

# SUSTAINABILITY STATEMENT

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# SUSTAINABILITY STATEMENT

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## INTRODUCTION OF SUSTAINABILITY TO SENTRAL AND MESSAGE FROM THE CEO

At SENTRAL, we strongly believe that sustainability is essential for a company's long-term business success. A focus on sustainability allows us to maintain our social license to operate, provide competitive advantage and enhances business efficiency through continuous review and enhance our business strategy and internal processes. We continue to take a conscientious approach towards embedding economic, environmental and social ("EES") considerations within our business operations to achieve sustainable growth and create long-term value to our stakeholders.



### CEO MESSAGE

We are pleased to publish SENTRAL's fourth Sustainability Report. This report has documented our sustainability performance for the year ending 31 December 2020, with data for FY2020. The Board maintains overall responsibility on SENTRAL's sustainability strategy and achievement of its long-term performance. The Board is also involved in the review and selection of environmental, social and governance ("ESG") matters based on their significance to the business and its stakeholders.

Our primary objective is to ensure that the SENTRAL's asset portfolio provide unitholders with long-term and sustainable distribution of income, achieving long-term growth in the net asset value per unit. In meeting this objective, we are focused on integrating sustainable practices into our business operations and consider salient sustainability issues as part of the formulation of our strategies.

FY2020 was an eventful year against a backdrop of many challenges, the most significant being the COVID-19 pandemic which has impacted and disrupted our lives from the social, business and economic fronts. As a responsible business entity, we believe in playing our role in safeguarding the health and safety of all our stakeholders as well as providing assistance to tenants in hope that we can sustain business operations and ride through this pandemic in the long run. In adherence to the Government's regulations, we have rolled out the necessary standard operating procedures ("SOP") and preventive measures across our properties. Such initiatives include intensifying cleaning of the common areas of the buildings, temperature screenings, crowd management and physical distancing measures.

We will continue to refine our sustainability framework to adapt to the ever changing business landscape. For SENTRAL's FY2020 sustainability reporting, we have included data privacy, waste management and community partnership and activities as new material sustainability matters. As a responsible corporate citizen, we are committed to continue to take care of and give back to the community in which we operate in. We have implemented community projects which focus on improving the lives of children and women from underprivileged background. This year, we have extended our aid programmes to the B40 communities whose livelihoods have been affected by the pandemic.

We have continued to manage our environmental footprint by installing Building Automated System ("BAS") in some of our buildings to allow real-time monitoring of our energy consumption. Some of our key achievements in FY2020 include a 15% reduction in our electricity consumption and carbon emission and an 11% fall in water consumption. On the technology front, we have also implemented Facial Recognition Reader with temperature scanning in Menara Shell to safeguard the health and safety of our stakeholders.

Moving forward, we will continue to learn from the best sustainability practices to improve our sustainability performance, sharing our achievement in subsequent reporting. We hope that our commitment can contribute meaningfully towards the betterment of our community socially, economically, and environmentally.

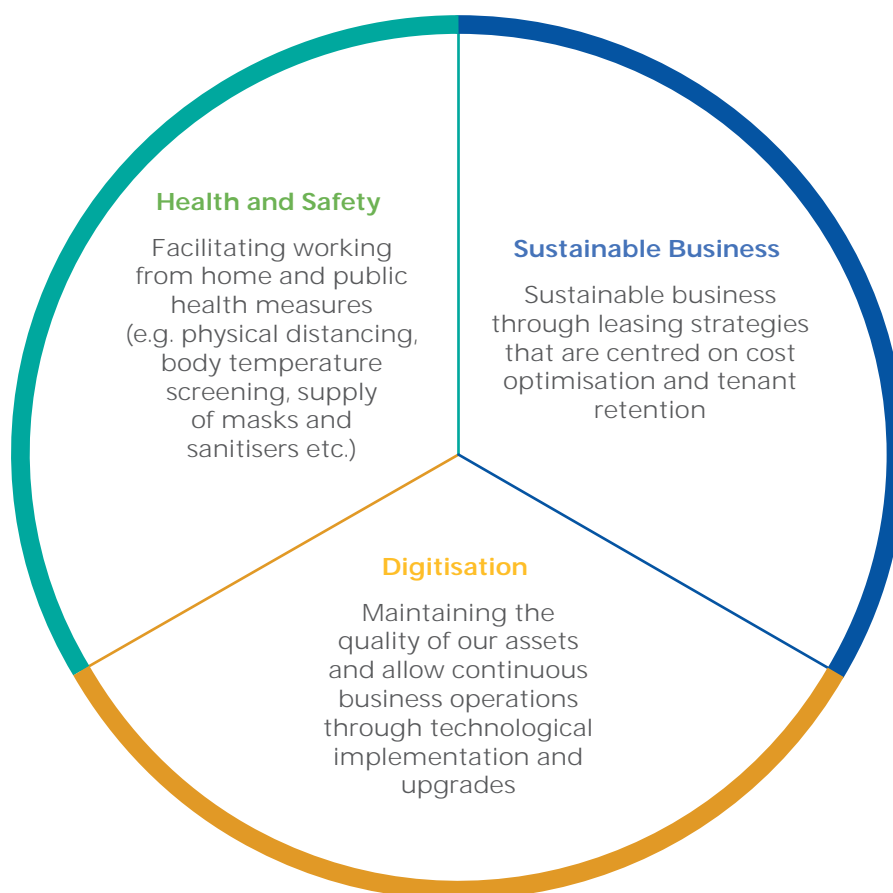


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## SENTRAL's Response to COVID-19

The COVID-19 pandemic has created unprecedented uncertainty and challenges to the economy, the way we live and work. As we are embracing the "new normal", our people's health remains as our top priority and we will continue ensuring that our employees, tenants, visitors and community are safe. We have been taking robust safety measures across our office and buildings, and maintain our business viability by rolling out a Business Continuity Plan ("BCP"). SENTRAL's BCP focuses on the following key areas:



We aim to continuously monitor the situation of the pandemic closely and adhere to the government's enforcements on public health measures. Further information of SENTRAL's response to the COVID-19 pandemic is available in the Management Discussion and Analysis section and respective material matter sections of this Annual Report.

# SUSTAINABILITY STATEMENT

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## ABOUT SENTRAL

[GRI 102-13]

SENTRAL is a Real Estate Investment Trust (“REIT”) incorporated in Malaysia and listed on the main board of Bursa Malaysia Securities Berhad (“Bursa Securities”) in 2007. SENTRAL is managed by Sentral REIT Management Sdn Bhd (formerly known as MRCB Quill Management Sdn Bhd) (“we”, “SRM” or the “Manager”), which has three shareholders, namely, Quill Resources Holding Sdn Bhd (“QRH”), a company within the Quill Group of Companies, Malaysian Resources Corporation Bhd (“MRCB”) and Global Jejaka Sdn Bhd (“GJSB”). SENTRAL’s investment objective is to acquire and invest in commercial properties primarily in Malaysia with a view to generate long-term growth and sustainable distribution of income to our unitholders.

As at 31 December 2020, SENTRAL owns 10 commercial properties in Malaysia with a combined value of RM2.14 billion. The locations of SENTRAL’s commercial properties are illustrated in Figure 1.

SENTRAL is also a longstanding member of the Malaysian REIT Managers Association (“MRMA”).

*For more information on SENTRAL’s structure, please refer to page 4 of this Annual Report.*

*For more information on SENTRAL’s properties, please refer to pages 13 to 26 of this Annual Report.*

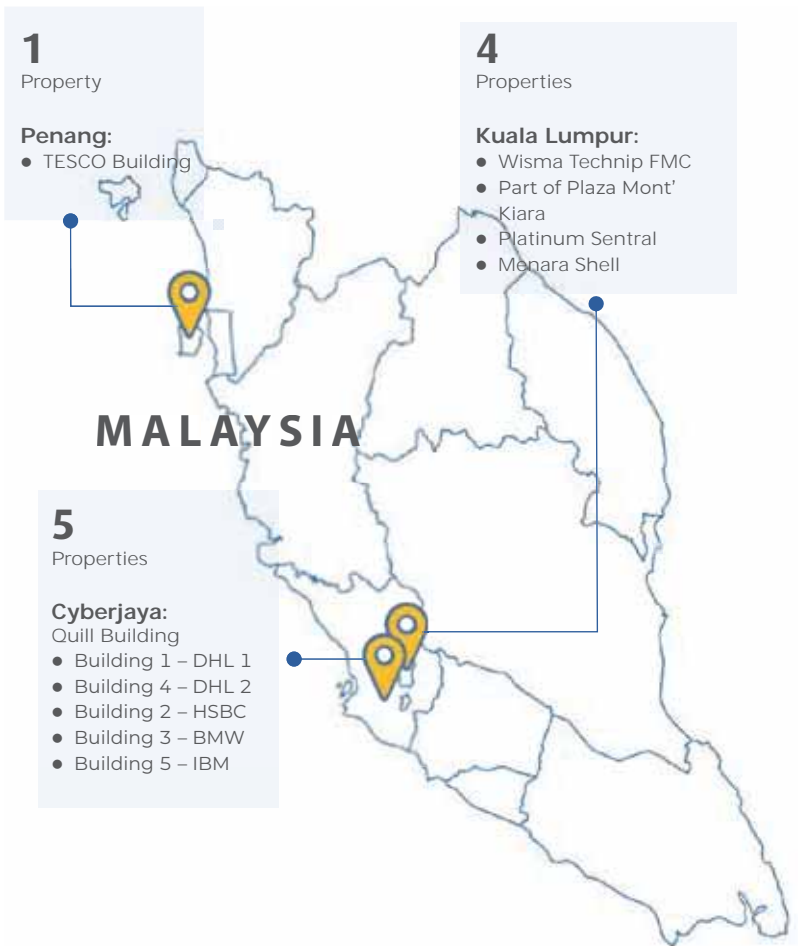
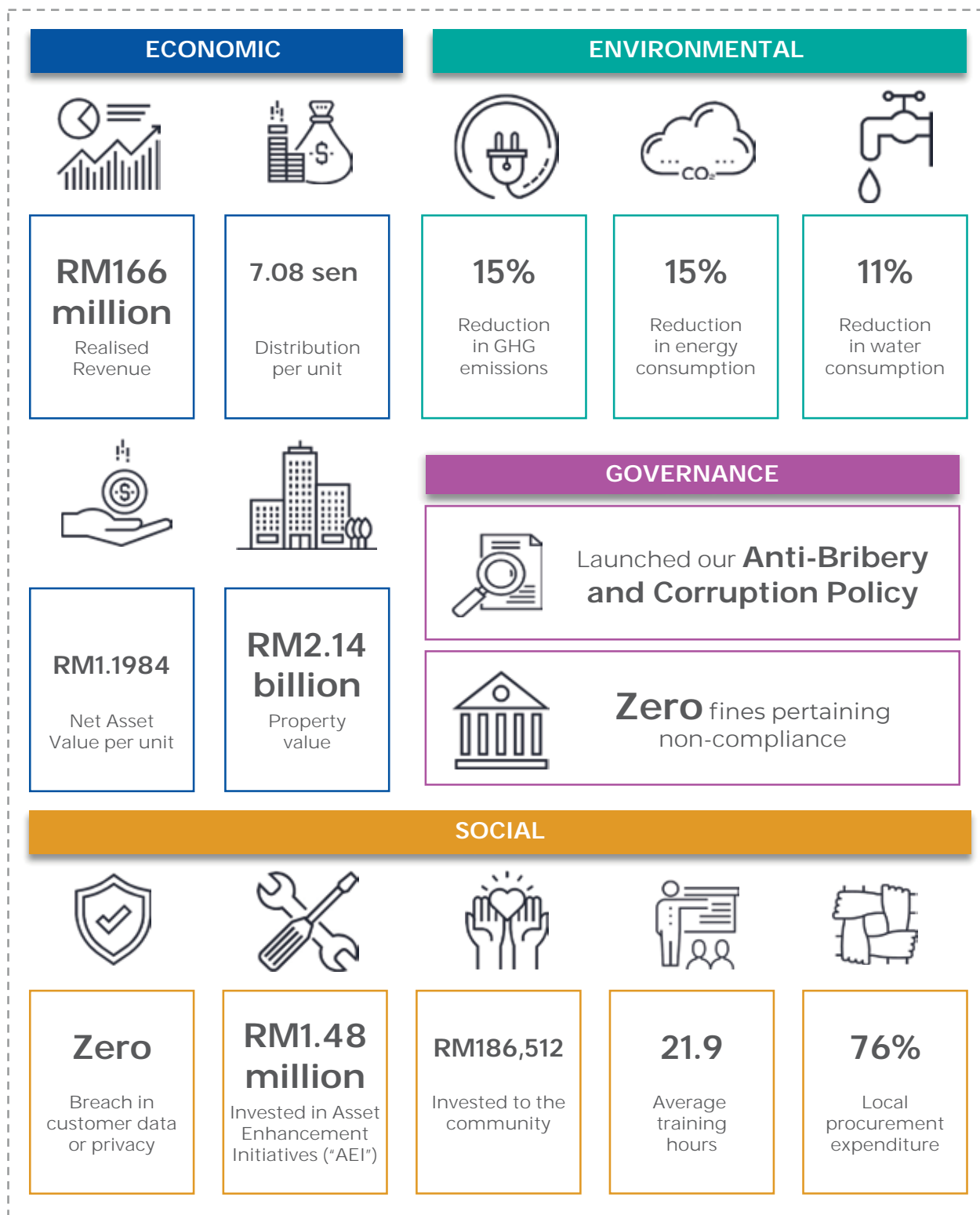


Figure 1: Location of commercial properties

# SUSTAINABILITY STATEMENT

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## SUSTAINABILITY HIGHLIGHTS



# SUSTAINABILITY STATEMENT

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## ABOUT THIS STATEMENT

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

This is our fourth Sustainability Statement ("Statement") which serves to communicate our sustainability efforts and performance from 1 January 2020 to 31 December 2020. This Statement covers all SENTRAL's operations in Malaysia for which we have direct managerial control. This excludes Tesco Building Jelutong Penang which is fully self-managed by the tenant. Information reported about employees are referred to as the employees of the Manager.

This Statement contains information regarding our stakeholder relationships, material matters and forward-looking statements including our key targets and performance indicators to further refine our strategic priorities. This year, we have improved our narrative to provide more concise and clearer insights into SENTRAL's strategies and performance indicators.

### Reporting Framework

This Statement has been prepared in accordance with the Global Reporting Initiatives ("GRI") Standards: Core Option, Bursa Securities' Sustainability Reporting Guide (2nd edition) and Listing Requirements. We aim to align our sustainability efforts to the global framework United Nations Sustainable Development Goals ("SDGs") in FY2021 to support Malaysia's commitment in implementing the 2030 Agenda for Sustainable Development.

### Independent Assurance

We have not sought any external assurance for this reporting period. We recognise the importance of independent verification and we intend to seek independent assurance on selected key sustainability indicators moving forward.

We value and welcome any feedbacks on our Sustainability Statement to continuously improve our reporting and sustainability practices. Please contact:

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## SUSTAINABILITY GOVERNANCE

[GRI 102-16, 102-18, 102-20, 102-32]

### Governance Structure

The Manager believes that an effective corporate governance culture is the foundation for an organisation's long-term growth. It is essential to protect the best interests of the unitholders and critical to SENTRAL's business performance. We ensure that our procedures and processes are aligned to the Malaysian Code on Corporate Governance issued by Securities Commission Malaysia ("SC") ("MCCG") requirements through our corporate governance framework illustrated in Figure 2, supported by comprehensive guidelines, policies, procedures, effective training and communications.

# SUSTAINABILITY STATEMENT

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For our full Corporate Governance Report, please refer to our website at [www.sentralreit.com](http://www.sentralreit.com) and our Corporate Governance Overview Statement on pages 69 to 82 of this Annual Report.

The Board is the highest decision-making body and is ultimately responsible and accountable for the integration of sustainability in our day to day business to ensure sustainable growth. They also oversee EES risks and opportunities as part of our business strategies and decision-making processes. The CEO leads the implementation of sustainability agenda, develops sustainability strategy, and reports the progress of sustainability initiatives to the Board. The Sustainability Working Committee ("SWC") oversees and monitors the execution of SENTRAL's sustainability initiatives, set targets and reports to the CEO on SENTRAL's sustainability performance. The SWC is supported by executives from relevant departments to allow better management of sustainability initiatives. The detailed roles and responsibilities of our sustainability governance structure is presented in Figure 3 below.

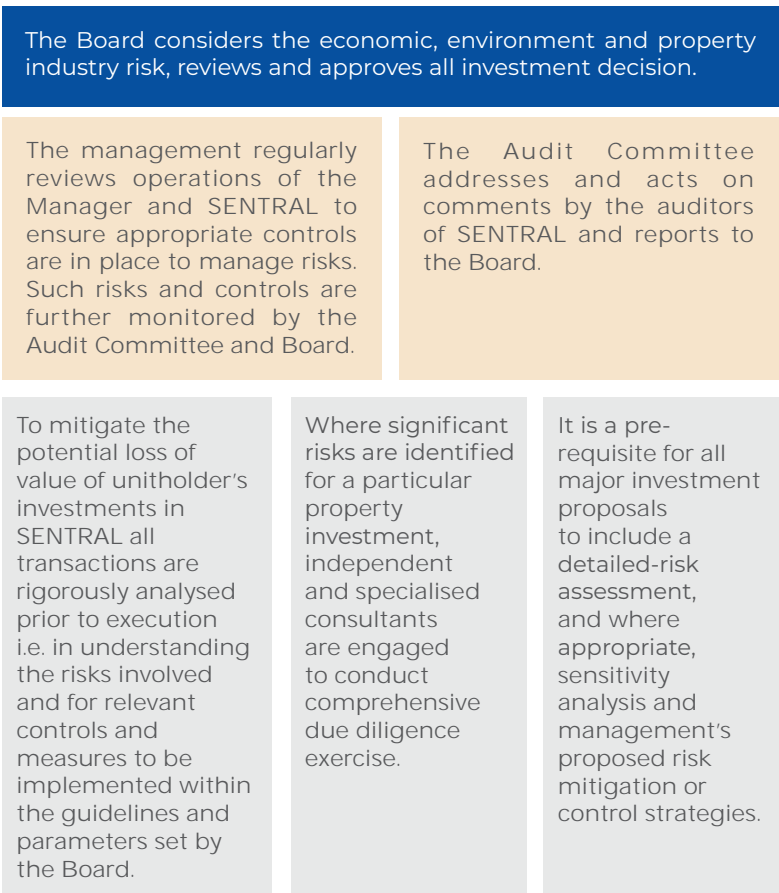


Figure 2: Corporate Governance Framework

## Sustainability Governance Structure



Figure 3: Sustainability Governance Structure

# SUSTAINABILITY STATEMENT

(cont'd)

## Ethical Business Conduct

[GRI 102-16, 102-17, 103-1, 103-2, 103-3, 205-2, 205-3]

We believe business success relies on our reputation, which is built on the actions and decisions of our employees. At SRM, all our employees are committed in embracing the highest standard of integrity and ethical business behavior.

Our core organisational values illustrated in Figure 4 shapes our culture, attitude and behavior to embrace the highest standard of corporate conduct through good corporate governance policies and practices.

We have in place various policies and guidelines relating to business ethics and work discipline which applies to all SRM's employees. As an extension of our commitment to take our business integrity seriously, we have developed our Anti-Bribery and Corruption Policy ("ABC Policy") on 1 June 2020 based on the Guidelines on Adequate Procedures ("GAP"), issued by the Prime Minister's Department. SENTRAL adopts a zero-tolerance approach against all forms of bribery and corruption and has instituted measures to guard against any unethical behavior.



Figure 4: Organisational Values

Further details of our internal processes and controls related to ethical business conduct is available in the Corporate Governance Overview Statement section of this Annual Report and our Corporate Governance Report FY2020.

Code of Business Ethics	Anti-Bribery and Corruption Policy	Whistleblowing Policy
Outlines regulatory and procedural compliance, conflict of interests, confidentiality and liability of employee, amongst others. Applies to all our employee and Directors and is part of the employee's Terms and Conditions of Service. This include Policy of Giving and Receiving Gifts that states that our employees or any external party that SRM or SENTRAL are prohibited from directly or indirectly receiving or providing gifts, kickbacks or gratuities in any form that may compromise their judgement, with the exception of consumable gifts	Guides all employees and business associates including external suppliers (sub-contractors, consultants, advisors, agents etc.) conducting business on behalf of SRM and/or SENTRAL concerning how to deal with improper solicitation, requests for bribes and other corrupt activities and issues that may arise in the course of the business	Provides a secure and responsible avenue for all employees and external parties in the reporting of improper conduct within SRM's operations

Table 1: Policies Relating to Governance at SENTRAL



## SUSTAINABILITY STATEMENT

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FY2020 initiatives	
Anti-Bribery and Corruption	<ul style="list-style-type: none"> <li>• Rolled out and communicated the ABC policy and guidelines to all employees, property managers, service providers, suppliers, tenants and vendors in June 2020. The ABC policy is also available on our website [<a href="https://www.sentralreit.com/investor-relations/">https://www.sentralreit.com/investor-relations/</a>]</li> <li>• Quarterly email reminders will be sent to employees and property managers to ensure constant awareness in complying to the ABC policy</li> <li>• A 2 hour awareness training was conducted for all of the Board of Directors, employees and all property managers in May 2020 to equip them with relevant knowledge associated with bribery and corruption. Training or briefing will be provided every three years or in the event of changes in regulatory requirements to ensure constant awareness</li> <li>• All Board of Directors, employees and property managers have certified in writing that they have read, understood and will abide by the ABC Policy</li> <li>• Included standard anti-bribery and corruption clauses in the new tenancies, lease agreements, license agreements and service agreements with our tenants and suppliers to reinforce high ethical behaviour across our supply chain</li> </ul>
Due Diligence Assessment	<ul style="list-style-type: none"> <li>• Established a due diligence assessment including but not limited to document verification and interview with all property business associates before including into SRM's panelist</li> </ul>
Grievance Mechanism for Whistleblowing	<ul style="list-style-type: none"> <li>• Established an email reporting channel [<a href="mailto:whistleblowing@sentralreit.com">whistleblowing@sentralreit.com</a>] so that our employees, customers or vendors can anonymously report any information regarding violations of the ABC Policy and raise concerns in good faith and in confidence, without fear of reprisals</li> <li>• All concerns can be raised in writing directly to CEO and Chairman of SRM</li> </ul>

We aim to conduct regular risk assessments to identify any bribery and corruption risks affecting the business, set anti-bribery and corruption objectives and carry out periodic assessments on the effectiveness of the controls in achieving those objectives, as and when there is a change in law or circumstances of the business. We will also conduct audit once every three years to ensure compliance with the ABC Policy.

All breaches of our policies are thoroughly investigated and substantiated, with applicable and appropriate disciplinary measures taken, including dismissal or termination of contract where necessary. In FY2020, there were no reported incidents related to bribery and corruption.

Further details on SENTRAL's risk assessment practices can be found in the Statement on Risk Management and Internal Control and Corporate Governance Overview Statement section of this Annual Report FY2020, which also takes reference from SENTRAL's Corporate Governance Report FY2020.

### Regulatory Compliance

[GRI 103-1, 103-2, 103-3, 307-1, 419-1]

We are firmly committed to ensuring that all our activities and operations adhere to the relevant local laws and regulations, including those that concern environmental and social-related issues. We identify changes in the regulatory landscape to ensure compliance and maintain our license to operate.

# SUSTAINABILITY STATEMENT

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Our Corporate Secretariat, Legal and Finance departments work closely with each other to monitor the effectiveness of internal controls, strengthen and improve SENTRAL's compliance performance. Furthermore, we have appointed external consultants as internal auditor to review our internal processes. Our internal compliance officer is responsible in ensuring our business operations complies with all applicable rules and regulations which includes SC's Licensing Handbook and Listed REIT Guidelines, Listing requirements, as well as the General Tax Compliance by the Inland Revenue Board of Malaysia, among others.

Our employees are given the opportunity to attend trainings organised by Bursa Securities, SC, the Malaysian Institute of Accountants and reputable law firms whenever there are new or updated regulatory requirements to keep abreast with the latest developments.

As part of our holistic approach, we are prioritising and growing relationships with our stakeholders who share our commitment to respecting human rights. Since FY2019, we have included the principles of anti-modern slavery in all our service agreements in which both SENTRAL and service providers shall comply with the relevant rules and regulations. In fulfilling this commitment, we aim to extend this clause to all our new tenancy agreements from January 2021 onwards.

The table below outlines the relevant laws and regulations we adhere to, but are not limited to the following:

<p><b>Malaysian Anti-Corruption Commission (MACC) Act 2009</b> Introduction of corporate liability for corruption offences that is applicable to Malaysian commercial organisations</p>
<p><b>MACC (Amendment) Act 2018</b> Refers to amendments under Section 17A of the MACC Act 2009, where commercial organisation are liable and can be punished if their employees are involved in corruption</p>
<p><b>Malaysian Employment Act 1955</b> Prohibits exploitative labour practices</p>
<p><b>Income Tax Act 1967 and Public Rulings</b> Imposition of income tax that includes collection and recovery of tax, tax refund, offences and penalties, and exemptions, remissions and other relief</p>
<p><b>Children and Young Persons (Employment) Act 1966</b> Prohibits the employment of children under the age of 14</p>
<p><b>Occupational Safety and Health Act 1994</b> Protects the safety, health and welfare of persons at work</p>
<p><b>Anti-Trafficking in Persons and Anti-Smuggling of Migrants Act 2007</b> Prohibit in child labour, slavery, servitude and forced or compulsory labour and human trafficking</p>
<p><b>Personal Data Protection Act 2010</b> Regulates the processing of personal data in regard to commercial transactions</p>
<p><b>Environmental Quality Act 1974</b> Relates to the prevention, abatement, control of pollution and enhancement of the environment</p>
<p><b>Construction Industrial Development Board Act 1994</b> Minimum requirements for engaging contractors and sub-contractors on construction works contracts</p>
<p><b>Electricity Supply Act 1990 (PW4)</b> Relates to the control of any electrical installation and equipment with respect to matters relating to the safety of persons and efficient use of electricity</p>
<p><b>Drinking Water Quality Standards 1985</b> Refers to the standards for drinking water quality</p>

Table 2: Relevant Laws and Regulations that SENTRAL adheres to

There were no incidences of non-compliance with relevant laws and regulations in FY2020. Further information of our Corporate Governance and compliance matters can be found in pages 69 to 82 of our Annual Report.

# SUSTAINABILITY STATEMENT

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## STAKEHOLDER ENGAGEMENT

[GRI 102-21, 102-40, 102-41, 102-42, 102-43, 102-44]

We believe regular proactive and meaningful stakeholder engagements allows us to obtain insights that helps to drive our business priorities and deliver long-term value to all our stakeholders. Despite the challenging environment caused by the COVID-19 pandemic, we continue to proactively engage our key stakeholders as we believe it is crucial to communicate and to address their concerns in times of uncertainties.





We define our key stakeholders as individuals, companies and/or groups who has significant influence and interests in our business operations. A summary of our stakeholder engagement outcome in FY2020 is illustrated in Table 3:

**Stakeholder Engagement Table**

Stakeholder	Engagement Objectives	Engagement Method	Stakeholder's Interests and Concerns	SENTRAL's Response	Relevant Material Matter
<b>Analysts and Media</b> 	<ul style="list-style-type: none"> <li>To proactively provide information to allow analysts to disseminate accurate information to the investment community</li> </ul>	<ul style="list-style-type: none"> <li>One-on-one meetings</li> <li>Analyst briefing</li> <li>Investor conferences</li> </ul>	<ul style="list-style-type: none"> <li>Profitability and financial health of SENTRAL</li> <li>SENTRAL's business direction and strategy</li> <li>Timely and transparent disclosure of information and announcements</li> </ul>	<ul style="list-style-type: none"> <li>Improved responsiveness towards feedback and queries</li> <li>Timely update on SENTRAL's business activities and/or related matters through a dedicated Investor Relations ("IR") personnel</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable Business Growth and Financial Performance</li> <li>Regulatory Compliance</li> </ul>
<b>Employees</b> 	<ul style="list-style-type: none"> <li>To provide fair and equal opportunities</li> <li>To provide employee development and career progression</li> </ul>	<ul style="list-style-type: none"> <li>Employee survey</li> <li>Annual employee appraisals</li> <li>One-on-one meetings</li> <li>Team meetings</li> </ul>	<ul style="list-style-type: none"> <li>Career progression</li> <li>Employee welfare and benefits</li> <li>Profitability and financial health of SENTRAL</li> <li>Job security</li> </ul>	<ul style="list-style-type: none"> <li>Transparent, open and consistent approach to appraisals</li> <li>Transparent communication on business performance and job security</li> <li>Training and team building</li> <li>Flexible work arrangement such as remote working as part of H&amp;S measures</li> <li>Open door policy to express concerns</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable Business Growth and Financial Performance</li> <li>Employee Management</li> <li>Health and Safety</li> </ul>

# SUSTAINABILITY STATEMENT

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Stakeholder	Engagement Objectives	Engagement Method	Stakeholder's Interests and Concerns	SENTRAL's Response	Relevant Material Matter
<b>Tenants</b> 	<ul style="list-style-type: none"> <li>To engage existing customers to ensure tenant satisfaction and high retention rate</li> <li>To forge new relationships with potential tenants</li> </ul>	<ul style="list-style-type: none"> <li>Direct feedback from tenants at all stages of the tenancy</li> <li>Regular meetings and discussions</li> </ul>	<ul style="list-style-type: none"> <li>Health, safety and well-being</li> <li>Quick response by management to feedbacks</li> <li>Data privacy</li> <li>Quality of assets and services</li> </ul>	<ul style="list-style-type: none"> <li>Scheduled maintenance for each property</li> <li>Established building procedures and measures including health and safety due to COVID-19</li> <li>Timely response to tenant's queries</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable Business Growth and Financial Performance</li> <li>Health and Safety</li> <li>Quality of Assets and Services</li> <li>Data Privacy</li> </ul>
<b>Government, Regulators and Local Authorities</b> 	<ul style="list-style-type: none"> <li>To seek clarification on the guidelines under their purview</li> <li>To ensure compliance and proper administration of the legislations and local authorities' regulations affecting the operations of the REIT</li> </ul>	<ul style="list-style-type: none"> <li>Consultation meetings together with consultants, advisors and industry associations</li> <li>Seminars and workshops</li> </ul>	<ul style="list-style-type: none"> <li>Compliance to legislations and guidelines affecting the REIT industry including health and safety compliance for COVID-19</li> <li>Refining and updating legislations through consultations with industry players</li> </ul>	<ul style="list-style-type: none"> <li>Appointed professional consultants and advisors during consultations sessions</li> <li>Adherence and report on compliance</li> <li>Monitored compliance through internal assessment</li> </ul>	<ul style="list-style-type: none"> <li>Regulatory Compliance</li> <li>Employee Management</li> <li>Health and Safety</li> </ul>
<b>Unitholders</b> 	<ul style="list-style-type: none"> <li>To proactively provide up to date disclosures and information to allow unitholders to make informed decisions on their investments</li> </ul>	<ul style="list-style-type: none"> <li>Annual general meeting ("AGM")</li> <li>Annual reports</li> <li>SENTRAL's website</li> <li>Announcements on Bursa Securities</li> <li>Interactions with IR personnel</li> </ul>	<ul style="list-style-type: none"> <li>Profitability and financial health of SENTRAL</li> <li>Timely and transparent disclosure of information and announcements</li> <li>Annual distribution payouts</li> </ul>	<ul style="list-style-type: none"> <li>Sound investment and capital management strategy</li> <li>Robust corporate governance procedures</li> <li>Update on business strategies and direction</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable Business Growth and Financial Performance</li> </ul>
<b>Investment Community</b> 	<ul style="list-style-type: none"> <li>To engage existing and potential investors to provide information which allows these investors to make sound investment decisions concerning SENTRAL</li> </ul>	<ul style="list-style-type: none"> <li>One-on-one meetings</li> <li>Investor conferences</li> <li>Annual reports</li> <li>SENTRAL's website</li> </ul>	<ul style="list-style-type: none"> <li>Profitability and financial health of SENTRAL</li> <li>Timely and transparent disclosure of information and announcements</li> <li>Accessibility to management or IR team</li> </ul>	<ul style="list-style-type: none"> <li>Improved responsiveness towards feedback and queries through a dedicated IR personnel</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable Business Growth and Financial Performance</li> </ul>

# SUSTAINABILITY STATEMENT

(cont'd)




Stakeholder	Engagement Objectives	Engagement Method	Stakeholder's Interests and Concerns	SENTRAL's Response	Relevant Material Matter
<b>Local Community</b> 	<ul style="list-style-type: none"> <li>To give back to the community in which we operate, specifically to improve the welfare of needy children</li> <li>To contribute funds to meet the immediate needs of at least one children's NGO</li> <li>To involve all staff in the fund-raising event</li> </ul>	<ul style="list-style-type: none"> <li>Partnerships and collaborations with local communities through CSR programmes</li> </ul>	<ul style="list-style-type: none"> <li>To provide sustained support after the completion of each CSR project</li> <li>Financial assistance to NGOs</li> </ul>	<ul style="list-style-type: none"> <li>Monetary contribution to the underserved community</li> <li>Adherence to SOPs on safety and hygiene during the MCO period</li> </ul>	<ul style="list-style-type: none"> <li>Community Partnership and Activities</li> </ul>
<b>Industry Associations</b> 	<ul style="list-style-type: none"> <li>To be a contributing member to the industry sectors' professional objectives</li> </ul>	<ul style="list-style-type: none"> <li>Consultation and feedback sessions</li> </ul>	<ul style="list-style-type: none"> <li>Fair representation of industry's needs through consultation and lobbying with government authorities like SC and Bursa Securities</li> </ul>	<ul style="list-style-type: none"> <li>Active membership involvement and contribution</li> </ul>	<ul style="list-style-type: none"> <li>Regulatory Compliance</li> </ul>
<b>Vendors</b> 	<ul style="list-style-type: none"> <li>To have fair, proper and transparent dealings with vendors</li> </ul>	<ul style="list-style-type: none"> <li>One-on-one meetings</li> </ul>	<ul style="list-style-type: none"> <li>Fair and transparent selection of vendors</li> <li>Timely payment to vendors</li> <li>Potential business opportunities for vendors</li> <li>Competitive rates</li> </ul>	<ul style="list-style-type: none"> <li>Professional approach in reviewing proposals from vendors</li> <li>Communication of ABC Policy</li> <li>Adhere to strict payment cycles and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Quality of Assets and Services</li> <li>Anti-corruption</li> </ul>

Table 3: Stakeholder Engagement Table

Legend: Engagement frequency ■ Annually ■ Quarterly ■ As and when required

# SUSTAINABILITY STATEMENT

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## MATERIALITY ASSESSMENT

[GRI 102-21, 102-29, 102-47, 102-49]

### Materiality Assessment

Materiality assessment is key to ensure we focus and manage what matters most to our business and stakeholders. We conduct materiality assessments every three years to keep abreast of our internal and external stakeholders' evolving priorities.

In FY2020, we conducted a materiality assessment workshop to ensure that our material matters remain relevant to the business operating landscape and stakeholders' interests. The assessment takes into consideration external factors such as operating environment, emerging trends, regulatory development, as well as insightful internal and external stakeholder feedback. We have also considered COVID-19's impact which transformed the business landscape, stakeholders' sentiments and expectations. Details of our materiality assessment is described in Figure 5 below.

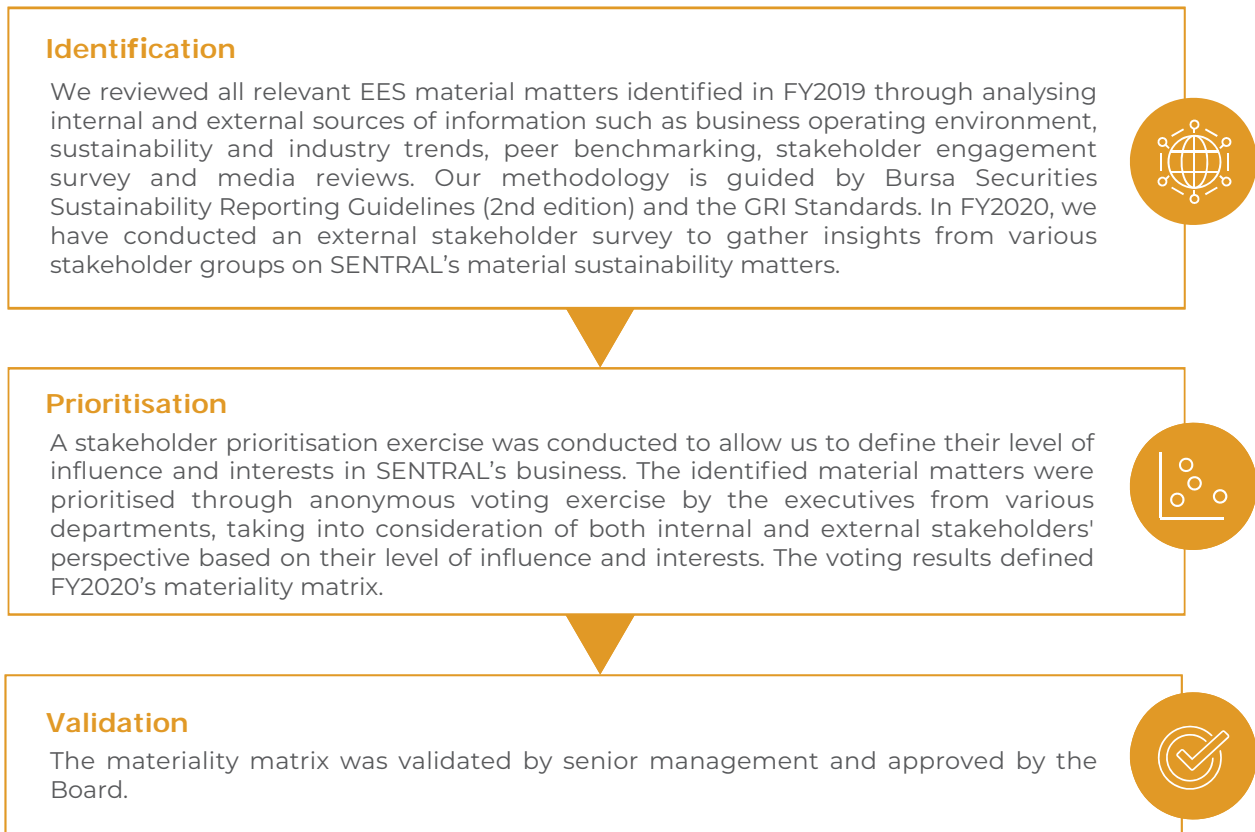


Figure 5: Materiality Assessment Process

# SUSTAINABILITY STATEMENT

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## Materiality Matrix

In FY2020's materiality matrix, eleven material matters were identified and formed the focus of our FY2020 Sustainability Statement.

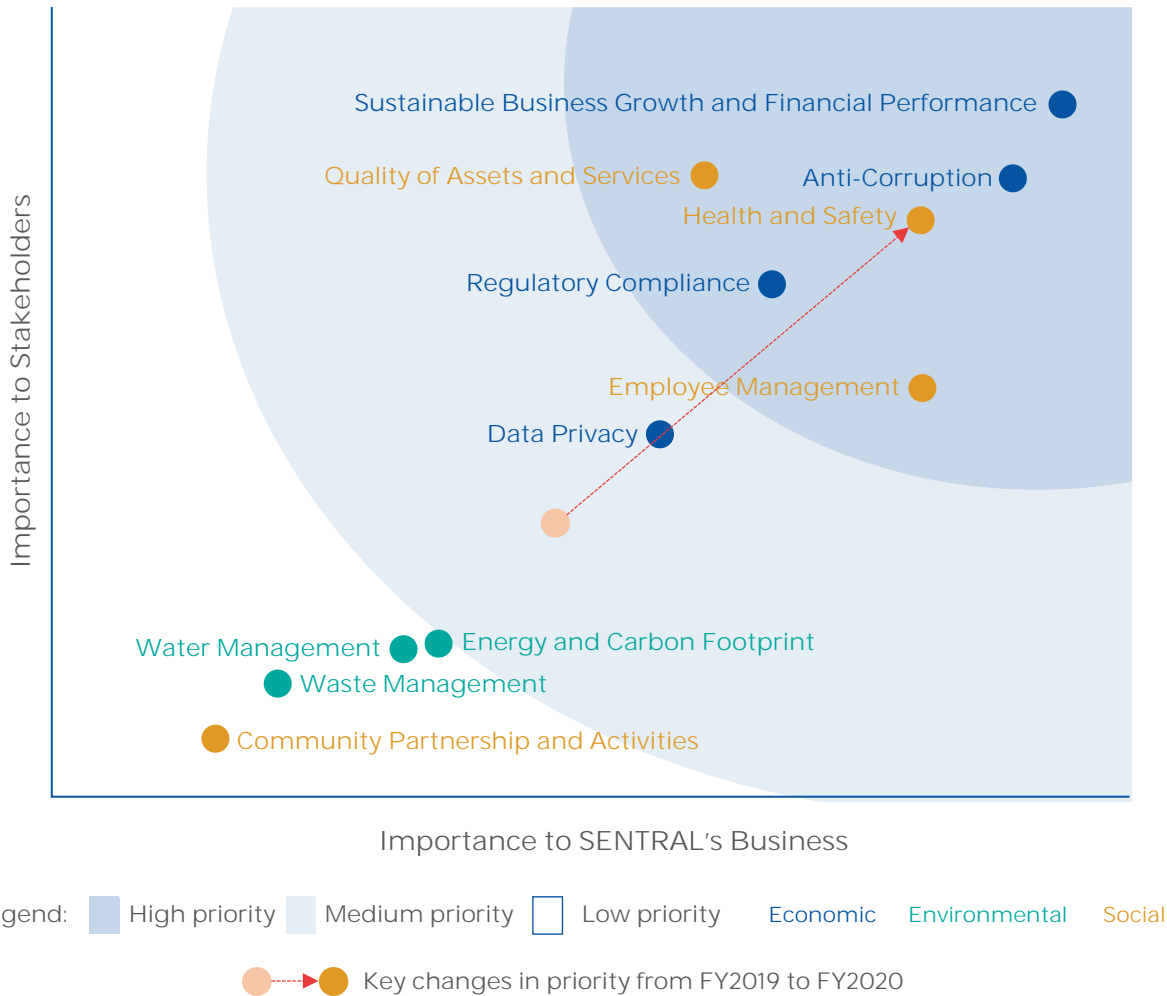


Figure 6: SENTRAL's Materiality Matrix

## Changes to F2020 Materiality Matrix

Three new material matters were identified which includes “Data Privacy”, “Waste Management” and “Community Partnership and Activities”. “Data Privacy” has gained importance among stakeholders as the widespread adoption of technology during the pandemic has greatly increased the exposure to cyberattacks, causing growing concerns over the collection and usage of SENTRAL's and SRM's business and customer's personal data. Particularly with enabling remote working, the widespread disruption in cybersecurity operations had an immediate effect on an organisation's business, causing a shift in strategies, investments and future priorities. “Waste Management” and “Community Partnership and Activities” were identified as part of our commitment to reduce our environmental impact and provide positive contribution back to the community.

Heightened by COVID-19, “Health and Safety” have increased in prominence given the severity of its implications to the health and safety of our tenants, employees, vendors and communities.

# SUSTAINABILITY STATEMENT

(cont'd)

We have also refined our definition of the material matter “Employee Management” and “Quality of Assets and Services” to better reflect the management and reporting of these material matters. Details and definition of SENTRAL’s FY2020 material matters are illustrated in Table 4.

	Material Matter	Definition
1	Sustainable Business Growth and Financial Performance	Concerns an organisation’s impacts on the economic conditions of its stakeholders and on economic systems at local, national, and global levels
2	Anti-Corruption	Corruption is defined as the abuse of entrusted power for private gain. Discusses activities that promote transparency and guard against various forms of corruption (e.g. bribery, extortion, fraud, undue pressure or influence)
3	Health and Safety	Efforts to address and prevent health and safety risks for all employees, tenants and visitors to SENTRAL’s properties
4	Quality of Assets and Services	Attention to quality of SENTRAL’s assets and services through innovative ideas, implementation of technology and management of supply chain which translate to tenant’s satisfaction. Tenants can be assured that the properties are in a comfortable and safe environment throughout the tenancy period
5	Regulatory Compliance	Compliance to building, REITs and other regulatory requirements, such as environment, financial, labor, health and safety, listing rules, authority guidelines, public announcements, etc.
6	Employee Management	Involves all employee management aspects including fostering an engaged and vibrant workforce, retaining and attracting employees by providing remuneration, growth and training opportunities without any discrimination
7	Data Privacy	Protection of all data, information and intellectual property against cyber security breaches including safeguarding the privacy of tenant, organisational and visitor’s information
8	Energy and Carbon Footprint	Efficient use of energy to minimise carbon emissions and provide cost savings to SENTRAL and its tenants. E.g. use of renewables such as solar energy on rooftops
9	Water Management	Consumption and efficiency of water usage for general purposes
10	Waste Management	Management or minimisation of waste generated in SENTRAL’s and tenant’s activities. E.g. providing adequate facilities to tenants for proper storage of waste (e.g. general, hazardous, etc.) for further disposal and encourage reducing, recycling and reuse of waste
11	Community Partnership and Activities	Financial or non-financial contributions to the communities in which SENTRAL operate and select partners with shared business’ values for joint activities

Table 4: SENTRAL’s Materiality Matters and Their Definitions



# SUSTAINABILITY STATEMENT

(cont'd)



## Sustainable Business Growth and Financial Performance

[GRI 103-1, 103-2, 103-3, 201-1]

SENTRAL focuses on delivering value to its stakeholders through property investment and asset enhancements. Guided by our four key strategic initiatives, as illustrated in Figure 7, we aim to provide our unitholders with sustainable distribution of income, derived from pursuing long-term growth from our existing and future portfolios.

### SENTRAL's Four Key Strategic Initiatives



Figure 7: SENTRAL's Four Key Strategic Initiatives

Despite the unprecedented impacts of COVID-19, SENTRAL maintained a healthy financial position and recorded improved financial performance for FY2020. SENTRAL registered a realised revenue of RM165.69 million in FY2020, an increase of 2.2% compared to FY2019. The increase was mainly attributed to higher revenue contribution from Menara Shell, Wisma Technip and Tesco Penang, and lower property operating expense and lower borrowing cost due to lower interest rates. The value generated through our operations enabled us to achieve a Distribution Per Unit of 7.08 sen for this financial year. The direct economic value generated and distributed by SENTRAL is presented in Table 5 below.

# SUSTAINABILITY STATEMENT

(cont'd)

For more information on our economic performance, refer to our Management Discussion and Analysis section from pages 27 to 37.

In RM	FY2020	FY2019	FY2018
<b>Value Generated</b>			
<i>Revenue, finance income, gain on divestment of investment property</i>	167,980,858	164,687,987	179,041,503
<i>Less: Property operating expenses</i>	(29,456,543)	(30,769,769)	(31,594,183)
<i>Less: Other operating expenses</i>	(919,578)	(922,599)	(948,463)
<b>Total Value Generated</b>	<b>137,604,737</b>	<b>132,955,619</b>	<b>146,498,857</b>
<b>Reconciliation:</b>			
<i>Total realised income net of taxation</i>	80,954,941	72,107,547	84,653,758
<i>Add:</i>			
<i>Finance costs</i>	34,750,696	38,976,163	39,774,798
<i>Manager's fees</i>	12,796,372	12,760,955	13,253,725
<i>Trustee's fees</i>	665,681	676,287	685,921
<i>Quit rent and assessment</i>	8,437,047	8,474,667	8,130,655
<b>Total Value Generated</b>	<b>137,604,737</b>	<b>132,995,619</b>	<b>146,498,857</b>
<b>Payments to the Manager and Trustee</b>			
<i>Manager's fees</i>	12,796,372	12,760,955	13,253,725
<i>Trustees fees</i>	665,681	676,287	685,921
<b>Payments to government</b>			
<i>Quit rent and assessment</i>	8,437,047	8,474,667	8,130,655
<b>Payments to providers of capital</b>			
<i>Income distribution</i>	75,882,237	72,881,244	86,600,067
<i>Finance costs</i>	34,750,696	38,976,163	39,774,798
<i>Economic value retained</i>	5,072,704	(773,697)	(1,946,309)
<b>Total Value Distributed</b>	<b>137,604,737</b>	<b>132,995,619</b>	<b>146,498,857</b>

Table 5: Direct Economic Value Generated and Distributed

## Data Privacy

[GRI 103-1, 103-2, 103-3, 418-1]

In light of the COVID-19 pandemic, accelerated digitalisation and shifts to remote working at both scale and pace have significantly added to the spate of cybersecurity issues such as cyber-attacks, data breaches and phishing attacks on end-users.

As the Manager, we are cognisant of our responsibilities and we aim to protect the integrity of our systems and safeguard personal data to maintain our stakeholders' trust and confidence. Our Privacy Policy guides and ensure personal information is handled in a way that is compliant, ethical and adheres to industry best practices.

## SUSTAINABILITY STATEMENT

(cont'd)

Appropriate Information Technology ("IT") controls and cybersecurity measures are also in place to drive a responsible business culture and ensure our business, employees' and customers' personal data are safe and secure. These controls and procedures are guided by our Information Security Policy which aims to protect our information assets, minimise impact caused by improper control, guide third parties on information sharing security, familiarise our employees with information security risks and the expected way to address these risks. This Information Security Policy applies to all employees, temporary workers, practical trainees and third parties who engaged to work with or who have access to the information of the Manager and/or SENTRAL.

Our key initiatives for the year are described below.

FY2020 initiatives	
Data Privacy Regulatory Compliance	<ul style="list-style-type: none"> <li>• Our employees are subject to the Personal Data Protection Act 2010 ("PDPA") where they are required to sign a declaration to acknowledge to treat the personal and confidential information of others in a responsible manner at all times</li> <li>• Third parties are required to read, understand and acknowledge a Non-Disclosure Agreement ("NDA") where there is sensitive information required from the other party</li> <li>• A standard personal data clause has been included in all of our tenancy and service agreements</li> </ul>
Data Protection Awareness	<ul style="list-style-type: none"> <li>• Regular email reminders and monthly editorial messages are disseminated by our IT helpdesk to alert our employees on spam or phishing emails, potential cyber-attack and updates of passwords for all systems</li> <li>• Conducted online security awareness training for all employees</li> </ul>
Data Security Controls	<ul style="list-style-type: none"> <li>• Keep abreast with the Antivirus software</li> <li>• Set up user access rights for system usage and firewall by IT department</li> <li>• Perform cybersecurity and IT risk and control assessments to allow identification and timely response to information security threats</li> </ul>
Physical Data Management	<ul style="list-style-type: none"> <li>• All of our physical data are kept in our data warehouse centre</li> <li>• We have implemented the use of Yardi, a cloud-based accounting, finance and leasing system, which facilitates the uploading of soft copies of all documents, tenancies, agreements, acting as another source of backup of our physical data</li> </ul>

In FY2020, there were no substantiated complaints concerning cybersecurity breaches and losses of customer data. We will continue to ensure strict compliance and invest in our cyber security capabilities to safeguard the confidentiality, integrity and availability of information within our operations.

# SUSTAINABILITY STATEMENT

(cont'd)








## ENVIRONMENTAL

### Energy and Carbon Footprint

[GRI 103-1, 103-2, 103-3, 302-2, 302-3, 302-4, 305-2, 305-4]

The conversation around climate change continues to intensify as COVID-19 have drastically altered patterns of energy demand around the world and its impact on the global economy is increasingly recognised. In line with Malaysia’s commitment towards achieving a reduction of 45% carbon emission intensity by 2030, SENTRAL is committed to continue our efforts in reducing our environmental footprint through improving energy efficiency and investing in renewable energy.

Our approach in energy management are illustrated in the figure below.

Our approach in energy management			
	Installation or replacement of conventional lighting with energy savings lighting (e.g. LED lighting)		Installation or upgrade to energy efficient air conditioning systems
	Installation or replacement of solar power system		Installation of BAS
	Regular inspection of existing equipment to ensure they remain in good condition		

SENTRAL’s primary source of carbon emissions is from the electricity purchased for our operational activities in all our buildings. The property managers are responsible for driving energy conservations and improvement plans for their respective buildings. Each building’s energy performances are monitored and reported monthly by the property managers to SRM through the Asset Control Group (“ACG”) report.

Since 2019, SENTRAL has implemented various energy reduction initiatives across our buildings to increase energy efficiency and reduce daily operation cost. Our two green buildings (Menara Shell and Platinum Sentral) also contribute to reducing our environmental footprint as they are built with better ventilation and natural lighting, resulting in lower energy consumption and water consumption. In FY2020, our key energy efficient initiatives are highlighted in Table 6 below. Our initiative to replace all lighting fixtures in Menara Shell and Platinum Sentral toilets was delayed due to the government’s MCO.

# SUSTAINABILITY STATEMENT

(cont'd)

No.	Building	FY2020 Initiatives
1	Menara Shell	<b>LED lighting replacement</b> <ul style="list-style-type: none"> <li>At common areas including toilets, building corridors and streetlighting</li> </ul>
2	Quill Building 1 and 4	<b>Building Automation System installation</b> <ul style="list-style-type: none"> <li>A centralised intelligent system to monitor the real-time energy consumption system and allow energy efficiency management through control of building systems and environmental parameters</li> </ul>
3	Quill Building 2	<b>Energy efficient air conditioning system</b> <ul style="list-style-type: none"> <li>Upgraded the BAS to monitor the chiller and air handling unit systems for better efficiency and cooling capacity</li> <li>In addition, operation hours of the air conditioning systems were adjusted to ensure better energy efficiency</li> </ul>
4	Quill Building 3	<b>LED lighting replacement</b> <ul style="list-style-type: none"> <li>At landscaping areas and perimeter driveways</li> </ul>



Table 6: FY2020 Energy Efficient Initiatives

This year, we achieved our target of 2% energy consumption reduction by achieving a reduction of 14.8% from FY2019. This is also mainly due to government’s MCO that requires working from home arrangement and closure of building operations for a certain period.

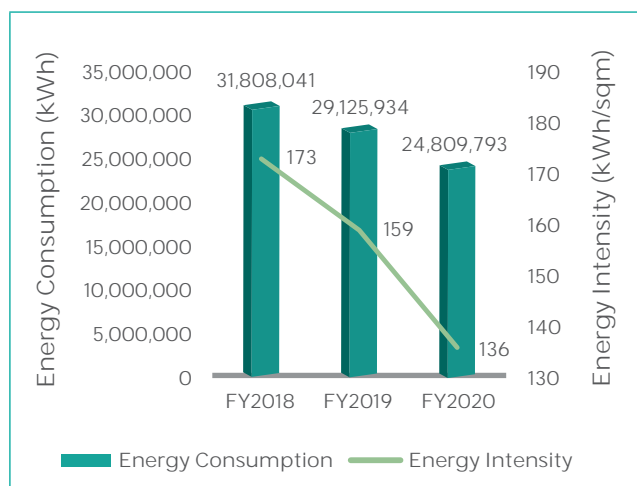


Figure 8: Total Energy Consumption and Intensity

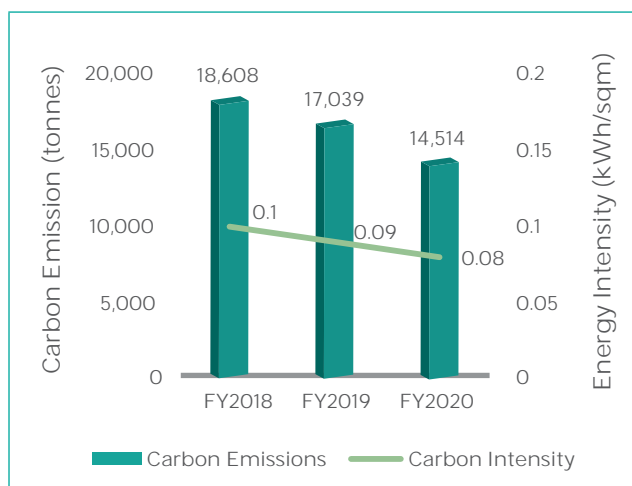


Figure 9: Total Carbon Emissions and Intensity

# SUSTAINABILITY STATEMENT

(cont'd)

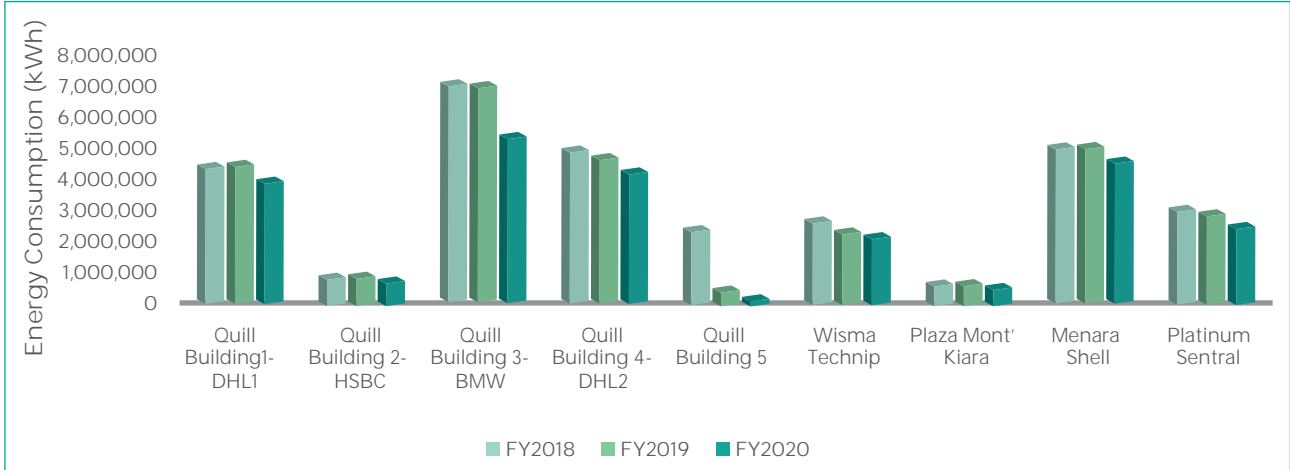


Figure 10: Total Energy Consumption by Property

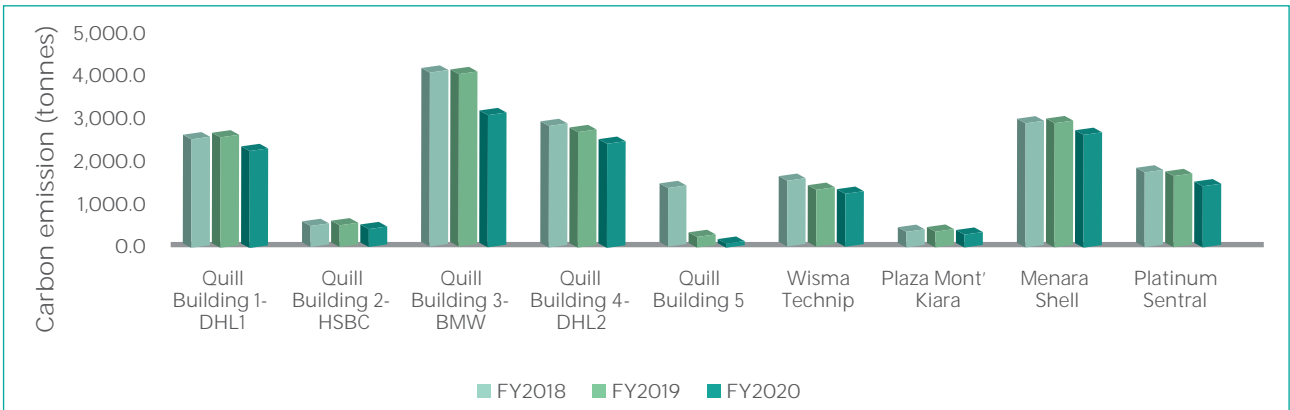


Figure 11: Total Carbon Emissions by Property

\* Carbon emission from purchased electricity (Scope 2) is calculated based on the emission factors from the 2017 CDM Electricity Baseline For Malaysia [<https://www.mgtc.gov/wp-content/uploads/2019/12/2017-CDM-Electricity-Baseline-Final-Report-Publication-Version.pdf>] report by Malaysian Green Technology Corporation

We are currently developing our Energy Management Policy, which would act as the formal guideline for the implementation of energy conservation and management initiatives at SENTRAL. We intend to roll out this Policy to all buildings by FY2022.

We intend to continue our efforts in improving energy efficiency across our buildings to achieve our target of 2% reduction year-on-year. Our commitments for FY2021 are illustrated in the table below.

No.	Building	FY2021 Initiatives
1	Menara Shell	<ul style="list-style-type: none"> <li>LED lighting replacement at toilets</li> <li>Upgrade air-conditioning system to optimise cooling system by replacing main heat exchanger motorised valve and Variable Speed Drive (“VSD”)</li> <li>Replace valve at Primary Air Handling Unit (“PAHU”) as part of maintenance process for efficiency</li> <li>Install new Motorised Fire Damper (“MFD”) at the rooftop</li> </ul>
2	Platinum Sentral	LED lighting replacement at toilets and main lobby atrium
3	Plaza Mont’ Kiara	LED lighting replacement for car parks

Table 7: FY2021 Energy Efficient Initiatives

# SUSTAINABILITY STATEMENT

(cont'd)






## Water Management

[GRI 103-1, 103-2, 103-3, 303-1, 303-5]

Water disruptions are increasingly becoming an issue as it could cause inconveniences and disruptions to business operations. We proactively employ measures to improve our water resource management and reduce water consumption to ensure sustainable water management. This year, we have developed our Water Management Policy to guide our water use and conservation strategies in line with relevant national and state drinking water standards. This policy serves as a directive to all SENTRAL's buildings and stakeholders, to communicate our value chain's commitment.

Similar to energy management, the building manager monitors and reports monthly to SRM on the building's water performance through the ACG report. In the event that there are unusual fluctuations in the building's water consumption, investigations will be conducted, and appropriate measures will be implemented to remedy the issues.

Our approach in water management are illustrated in the figure below.

Our approach in water management			
	Repair and replace old pipes, fittings and other equipment where necessary		Regular inspection of air-conditioning systems to ensure they are operating at optimum levels (largest source of water consumption)
	Regular inspection of piping system and fittings to ensure they maintain in good condition		Installation or replacement of conventional water fittings with water efficient fittings including sensor taps
	Installation of rainwater harvesting system		

In FY2020, our key initiatives are highlighted in the table below and we have also achieved our target of 2% year-on-year reduction in overall water consumption by achieving 11% of reduction.

No.	Building	FY2020 Initiatives
1	Menara Shell	<ul style="list-style-type: none"> <li>Replaced plumbing system with new polypropylene pipes which are highly resistant to corrosion and chemical leaking. This helps to minimise potential water leakage and hence reduce operational cost</li> </ul>
2	Wisma Technip	<ul style="list-style-type: none"> <li>Installation of new water filtration systems</li> </ul>
3	Quill Building 2	<ul style="list-style-type: none"> <li>Replaced domestic water tank leaking panel on the building's rooftop storage to prevent roof leakage</li> </ul>
4	Platinum Sentral	<ul style="list-style-type: none"> <li>Renovated toilets located on Level 4 and 5 with self-closing taps to conserve water</li> </ul>

Table 8: FY2020 Water Management Initiatives

# SUSTAINABILITY STATEMENT

(cont'd)

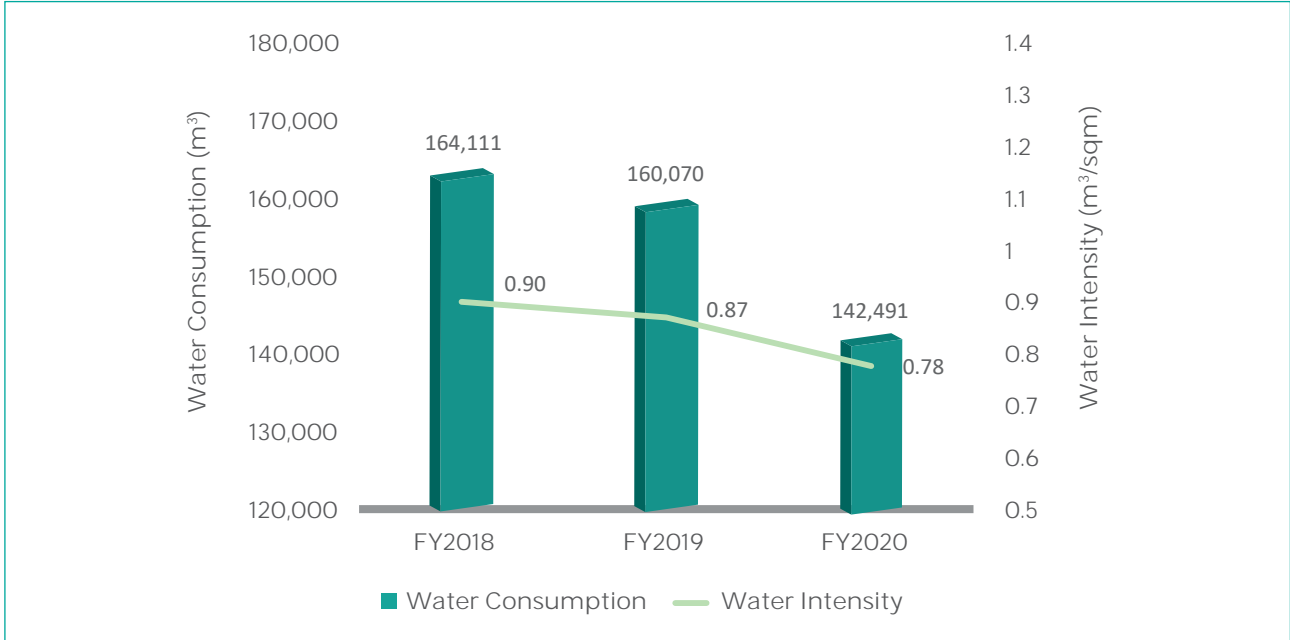


Figure 12: Total Water Consumption and Water Intensity

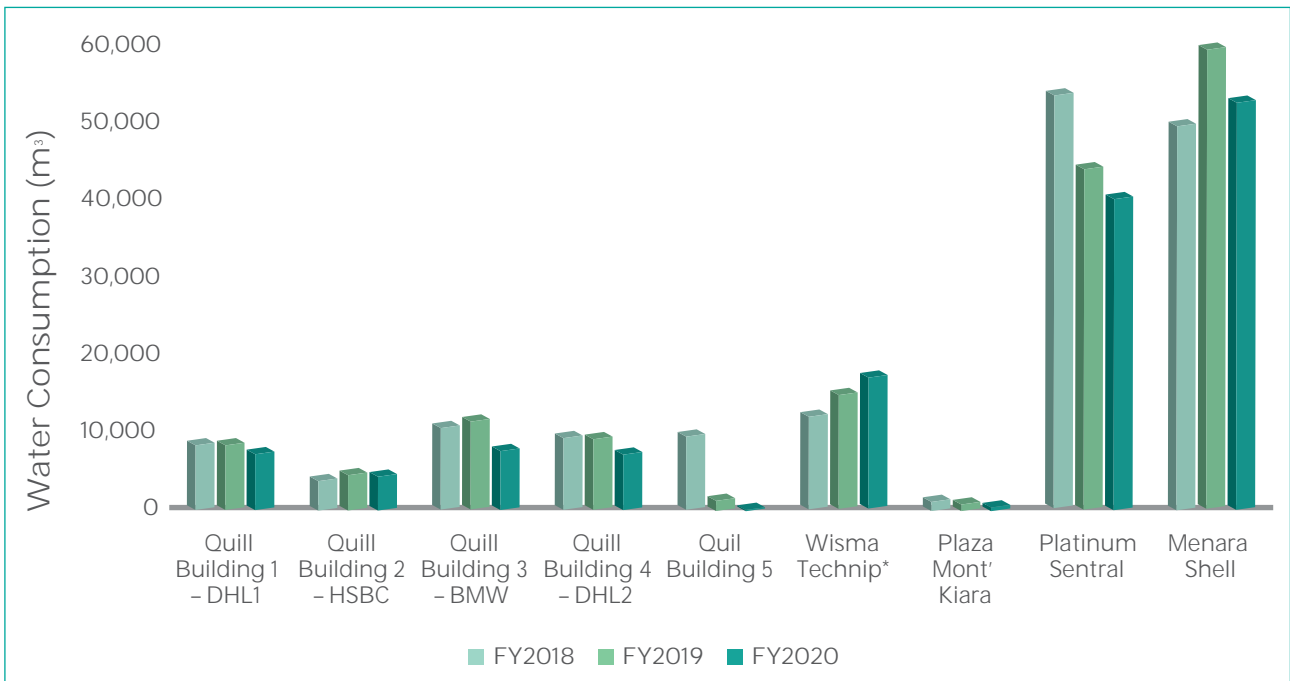


Figure 13: Total Water Consumption by Property

\* The increase in water consumption for Wisma Technip is due to faulty meter readings in FY2018 and FY2019 that contributes to lower water consumption reading in FY2018 and FY2019



# SUSTAINABILITY STATEMENT

(cont'd)

Moving forward, we intend to continue our efforts in improving water efficiency across our buildings to achieve our target of 2% reduction year-on-year. Our commitments for FY2021 are illustrated in Table 9: FY2021 Water Management Initiatives below.

No.	Building	FY2021 Initiatives
1	Menara Shell	<ul style="list-style-type: none"> <li>Replace toilet water fittings with effective water tap sensor and water flush valve system</li> </ul>
2	Quill Building 1 and 4	<ul style="list-style-type: none"> <li>Installation of new water filtration systems to ensure clean water quality for consumption purposes</li> </ul>

## Waste Management

[GRI 103-1, 103-2, 103-3]

Waste disposal methods and management in Malaysia have drawn public attention and sparked rising concerns as waste is being disposed into non-sanitary landfills and open dumping sites with minimal treatment. Poor waste management, from improperly stored refuse to illegal dumping can cause health hazards, pollution and negative impacts on human health and the environment. We aim to manage and care for our tenants' wellbeing and the community we operate in.

Our approach to water management is illustrated in the figure below.

Our approach in waste management			
	Disposal of waste by licensed waste contractors and based on regulatory requirements		Provision of recycling bins to encourage habits of recycling
	Creating awareness of sustainable waste disposal and management through notice or posters		

The main categories of waste are dry waste and wet waste which are mainly generated by our food and beverages ("F&B") outlets. A centralised refuse chamber is located at every building to act as a collection point for storage and segregation of waste. The property manager is responsible for ensuring that wastes are disposed legally, and recyclable waste are being sent to recycling companies by licensed waste contractors.

We are also cautious in managing our food waste as food waste releases methane gas which is harmful to the environment. Fats, oils and grease could also contaminate local streams if not appropriately managed when washed down the kitchen sinks. Our F&B outlets in Plaza Mont' Kiara, Platinum Sentral and Menara Shell have installed rubbish traps and grease traps to filter greases and food solids before being discharged into the wastewater disposal system. This is also part of the Environmental Quality (Scheduled Wastes) Regulations 2005.

## SUSTAINABILITY STATEMENT

(cont'd)



Figure 14: Recycling Bin Placed in Platinum Sentral

To further raise awareness of responsible waste management, recycling bins are located in common areas such as lift lobby and high traffic areas to encourage recycling among our employees, tenants and visitors. Environmental awareness notices and posters are also displayed to encourage tenants and visitors to reduce, reuse and recycle waste. Notices and posters are displayed in building washrooms to encourage lesser usage of paper hand towels. Moving forward, we aim to install automatic jet air hand dryers to replace paper hand towels and reduce the consumption of our natural resources.

We aim to start tracking and monitoring our waste consumption across our operations in FY2022.

# SUSTAINABILITY STATEMENT

(cont'd)



## SOCIAL

### Health and Safety

[GRI103-1, GRI 103-2, GRI 103-3, GRI 403-2, 403-5, 403-6, 403-9, 403-10]

Our stakeholders' safety, health and well-being remain as an absolute priority, especially during this time of uncertainty. This includes our employees, tenants, contractors, visitors and communities.

Our Health and Safety ("H&S") Policy guides the management on all health and safety issues, complying with the relevant laws and regulations such as the Occupational Safety and Health ("OSH") Act 1994 by the Department of Occupational Safety and Health. It is designed based on the health and safety principles illustrated in Figure 15 and details our commitment to continually improve health and safety initiatives and performance to ensure the safety of all our stakeholders during ongoing management of our portfolio including refurbishment. All SRM employees, building management team and contractors are required to follow our H&S policy to ensure measures are in place to prevent health and safety hazards.



Figure 15: CENTRAL's Health and Safety Principles

## SUSTAINABILITY STATEMENT

(cont'd)

### Managing Risks and Hazards in Our Buildings

We work closely with our building management team, tenants and contractors to ensure safety controls are in place to safeguard the health and safety of our tenants, visitors and communities.

Fire risk assessments are performed regularly to identify and manage potential risks and hazards. We monitor the safety certifications for fire, lift and escalator and ensure that they are renewed in a timely manner. All necessary maintenance and repairs are performed to ensure compliance with safe operating standards implemented by the Fire and Rescue Department of Malaysia ("BOMBA"). All of our tenants have also established an Emergency Response Team trained in first aid and equipped with fire-fighting abilities to respond to health and safety risks. In FY2020, annual fire drill and evacuation exercise were exempted as large crowd gatherings are strictly prohibited due to the COVID-19 pandemic.

Our tenants are also required to conduct a risk assessment prior to any renovation and fit-out of the tenanted spaces. Clear safety signs are placed during refurbishment to provide awareness and regular on-site inspections or spot checks will be conducted by the property manager to ensure the building is well maintained. This is also to ensure compliance with the OSH Act.



*Figure 16: Cleaning of Building Pavements and Walkways to Remove Muck Accumulation That Could Potentially Cause Slipping and Inhibit Water Drainage*

*Figure 17: Removal of Fallen Trees as it Caused Disturbances and Could Potentially Injure Someone Who is Walking by (e.g. Minor Scratches)*



## SUSTAINABILITY STATEMENT

(cont'd)

### Health and Safety Grievances

We provide various channel for our stakeholders to raise their concerns regarding health, hygiene and safety protection matters. Our grievance mechanisms are illustrated in Table 10 below.

Channel	Description
Telephone	Stakeholders can lodge grievances to the Building Management Office ("BMO") via a telephone hotline or request to speak to a stakeholder contact officer or obtain the contact details of the property manager in charge
Email	Grievances can be submitted in writing to the respective property Manager's email which can be retrieved from the respective BMO
Face-to-face Communication	We have physical point of contacts for stakeholders to escalate grievances directly to the property managers. We also have Auxiliary Police and security guard personnel on-duty for 24 hours at our main lobby counter to protect the property and prevent criminal activities

*Table 10: Health and Safety Grievance Mechanisms*

We aim to strengthen our relationships with our stakeholders by responding to their concerns effectively. Every case will be acknowledged, investigated, addressed and followed up until the case is closed or until satisfactory resolution is achieved.

### Protecting Our People During the COVID-19 Crisis

Since 18 March 2020, the MCO has been implemented throughout Malaysia as a preventive measure by the federal government in response to the COVID-19 pandemic. To ensure the safety of our employees, tenants, visitors and communities, we have adopted various precautionary measures and controls while monitoring the situation closely.

In managing the COVID-19 crisis, an Emergency Response Plan was established and communicated to all employees and tenants to facilitate operations and movement in times of crisis. All our stakeholders are required to follow the Ministry of Health's new COVID-19 SOP guidelines to mitigate any potential risk of exposure to COVID-19. Details of our COVID-19 measures are illustrated in Figure 18.

# SUSTAINABILITY STATEMENT

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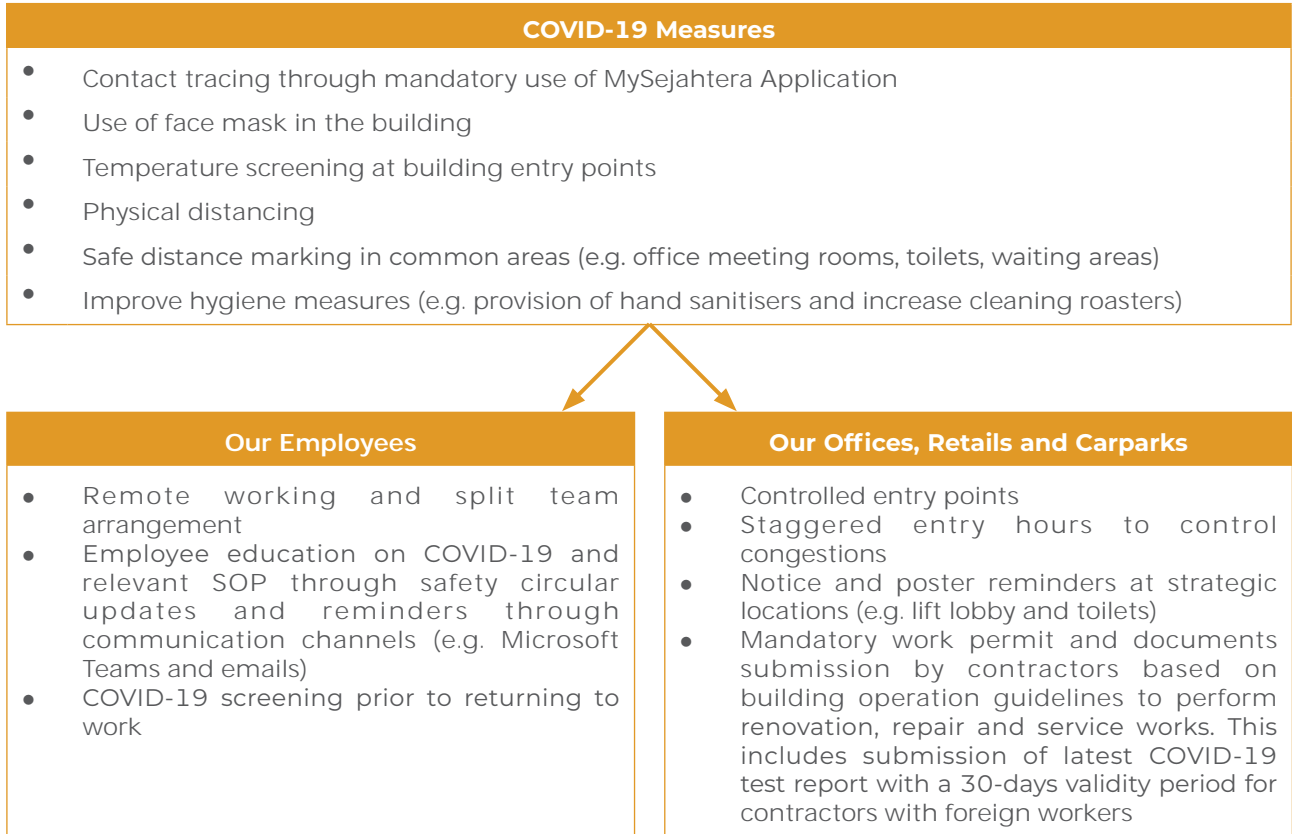


Figure 18: SENTRAL's COVID-19 Measures



Figure 19: Provision of Hand Sanitisers and Contact Tracing Using MySejahtera Application



Figure 20: Physical Distancing Measures in Building Lifts

## SUSTAINABILITY STATEMENT

(cont'd)



Figure 21: Temperature Screening at Platinum Sentral Car Park Entrance



Figure 22: Physical Distancing Measures in Building Lobby

### Health and Safety Initiatives in FY2020

#### Platinum Sentral

##### Coronavirus Awareness

On 3 February 2020, a Coronavirus Awareness sharing session was jointly organised by Platinum Sentral's Tenant - Berkat OSH Clinic and Spaces to raise awareness on COVID-19. Topics included description of Coronavirus, infections symptoms, how it spreads, preventive or mitigation measures. 15 tenants and employees attended this session to obtain relevant knowledge and strengthen preventive strategies.

##### Briefing for Joint Emergency Evacuation Drill

A briefing on Joint Emergency Evacuation Drill was conducted on the 3 September 2020 to communicate the building's emergency response plan and route with the BMO Emergency Response Team and Tenants' Floor Warden. A total of 20 tenants and Building Management Team members participated in the briefing.



Figure 23: Coronavirus Awareness Sharing Session at Platinum Sentral

#### Menara Shell

##### Safety Day – Health, Safety, Security and Environment (“HSSE”) Forum 2020

On 11 June 2020, Shell Malaysia organised a Health and Safety online forum to discuss unsafe working conditions at home and workplace, and steps to avoid and minimise hazards as a result of poor physical environment. The forum included Shell Malaysia employees, business partners and safety partners.

Other key topics included addressing concerns during the onset of COVID-19 and taking sensible and effective measures to ensure workplace safety and improved morale and productivity.

For the financial year, there was no reported case of fatalities, work-related injuries and any incidence of non-compliance with regulations concerning health and safety. We will remain focused on complying with the COVID-19 SOP and OSHA Act to safeguard our stakeholders' health and safety.

# SUSTAINABILITY STATEMENT

(cont'd)

## Employee Management

[GRI 102-8, 102-41, 103-1, 103-2, 103-3, 401-1, 401-2, 401-3, 404-1, 404-2, 404-3, 405-1, 406-1]

Our employees are integral to the success of SENTRAL. Cultivating leadership and quality talent are critical enablers for SENTRAL's success in delivering our strategic priorities.

### Diversity and Equal Employment

We believe fostering workforce diversity and inclusive culture is key towards creating a positive work environment where our employees are respected, valued and supported. We strive to be an employer of choice by promoting diversity, equality, personal development, mutual trust, and teamwork at the workplace. This is reflected in our General Policies, Code of Conduct of the employees' handbooks and Sexual Harassment Policy.

Our recruitment practices are fair, and we do not tolerate any harassment and discriminate against any attributes and characteristics of the individual. We value diversity and inclusion and the benefits they bring to our business in achieving our objectives. We seek to attract the right skills and talents to meet the business needs of SENTRAL.

Indicators	FY2020	FY2019	FY2018
Total number of employees	17	18	18
Total number of workers	36	37	36
Number of new hires	0	1	1
Employee turnover	1	1	2

Table 11: SENTRAL's FY2020 Employee Data

Due to the nature of our business, our employees are not covered by the collective bargaining agreement. The graphs below illustrate SRM's employee distribution by gender, age group and category.

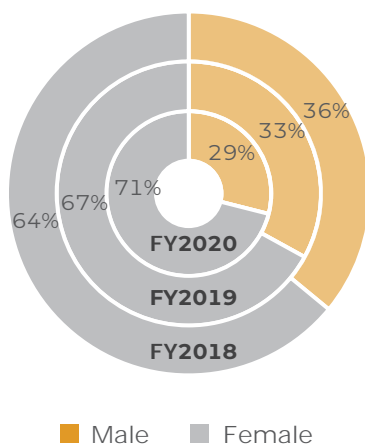


Figure 24: Employee Gender Diversity

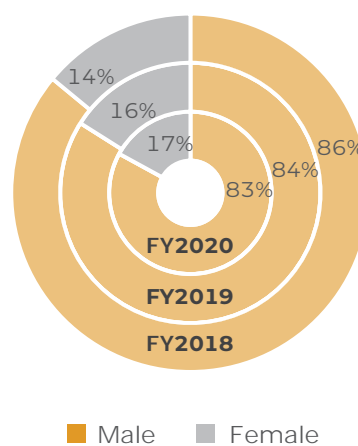


Figure 25: Worker Gender Diversity



## SUSTAINABILITY STATEMENT

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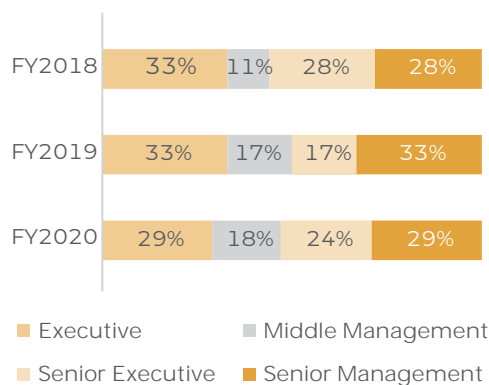


Figure 26: Employee Gender Diversity Per Category

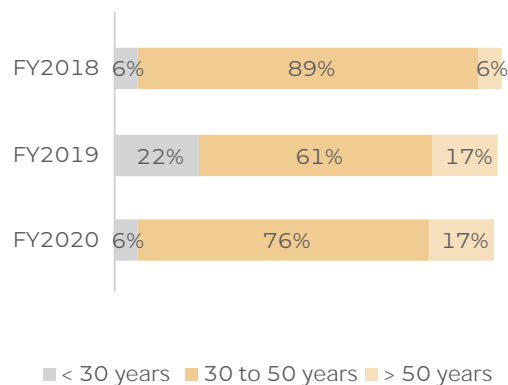


Figure 27: Employee Age Diversity

As of 31 December 2020, no incident on discrimination or harassment was reported.

### Employees' Benefits and Remuneration

We recognise that providing attractive compensation and benefits programmes are essential to promote a positive work environment and retain our talents. Key benefits offered are listed in the table below, but not limited to:

Types of benefits	Detail of benefits
Insurance	<ul style="list-style-type: none"> <li>Group term life insurance (including dependent)</li> <li>Disability and invalidity insurance</li> <li>Surgical and hospitalisation insurance</li> </ul>
Leaves	<ul style="list-style-type: none"> <li>Annual leave</li> <li>Parental leave</li> <li>Maternity leave</li> <li>Compassionate leave</li> <li>Prolonged illness leave</li> <li>Family care leave</li> <li>Examination leave</li> </ul>
Wellness	<ul style="list-style-type: none"> <li>Outpatient and health screening</li> </ul>
Flexible work arrangement	<ul style="list-style-type: none"> <li>Staggered working hours</li> <li>Work from home ("WFH") arrangements on a weekly rotational basis</li> </ul>
Subsidy and reimbursement	<ul style="list-style-type: none"> <li>Professional membership subsidy</li> <li>Petrol subsidy (applicable to selected level / grade of employees only)</li> <li>Parking subsidy</li> <li>Mobile phone bill reimbursement</li> </ul>

Table 12: SENTRAL's Employee Benefit Schemes

As a family-friendly employer, we understand the importance of providing a working environment that is considerate to parenting responsibilities for both male and female employees. We provide the flexibility of shorter working hours for pregnant employees with 90 days paid maternity leave and five days paid paternity leave to promote work-life balance of dual-earner families.

# SUSTAINABILITY STATEMENT

(cont'd)

In FY2020, none of our employees took the aforementioned leaves.

Types of Family Leave	FY2020	FY2019	FY2018
Maternity Leave	0	0	2
Paternity Leave	0	0	0

Table 13: Number of Employees Who Took Family Leaves

We also provide a fair, performance-based work culture that is diverse, inclusive and collaborative. Our compensation packages encompass bonuses and equity-based reward plans (only applicable to selected grade / level of employees only) beyond basic salaries. Performance reviews are conducted annually to assess our employees' performance and achievements against set key performance indicators and optimise our employees' potential if necessary. In FY2020, 100% of our permanent employees receive their performance appraisal.

## Employee Engagement

We support open, two-way communications to foster an engaged and motivated workforce that enhances productivity and higher retention rates. Pursuant to this, we have in place a Grievance Policy and Procedure to provide an avenue for employees to escalate their concerns. Further investigations will be initiated and more importantly, issues will be handled promptly and resolved to the fullest extent possible to maintain a harmonious employer-employee relationship.

In view of COVID-19 and the requirements to comply with SOPs as well as physical distancing measures, employee social activities were not organised for FY2020. In an effort to reinvigorate the spirit of patriotism in our employees, a virtual Hari Kemerdekaan via Microsoft Teams was held with a welcoming speech by our top management and the playing of our national anthem. We aim to continue our efforts in our employee participation in our CSR programmes in FY2021 or when permissible under local regulations. This includes our English Programme for the children of Rumah Ozanam Klang St. Bernadette's Home and Rumah SVP Klang Home and food aid distribution to the B40 community.

A [statement \[https://www.who.int/news/item/14-05-2020-substantial-investment-needed-to-avert-mental-health-crisis\]](https://www.who.int/news/item/14-05-2020-substantial-investment-needed-to-avert-mental-health-crisis) was released by the World Health Organisation ("WHO") in May 2020 stating that symptoms of depression and anxiety have increased during the COVID-19 pandemic and substantial investment is needed to avert mental health crisis. During the MCO period where WFH arrangements were implemented, we conducted regular engagements through various methods to allow our employees to express their issues and concerns, enabling the management to provide an appropriate response in addressing their needs. This includes individual or group counselling services provided by MRCB Group, email communications and WhatsApp Chat Groups.

As a token of appreciation for our employee's dedication during the unprecedented outbreak, each employee was gifted two pots of indoor plants. These plants symbolise care and aim to express our care and support to them during this challenging time. We have also held two yoga sessions via Zoom to reinforce the importance of being physically active to restore mental focus and clarity.

## Training and Education

We continuously invest in our talent by enhancing their competencies, building motivation and self-confidence to ensure we have the best people to meet our business needs. Our training and development plans are guided by MRCB Group's training and development policies. Our employees are provided access to MRCB Group's diverse training platforms and programme including e-Learning, which presents a great opportunity for our employees to attain valuable skill sets.

# SUSTAINABILITY STATEMENT

(cont'd)

Digitalisation is now both an imperative and an opportunity in the wake of COVID-19. We are committed to ensure our employees are equipped to embrace the new digital age, which aligns with our aspiration to nurture a workforce of the future. In FY2020, all our trainings were conducted online and focused on providing the know-how to employees on the available technology, applications and software rolled out by the Group to facilitate remote working arrangements due to the imposition of the MCO.

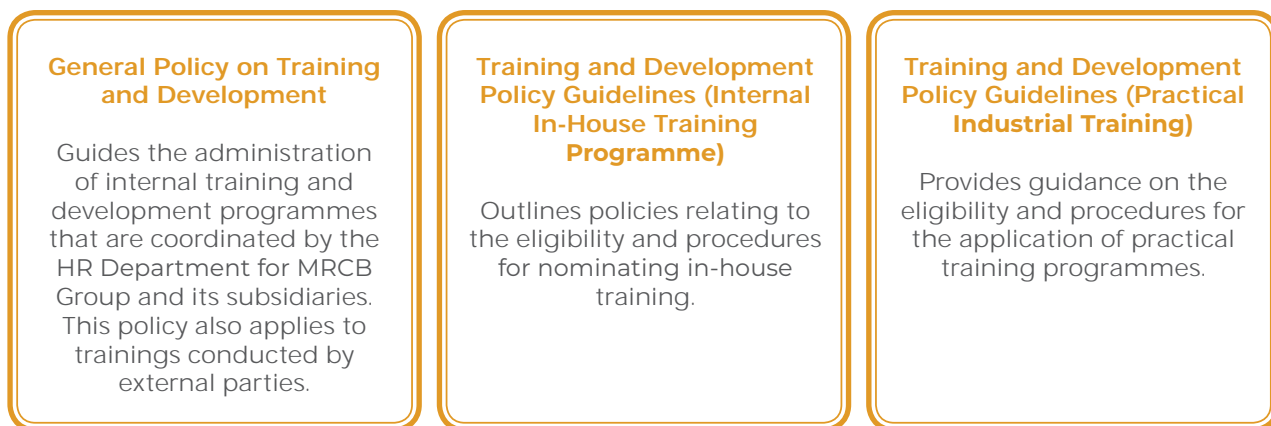


Figure 28: MRCB Group Training and Development Policies

Our training programmes conducted in FY2020 are illustrated below:



Figure 29: Trainings Conducted in FY2020

Furthermore, employees are also encouraged to enroll into online training course developed by various reputable training or consultancy organisation including CKM Advisory Sdn Bhd, Securities Industry Development Corporation (“SIDC”), Malaysian Institute of Accountants (“MIA”) Online Training Course, Certified Public Accountant (“CPA”) Training Course and others. This is to empower our employees to extend their learning of technical and functional skills to obtain and/or maintain professional qualifications and relevant competencies.

In FY2020, we have invested a total of approximately RM11,600 for training programmes and all employees underwent a total of 372 training hours which works out to an average of 21.9 training hours per employee. 88% of the employees have achieved the company-wide target of 20 hours of training and all Capital Markets and Services Representative License Holders have achieved the 20 Continuing Professional Education (“CPE”) points requirement. The decrease in training hours is mainly due to the impact of COVID-19 where physical trainings were put on hold.

# SUSTAINABILITY STATEMENT

(cont'd)

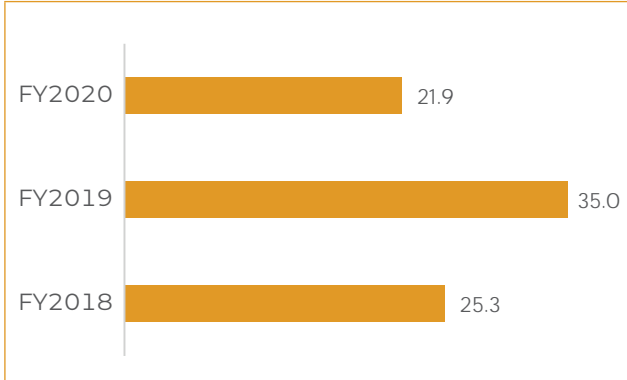


Figure 30: Average Hours of Training Per Employee

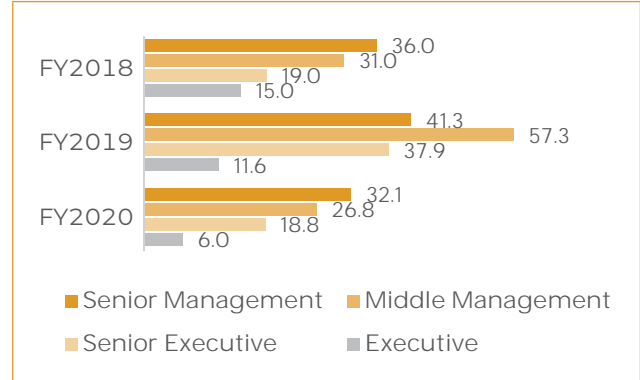


Figure 31: Average Hours of Training Per Employee Category

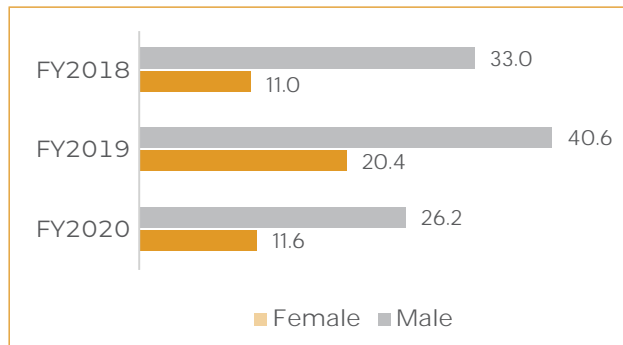


Figure 32: Average Hours of Training by Gender

## Quality of Assets and Services

[GRI 103-1, 103-2, 103-3, 204-1]

The quality of assets and the accompanying services are core to our business success as it directly impacts our tenants' satisfaction and is a key factor in attracting new tenants. As the Manager, we provide value-adding services that meet the specifications of our tenants through periodic AELs, which facilitates our delivery of quality spaces, good services as well as building facilities that can be enjoyed by our tenants during their occupancy.




### Asset Enhancement

Guided by our asset enhancement policy, we aim to continuously enhance our buildings' functional and aesthetical characteristics, space planning and design with an awareness of environmental friendliness to ensure that our tenants are in a safe, secure, clean and comfortable environment. Our asset enhancement plan is presented yearly to the Board for approval.

# SUSTAINABILITY STATEMENT

(cont'd)

We work closely with our property managers, suppliers and contractors in maintaining the quality of our buildings. Maintenance work is carried out as recommended by each building's Operations and Maintenance ("O&M") Manual. Our FY2020 initiatives include:

Key Initiatives in FY2020			
	Conduct internal audit on preventive maintenance check		Perform monthly and yearly inspections on mechanical, electrical and plumbing ("MEP")
	Appointment of qualified service contractors to undertake routine service and maintenance work		Regular engagements with tenants on the functionality of facilities and systems

Our AEIs for FY2020 are illustrated below with a total of RM1,483,076 invested, reflecting a 41.2% increase from FY2019.

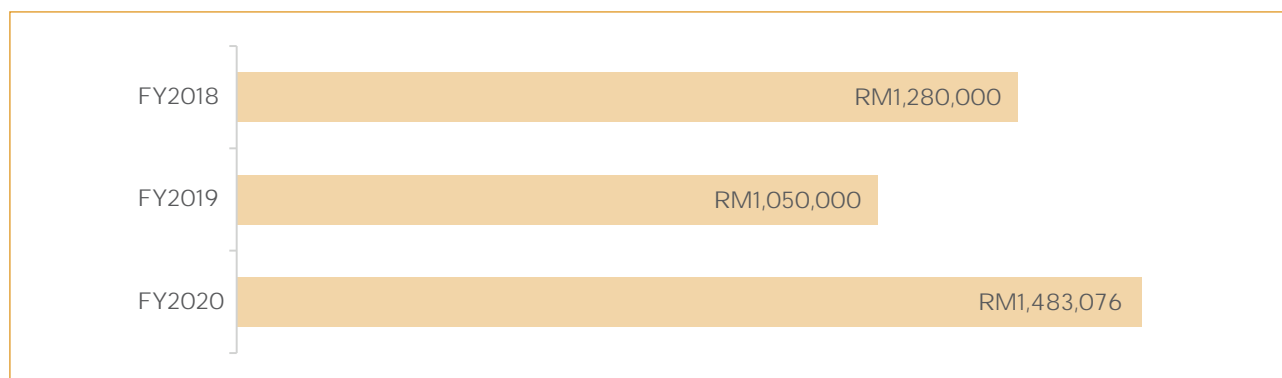


Figure 33: SENTRAL's Asset Enhancement Investments

# SUSTAINABILITY STATEMENT

(cont'd)

## Menara Shell

In line with the SOP implemented by the government, we have installed a Facial Recognition Reader with temperature scanning at the building entrance to screen staff and visitors prior to entering the building.

To further enhance existing security monitoring and control, we have upgraded and replaced the Building Card Access Management System to a C-cure 9000 Access Control System this year.



## Platinum Sentral

To improve the safety of our tenants, we have upgraded our terrace with new composite flooring at Block D.

Enhancement works were also carried out in the building's washrooms to enhance accessibility and experience of our tenants.



## Quill Building 1

To enhance the aesthetic of our building entrance, we have painted our guard house with a new coat of paint and included a canopy. We have also revamped our buildings' lobby to improve the overall vibrancy of the area.

A new BAS was installed to monitor real-time electrical energy consumption, allowing efficient and remote tracking of energy usage.

The Fire Alarm Protection System was also upgraded to an addressable integrate with the BAS system, allowing advance monitoring of the system.

The building's washrooms have also been upgraded from manual opening doors to automatic sliding doors to ease access and as part of a COVID-19 preventive measure.

## Plaza Mont' Kiara

In order to improve the safety of the building and its occupants, a new wet chemical fire suppression system was installed at all F&B outlets.

In the event of a fire, the incident can be addressed and diffused quickly and effectively. This system protect cooking areas, particularly where expensive kitchen equipment could be vulnerable to accidental fires.

# SUSTAINABILITY STATEMENT

(cont'd)

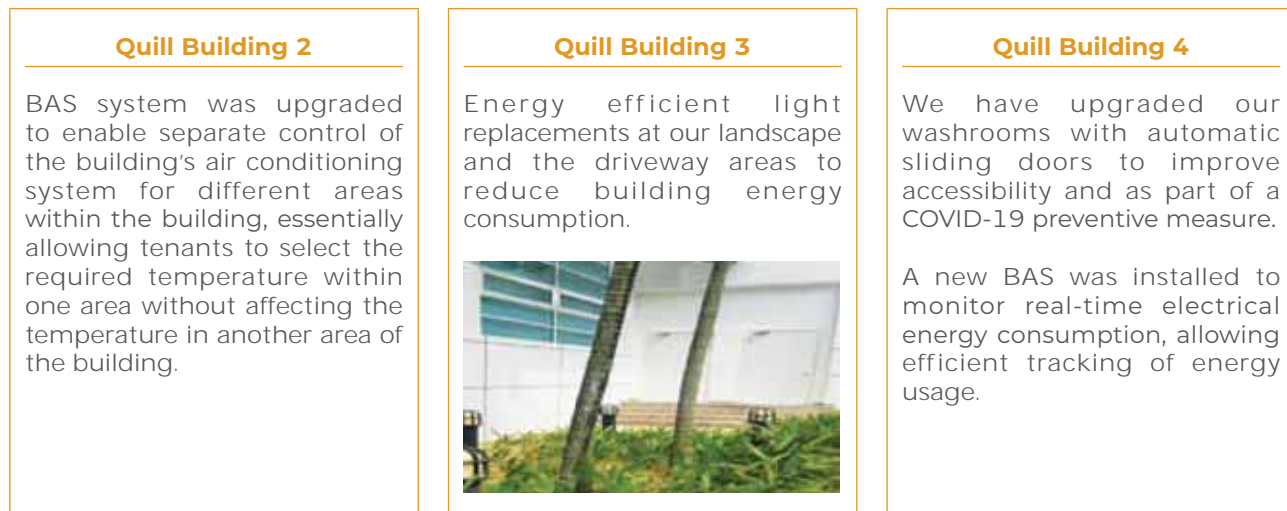


Figure 34: Asset Enhancement Initiatives in FY2020

AEIs are continuously undertaken to deliver high quality solutions to enhance our buildings' atmosphere and improve the overall experience of our tenants and customers. Our AEI commitments for FY2021 are as follows:

No.	Building	FY2021 Initiatives
1	Quill Building 1 and Quill Building 4	<ul style="list-style-type: none"> <li>Installation of new perimeter fencing to upgrade building's security features</li> </ul>
2	Platinum Sentral	<ul style="list-style-type: none"> <li>Revamp outdoor courtyard wood deck areas to avoid potential safety hazards</li> <li>Replace lighting systems on Level 2 and 3 to improve visibility</li> </ul>
3	Menara Shell	<ul style="list-style-type: none"> <li>Upgrade building's washrooms</li> <li>Refurbishment of buildings' lobby and driveway to enhance traffic flow and spatial layout</li> </ul>

Table 14: Asset Enhancement Initiatives for FY2021

## Supply Chain Management

We maintain a strong relationship with our suppliers and contractors, also known as our Property Business Associates, to ensure compliance with local regulations and adhere to high quality, environmental, health and safety standards. Our property managers are responsible for selecting, appointing, and managing our suppliers, contractors and service providers.

Our suppliers and contractors are only appointed upon meeting a set of criteria guided by our Service Provider Pre-Qualification Policy and Services Contractor Evaluation Policy, indicated in Figure 35. The assessment criteria include financial capacity, technical experience, timely delivery etc. This year, we updated our Service Provider Pre-Qualification Policy and Services Contractor Evaluation Policy to include assessing the level of bribery risks that a potential partner may pose on SRM or SENTRAL in relation to the MACC Act 2009. All suppliers must conduct their businesses in accordance with the highest standards of ethical behavior.

An online training session was provided to all property managers, emphasising the Pre-Qualification and Due Diligence Assessment on our Property Business Associates. These policies apply to all our properties except for Tesco Penang as it is fully managed by the tenant.

# SUSTAINABILITY STATEMENT

(cont'd)

### Service Provider Pre-Qualification Policy

Pre-qualification and due diligence assessments are mandatory for all service providers to ensure the appointed service providers conduct their business in accordance with applicable laws and regulations and possess the competencies to carry out the appointed task. The assessment criteria include:

- Relevant experience or track record in the intended work or project
- Financial stability and professional reputation
- Compliance with laws relevant to ethical behaviors (e.g. bribery and fraud)
- Knowledge and skills of personnel appointed to the project
- Experience and knowledge of the relevant authorities' regulations, policies and procedures
- Relevant licensing and registration with government, regulators and local authorities

### Service Contractor Evaluation Policy

For existing and newly appointed suppliers and contractors, on-going evaluation and monitoring process is conducted to ensure the service quality meets our requirements and to identify opportunities for improvement such as delivery, quality, pricing etc. A standard performance appraisal is conducted annually to re-evaluate the performance of service contractors against a defined set of criteria. Details of our standard performance appraisal are illustrated in Figure 36.

Figure 35: Service Provider Pre Qualification Policy and Services Contractor Evaluation Policy

	FY2020	FY2019	FY2018
Percentage of service providers underwent performance appraisal (%)	100%	100%	100%
Percentage of service providers achieved higher than the minimum score rating of 60% (%)	100%	99.9%	100%

Table 15: Percentage of Services Providers Underwent Performance Appraisal and Achieved Higher than Minimum 60% Score

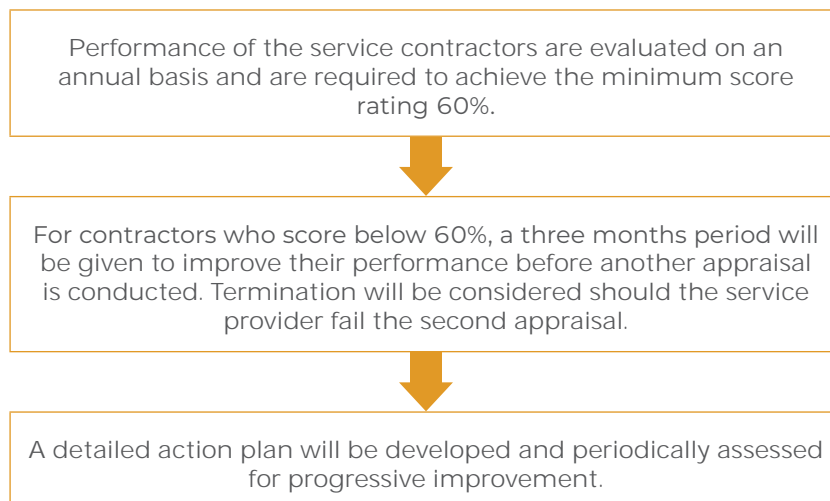


Figure 36: Standard Performance Appraisal



# SUSTAINABILITY STATEMENT

(cont'd)

In line with the government's aim of supporting local businesses, we prioritise sourcing from local suppliers and contractors where feasible. This allows us to contribute to our local economy and minimise our environmental footprint. Local suppliers and contractors refer to companies registered in Malaysia. In FY2020, we spent a total of RM8,539,554 on local suppliers and contractors, which is a total of 76% of our procurement budget.

	FY2020	FY2019
Local suppliers and contractors (%)	76%	80%
Procurement expenditure (RM)	8,539,554	8,629,868

Table 16: Percentage of Local Hiring and Procurement Budget

As we progress into FY2021, we strive to maintain a minimum of 75% of locally sourced products and services for our buildings. We are committed to continue exploring ways to strengthen our supplier and service provider relationships through meaningful engagements.

### Tenant Engagement and Satisfaction

Tenant satisfaction is key to sustaining our business performance and we are committed to build strong tenant relationship through regular and meaningful engagements. Tenants' feedbacks are collected through regular briefings, sharing sessions, informal communications and via our Tenant Feedback/Complaint forms ("Form").

Our Tenant Complaints Policy outlines our approach in managing tenant's feedback and complaints and we always aim to resolve feedbacks and complaints at the first point of contact. All complaints will also be brought up to the ACG during our monthly meetings on operational matters to improve tenant satisfaction. Our complaints management process is illustrated below:

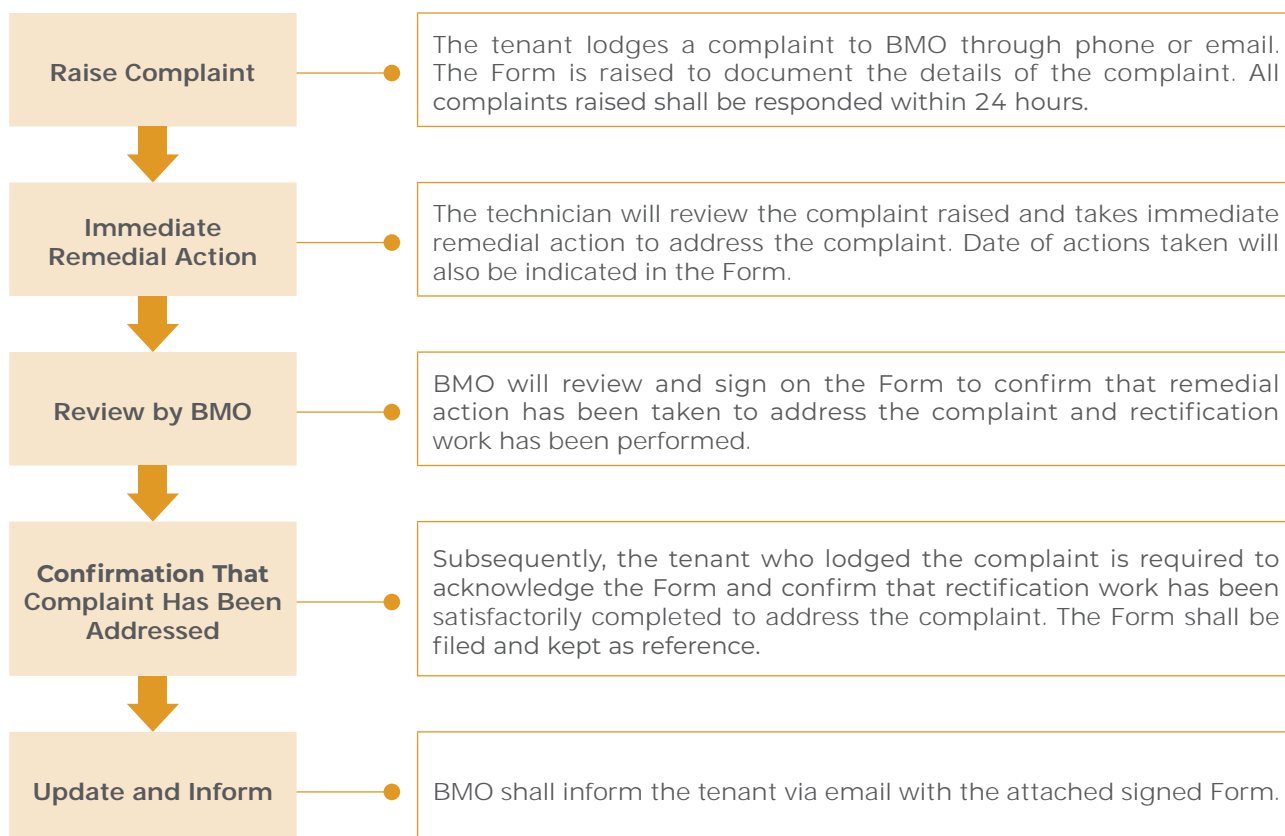


Figure 37: SENTRAL's Complaint Management Process

## SUSTAINABILITY STATEMENT

(cont'd)

To track complaints raised more efficiently, we have implemented the Computerised Maintenance Monitor System ("CMMS") in Menara Shell since 2019. Benefits of the CMMS system are illustrated in Figure 38.

### Benefits of CMMS system:

- Reduce downtime and repair costs
- Prevent duplication of rectification works through data that was previously inputted
- Track maintenance records of work orders
- Analyse data and detect recurring problems
- Manage work orders efficiently
- Eliminate paperwork
- User friendly and enhance productivity

Figure 38: Benefits of CMMS system

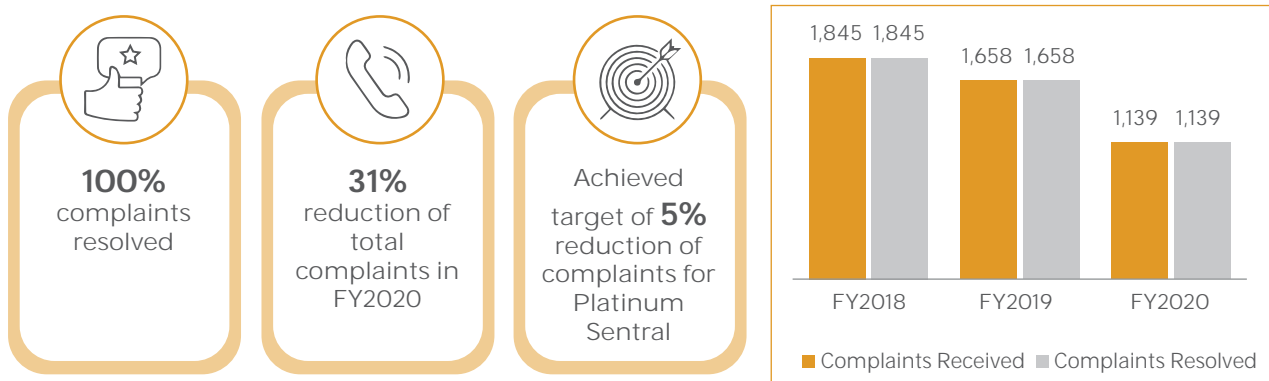


Figure 39: Number of Complaints Received and Resolved

In FY2020, we received a 31% reduction of complaints received, 1,139 as compared to 1,658 in FY2019. We have successfully resolved all complaints received during the financial year. We are proud to achieve our target to reduce 5% of complaints for Platinum Sentral by achieving a 53% reduction.

Menara Shell still contributes to majority of the complaints received: 41%. We will continue to achieve our 5% reduction target for Menara Shell through more proactive engagement, daily and weekly operational or maintenance work.

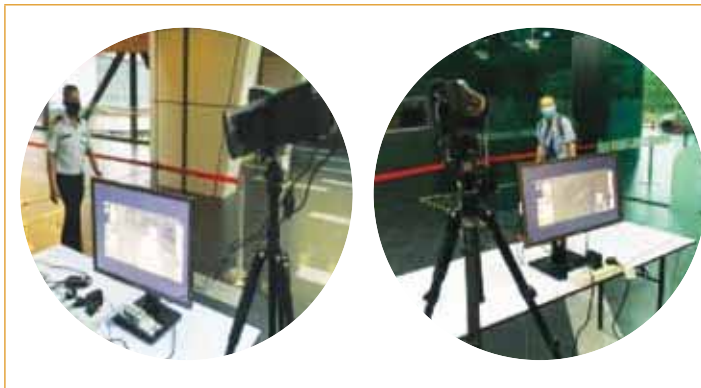
### Embracing Innovation and Technology

With our competitive environment increasingly influenced by technological change and the challenges caused by COVID-19, we are investing in technology to embrace innovation, increase operational efficiency, improve tenant experience and safety measures.

In FY2020, we have embarked on several initiatives to improve existing processes and service levels through technology adoption.

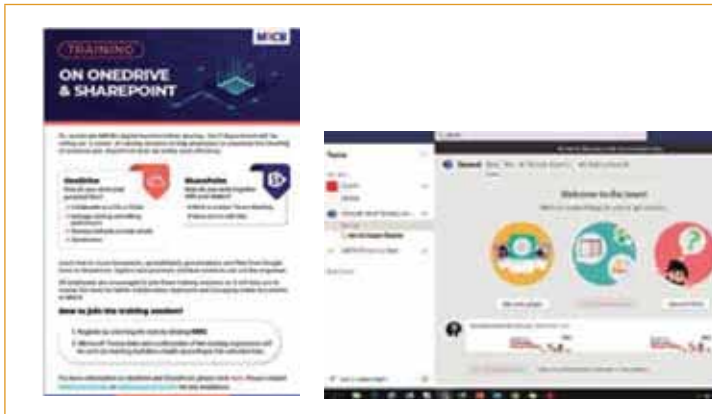
# SUSTAINABILITY STATEMENT

(cont'd)



## Temperature screening technology

Installation of Facial Recognition Reader with temperature screening and infrared temperature screening in Menara Shell's and Platinum Sentral's key entrances to ensure any personnel with a fever (37.4°C or more) are restricted from entry into the buildings. This provides assurance to our tenants and visitors that strict operating procedures are in place to safeguard building occupants' safety.



## Workplace technology

During the COVID-19 lockdown, we have undergone trainings to utilise cloud technology, communication and video conferencing tools such as Microsoft Teams and ShareDrive to support the transition towards remote work environments. These platforms enable continuous communication and engagement among employees to conduct daily business operations.

In anticipating future challenges, we aim to explore options to support digitalisation and automation of processes and functions within our buildings, where suitable. We aim to keep abreast with the latest technologies to serve our stakeholders' ever-changing needs better and remain resilient in the industry.

## Community Partnership and Activities

[GRI 103-1, 103-2, 103-3, 413-1]

In the spirit of giving back to the community, our CSR programme focuses on supporting the welfare of needy children and women empowerment programme through charitable giving, employee volunteerism and partnerships.

Due to the COVID-19 crisis, our CSR initiatives for FY2020 focused on channeling financial donations to support the needs of vulnerable groups particularly the lower income groups such as the B40. SRM has partnered with two community centres to provide essential food items to alleviate the financially burdened communities, contributing approximately RM186,512 through the Food Aid Programmes listed below.

# SUSTAINABILITY STATEMENT

(cont'd)

## Food Aid Programme

### Grace Community Service

Monetary donation was made to provide monthly food aid from October 2020 to April 2021 to lower income group B40 with large family dependents between three to six members. Under the monthly food aid, each family shall receive food pack consisting of rice, cooking oil, flour, noodles, milk, sugar, and other non-food supplies.

Impact created in FY2020:

- RM177,800 donated
- 230 B40 families supported



### Pit Stop Community Café

Monetary donation was made to provide food on a weekly basis to the street community for six months. The cafe operates a soup kitchen and prepares and packs meals for distributions to the various community centers in Kuala Lumpur City centre including Anjung Singgah (a homeless transit center), Pertubuhan Kesihatan dan Kebajikan Umum Malaysia ("PKKUM") (an outreach center) and Rumah Kanak Kanak Trinity.

Impact created in FY2020:

- RM8,712 donated
- 3,960 buns distributed



Due to the unprecedented events brought about by COVID-19, our employee volunteer programmes have been delayed. In FY2021, we have allocated RM200,000 for CSR programmes and aim to continue with our volunteering programme whenever the COVID-19 situation permits. We remain committed in supporting children in need and those who have been impacted by COVID-19.

# SUSTAINABILITY STATEMENT

(cont'd)

## GRI Content Index

GRI Standards	Disclosure	Page(s) and/or URL(s) reference and reason for omission if applicable	
<b>General Disclosures</b>			
<b>GRI 102: General Disclosures</b>	<b>Organisational Profile</b>		
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	102-2	Activities, brands, products, and services	4, 13-26, 95
	102-3	Location of headquarters	2
	102-4	Location of operations	4, 13-26, 95
	102-5	Ownership and legal form	95
	102-6	Markets served	95
	102-7	Scale of the organisation	95
	102-8	Information on employees and other workers	123-124
	102-9	Supply chain	-
	102-10	Significant changes to the organisation and its supply chain	There is no significant change to SENTRAL's operations, 159
	102-11	Precautionary Principle or approach	-
	102-12	External initiatives	-
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	102-14	Statement from senior decision-maker	93
	102-15	Key impacts, risks, and opportunities	35-36
<b>Ethics and integrity</b>			
102-16	Values, principles, standards, and norms of behaviour	99	
102-17	Mechanisms for advice and concerns about ethics	100	
<b>Governance</b>			
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102-21	Consulting stakeholders on economic, environmental, and social topics	102-104	
102-29	Identifying and managing economic, environmental, and social impacts	105-107	
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(cont'd)

GRI Standards	Disclosure	Page(s) and/or URL(s) reference and reason for omission if applicable	
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	102-41	Collective bargaining agreements	123
	102-42	Identifying and selecting stakeholders	102-104
	102-43	Approach to stakeholder engagement	102-104
	102-44	Key topics and concerns raised	102-104
	<b>Reporting practice</b>		
	102-45	Entities included in the consolidated financial statements	203
	102-46	Defining report content and topic Boundaries	97
	102-47	List of material topics	105-107
	102-48	Restatements of information	-
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	102-50	Reporting period	97
	102-51	Date of most recent report	97
	102-52	Reporting cycle	97
	102-53	Contact point for questions regarding the report	97
	102-54	Claims of reporting in accordance with the GRI Standards	97
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<b>GRI 201: Economic Performance</b>			
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	103-3	Evaluation of the management approach	108
<b>GRI 201: Economic Performance</b>	201-1	Direct economic value generated and distributed	109
<b>GRI 204: Procurement Practices</b>			
<b>GRI 103: Management Approach</b>	103-1	Explanation of the material topic and its Boundary	130-132
	103-2	The management approach and its components	130-132
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	103-2	The management approach and its components	99-100
	103-3	Evaluation of the management approach	99-100
<b>GRI 205: Anti-Corruption</b>	205-2	Communication and training about anti-corruption policies and procedures	100
	205-3	Confirmed incidents of corruption and actions taken	100
<b>Topic-specific Standard: Environmental</b>			
<b>GRI 302: Energy</b>			
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	103-3	Evaluation of the management approach	111-113
<b>GRI 302: Energy</b>	302-2	Energy consumption outside of the organisation	112-113
	302-3	Energy intensity	112
	302-4	Reduction of energy consumption	112-113
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<b>GRI 305: Emissions</b>			
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	103-2	The management approach and its components	111-113
	103-3	Evaluation of the management approach	111-113
<b>GRI 305: Emissions</b>	305-2	Energy indirect (Scope 2) GHG emissions	112-113
	305-4	GHG emission intensity	112

# SUSTAINABILITY STATEMENT

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<b>GRI 306: Waste</b>			
<b>GRI 103: Management Approach</b>	103-1	Explanation of the material topic and its Boundary	116-117
	103-2	The management approach and its components	Information unavailable. Steps are being taken to obtain the information to be included in report by FY2022.
	103-3	Evaluation of the management approach	
<b>GRI 306: Waste</b>	306-3	Waste generated	
	306-4	Waste diverted from disposal	
	306-5	Waste directed to disposal	
<b>GRI 307: Environmental Compliance</b>			
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	103-2	The management approach and its components	100-101
	103-3	Evaluation of the management approach	100-101
<b>GRI 307: Environmental Compliance</b>	307-1	Non-compliance with environmental laws and regulations	101
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<b>GRI 401: Employment</b>			
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	103-2	The management approach and its components	123-125
	103-3	Evaluation of the management approach	123-125
<b>GRI 401: Employment</b>	401-1	New employee hires and employee turnover	123
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	124
	401-3	Parental leave	125
<b>GRI 403: Occupational Health and Safety</b>			
<b>GRI 103: Management Approach</b>	103-1	Explanation of the material topic and its Boundary	118-122
	103-2	The management approach and its components	118-122
	103-3	The management approach and its components	118-122



# SUSTAINABILITY STATEMENT

(cont'd)

GRI Standards	Disclosure	Page(s) and/or URL(s) reference and reason for omission if applicable	
<b>Topic-specific Standard: Social (cont'd)</b>			
<b>GRI 403: Occupational Health and Safety (cont'd)</b>			
<b>GRI 403: Occupational Health and Safety</b>	403-2	Hazard identification, risk assessment, and incident investigation	118-122
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	404-2	Programs for upgrading employee skills and transition assistance programs	126
	404-3	Percentage of employees receiving regular performance and career development reviews	125
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# SUSTAINABILITY STATEMENT

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