for economic value generated (EC1) to ascertain the accuracy of the calculation of the figures reported;
- Challenges to the Corporate Social Responsibility (CSR) related statements and claims made in the Report.

During our investigation we discussed the necessary changes in the Report with Sunway personnel and determined that these changes have been adequately incorporated into the final version. We relied on representations made to us during the course of our assurance work by Sunway personnel.

Information in the Report that is directly sourced from the Sunway Annual Report is considered to be reliable based on the audit statement of the Independent Chartered Accountant and Registered Auditor to these statements.

We provided advice on which data is necessary and how this data should be compiled to comply with the GRI-G3.1 Guidelines. All data and corrections were provided directly by Sunway staff. In the same reporting period we have not provided any other advisory work for Sunway which may be material in determining our opinion.

### Conclusions

1. In our opinion, the Report meets the content and quality requirements of the Global Reporting Initiative Sustainability Reporting Guidelines (Version G3.1);
2. The Report provides a fair representation of Sunway's social accounting and reporting activity for the period covered by the Report;
3. The information in the Report is reliable and free from significant bias;
4. Sunway has processes in place for identifying, understanding and managing its environmental and social responsibilities and for capturing, understanding and responding to the views of its main stakeholders;
5. In our opinion, the Report contains new information in each domain which we believe is a fair and balanced reflection of the efforts of Sunway to develop and improve their approach to sustainability and reporting. It also reflects the Company's efforts in achieving better transparency, covering wider stakeholder groups.

# Assurance Statement



## Considerations and limitations

In relation to our assurance work and conclusions, the following considerations and limitations should be noted:

- Certain information is excluded from the scope of our assurance work, as stated above and in the Report itself;
- Due to its nature and the methods used for determining, calculating or estimating such data, environmental and social data are subject to inherent limitations. Therefore, this assurance statement should not be relied upon to detect all errors, omissions or misstatements in the Report.
- The assurance statement cannot guarantee the quality of social accounting and reporting processes used by Sunway.

2<sup>nd</sup> April 2012  
OWW Consulting Sdn Bhd



Dr Geoffrey Williams  
Chief Executive Officer

## Statement by OWW Consulting Sdn Bhd on Independence, Objectivity and Capability

OWW Consulting Sdn Bhd (OWW) is a specialist in Corporate Social Responsibility (CSR) and Socially Responsible Investment (SRI) with established experience in providing independent CSR advisory, reporting and assurance services.

OWW Consulting has implemented a Code of Conduct in Assurance and Assessment and a Code of Ethics across our company. Our Code requires that all of our employees maintain high ethical standards and makes explicit reference to the independence and objectivity of our assurance and assessment engagements which we believe conform to emerging international best practice.

Our assurance team conducting the work for this Report has experience in conducting engagements of this type for sustainability reports, systems and processes. They are familiar with current guidelines and best practice and update their experience on a regular basis.

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