

# SUSTAINABILITY STATEMENT

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# SUSTAINABILITY STATEMENT

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## ABOUT THIS REPORT

Sentral REIT (“SENTRAL”)’s annual Sustainability Statement, covers our sustainability efforts and highlights our Economic, Environmental, Social and Governance (EESG) performance in financial year 2024 (“FY2024”). This report outlines our sustainability initiatives that have been implemented in our business for the interest and benefit of our stakeholders and the environment, along with our strategies and mitigation approach in managing our climate risks and opportunities.

### Scope and Boundary

This statement presents our sustainability efforts and performances, specifically covering SENTRAL’s operations in Malaysia with direct managerial control. The scope excludes the Lotus’s Building in Penang, which is entirely managed by the tenant. Information in regard to employees referred to as employees of the Manager.

### Reporting Period

This statement covers our financial year, from 1 January to 31 December, 2024; unless otherwise stated.

### Reporting Guidelines and Standards

Our statement has been prepared with reference to:

- Global Reporting Initiatives (“GRI”) Universal Standards 2021;
- Bursa Malaysia Securities’ Sustainability Reporting Guide (3rd edition);
- Task Force on Climate-related Financial Disclosures (“TCFD”);
- United Nations’ Sustainable Development Goals (“UN SDGs”)

### Materiality

Information disclosed pertaining to our material matters are assessed annually for their relevance and importance to stakeholders. Full disclosures of the assessment and determination of our material matters can be found in the “Our Approach to Sustainability” section, under the “Materiality Assessment” topic (pg 104).

### Assurance

We have not sought external verification on our sustainability indicators in this reporting period. We recognise the importance of independent verification, hence moving forward we intend to seek independent assurance on selected key sustainability indicators.

#### Feedback and Contact Point

Feedback, suggestion and comments from stakeholders are highly welcomed to help us improve our sustainability disclosures. Kindly contact:

**Mr. Yusoff Iskandar Mohd Zaki**  
*General Manager, Investment & Investor Relations*



Email: [yusoff.iskandar@sentralreit.com](mailto:yusoff.iskandar@sentralreit.com)



# SUSTAINABILITY STATEMENT

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## MESSAGE FROM THE CEO



As we reflect on SENTRAL's accomplishments and challenges of FY2024, I am pleased to share SENTRAL's continued commitment to sustainability. This is SENTRAL's eighth Sustainability Report encapsulating our policies, practices, objectives of all relevant sustainability matters and corresponding sustainability progress and performance for the period from 1 January 2024 to 31 December 2024. This year, we have not only deepened SENTRAL's commitment to integrate environmental, social, and governance (ESG) principles into every facet of its operations but also achieved significant milestones that underscore its healthy progress in sustainable development. Below are some highlights of SENTRAL's FY2024 sustainability milestones.

### SENTRAL's Commitments to a Greener Future

In FY2024, SENTRAL continues to forge ahead in its efforts in sustainable operations by accelerating its efforts to reduce carbon emissions and energy consumption across its property portfolio, comprising 10 commercial assets in Malaysia with a combined value of RM2.523 billion. Through the acquisition Menara CelcomDigi in FY2023, the overall energy intensity in FY2024 has increased slightly by about 3% compared to FY2022 before the acquisition of the building. However, we are in progress in implementing additional targeted energy efficiency measures in the coming years to ensure we meet our energy management aspirations.

As part of continued efforts to improve SENTRAL's Quality of Assets and Services in tandem with its sustainability journey Platinum Sentral was recertified as a Gold LEED-certified green building in 2024. Additionally, our newly acquired Menara CelcomDigi has been Gold LEED-certified green building since 2020. These achievements highlight SENTRAL's commitment to increasing the number of green-certified properties within its portfolio. By adhering to globally recognised standards for energy efficiency, resource management, and sustainable design, we are positioning SENTRAL's portfolio in the Klang Valley office market for tenants seeking environmentally conscious commercial spaces. Moving forward, we aim to achieve additional certifications across our portfolio, further reinforcing our leadership in sustainable quality in the property sector.

At SENTRAL, we believe that sustainable waste management is an integral part of achieving a circular economy. In line with SENTRAL's Waste Management Policy formalised in FY2024, engagement with key stakeholders have been initiated for the following initiatives:

1. Collaborating with contractors and/or vendors for waste segregation and measurement as well as for tracking to monitor and improve waste management efficiency; and
2. Capacity building and knowledge sharing with tenants as well as partnership with tenants on initiatives to improve waste segregation, waste reduction, reuse, and recycling practices.

### Establishment of SENTRAL's Integrated Sustainable Finance Framework

Another noteworthy achievement in FY2024 was the establishment of SENTRAL's Integrated Sustainable Finance Framework ("SFF"), which aims to align our financial strategies with our ESG objectives. This framework provides a clear guideline for raising green, social, and sustainability-linked financing, enabling us to mobilise capital for projects that drive meaningful environmental and social impact. The establishment of the SFF is timely for SENTRAL's upcoming refinancing of its nominal value RM341 million bond programme in FY2025.

# SUSTAINABILITY STATEMENT

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Proceeds from green and sustainability-linked instruments will be channelled into eligible green and social projects, covering areas such as:

- Green Buildings – Funds will support the achievement and maintenance of internationally recognised green certifications such as GBI, LEED, and BCA Green Mark
- Energy Efficiency – Investments to implement energy-saving initiatives, including Building Automation Systems (BAS), high-efficiency HVAC, and LED retrofitting
- Renewable Energy – Investments to expand solar energy solutions and energy storage systems within the portfolio
- Water and Waste Management – Enhancing rainwater harvesting, wastewater treatment, and water-efficient infrastructure
- Social Impact Projects – Supporting education, employment, and community development for marginalised and underserved groups

The Sustainability Working Committee (“SWC”) comprising representatives from Investor Relations, Legal, Asset Management, Leasing, Finance, and Investment departments are responsible for ensuring the projects financed are assessed and selected appropriately according to eligibility criteria set, aligning to international recognised standards and principles such as the ASEAN Green Bond Standards (“GBS”) and Sustainability-Linked Loan Principles (“SLLP”).

This framework not only positions SENTRAL as a responsible corporate entity but also strengthens our resilience and adaptability in an evolving capital market. Through the integration of environmental, governance and social responsibility into our financial structure, it opens new investment opportunities, attracting ESG-focused investors, and ensures our growth is aligned with the global transition towards a low-carbon and inclusive economy.

## Sustainability Governance and Reporting

We recognise that true sustainability is rooted in strong governance. In FY2024, SENTRAL enhanced its ESG governance framework, embedding sustainability targets into senior executives’ key performance indicators (KPIs) to ensure accountability across the leadership team. In FY2024, we achieved a 100% compliance rate across all regulatory and ethical standards, underscoring our commitment to integrity and transparency.

Aligned with our commitment to transparency and comprehensive reporting, SENTRAL plans to proactively navigate the transition to the International Sustainability Standards Board’s (“ISSB”) standards while ensuring compliance with Securities Commission (“SC”) Malaysia’s National Sustainability Reporting Framework. SENTRAL has further updated its reporting framework to align with the enhanced reporting requirements. Notably, SENTRAL has made progress in its disclosure of the following in this year’s Sustainability Report:

1. Data disclosure on emission management to include GHG Scope 1, 2 and 3, where applicable. This also includes the development of SENTRAL’s GHG inventory on Scope 3 emissions measurement;
2. Data disclosure on waste management and the development of SENTRAL’s Waste Management Policy; and
3. SENTRAL’s gradual implementation of the Task Force on Climate-Related Financial Disclosures (“TCFD”) reporting disclosure detailed from page 127 of this report and the on-going development of SENTRAL’s TCFD action plan which is mandatory from FYE 31 December 2025 onwards.



# SUSTAINABILITY STATEMENT

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SENTRAL's first step in the adoption of ISSB standard will have to include upgrading our internal reporting processes, enhancing stakeholder engagement, and integrating financial and non-financial disclosures to provide a holistic view of SENTRAL's performance. By adopting these robust global and local frameworks, we are better positioned to meet rising stakeholder expectations and strengthen investor confidence in our sustainability practices.

## Nurturing the Communities

We understand that sustainability is not just about environmental impact, it's also about fostering inclusive and resilient communities. Our FY2024 initiatives continued to focus on supporting and facilitating children's welfare and education aimed at uplifting the children from the poor, underprivileged, marginalised, and vulnerable communities. These initiatives help to promote lifelong learning opportunities and contribute towards achieving Sustainable Development Goal 4: Quality Education adopted by United Nations in 2015 as a universal call to action to end poverty. This year, we invested approximately RM187,378 in our community engagement programs with collaboration with local non-governmental organisations (NGOs) such as Yayasan Ozanam, Good Shepherd Services and Persatuan Kebajikan Kanak-Kanak Kajang, Selangor which provided education opportunities to over 205 individuals.

## Looking Ahead

SENTRAL understands the need to operate responsibly and is continuously enhancing our approach to ensure we are operating sustainably by managing the environmental impact of our business operations and supply chain with the collaboration of our stakeholders. SENTRAL will continue to implement the best sustainable practices, working with tenants, vendors, partners, and communities, to enhance our sustainability performance and publish the progress in future reports.

## Gratitude for the Stakeholders

SENTRAL's progress this year would not have been possible without the unwavering support of the Board of Directors, Management team, SENTRAL's Sustainability Working Team, and its vendors, tenants and communities. We wish to extend SENTRAL's heartfelt gratitude to everyone who has contributed to SENTRAL's sustainability journey. Together, we are shaping a resilient, inclusive, and sustainable future for generations to come.

Thank you for your continued trust and confidence.



# SUSTAINABILITY STATEMENT

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## ABOUT SENTRAL

Sentral Real Estate Investment Trust (“SENTRAL”) own a diverse portfolio, with assets located across key locations in Malaysia, including Kuala Lumpur, Cyberjaya, Petaling Jaya and Penang. Sentral REIT is managed by Sentral REIT Management Sdn. Bhd. (“SRM”, “we”, “the Manager”) and is jointly owned by two shareholders, namely, Malaysian Resources Corporation Berhad (“MRCB”) and Global Jejaka Sdn. Bhd. (“GJSB”).

SENTRAL was listed on the Main Market of Bursa Malaysia Securities Berhad (“Bursa Securities”) since 2007. The market capitalisation of SENTRAL stood at RM950.42 million as at 31 December 2024. SENTRAL’s portfolio comprises 10 properties, with a combined value of RM2.523 billion.

<b>Main Market of Bursa Malaysia</b>	<b>8 January 2007</b>
<b>Number of Assets</b>	<b>10</b>
<b>Combined Property Value (MYR)</b>	<b>2.523 billion</b>
<b>Market Capitalisation (MYR)</b>	<b>950.42 million</b>

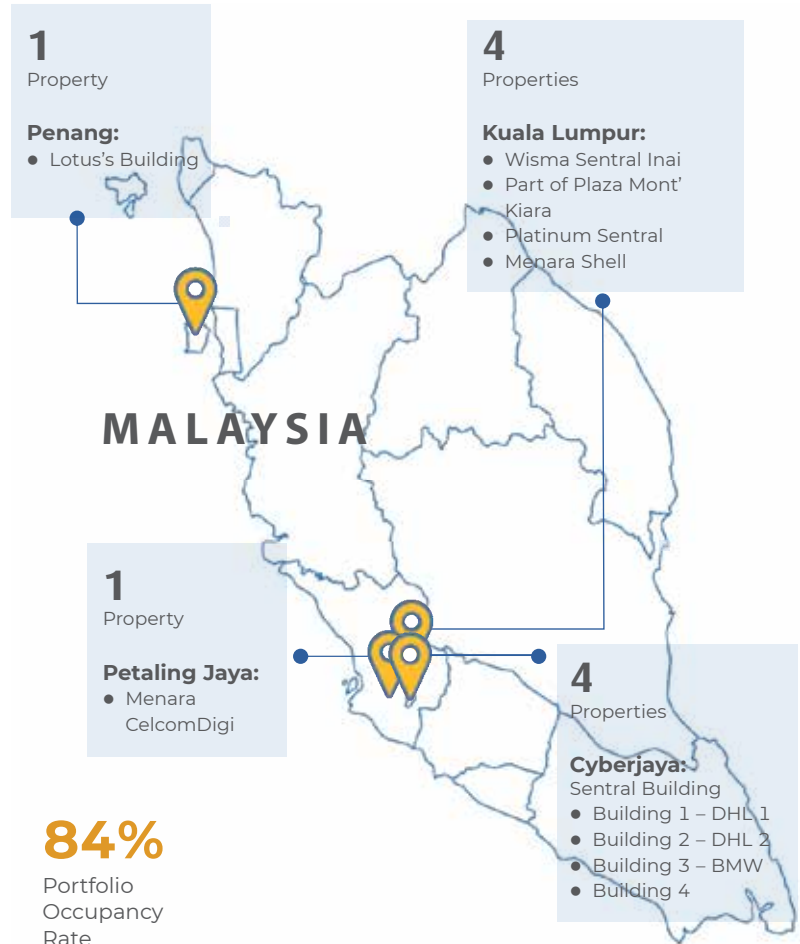



Figure 1: Location of commercial properties

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


 For more information on SENTRAL’s portfolio, please refer to page 13 to 26 of this Annual Report.

# SUSTAINABILITY STATEMENT

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## SUSTAINABILITY HIGHLIGHTS

ECONOMIC




**RM194.8 million**

Revenue




**6.36 sen**

Distribution per unit



**RM1.1277**

Net Asset Value per unit




**RM2.523 billion**

Property value


ENVIRONMENTAL

GOVERNANCE AND REGULATORY COMPLIANCE




**Waste Management Policy**

Developed




**Zero** fines pertaining to non-compliance

SOCIAL




**Zero**

Breach in stakeholders' data and privacy




**RM 3,142,901**

Invested in Asset Enhancement Initiatives ("AEI")




**RM 187,378**

Invested to the community



**36.7 hours**

Average training hours



**RM 22,755,457**

Spent on local procurement

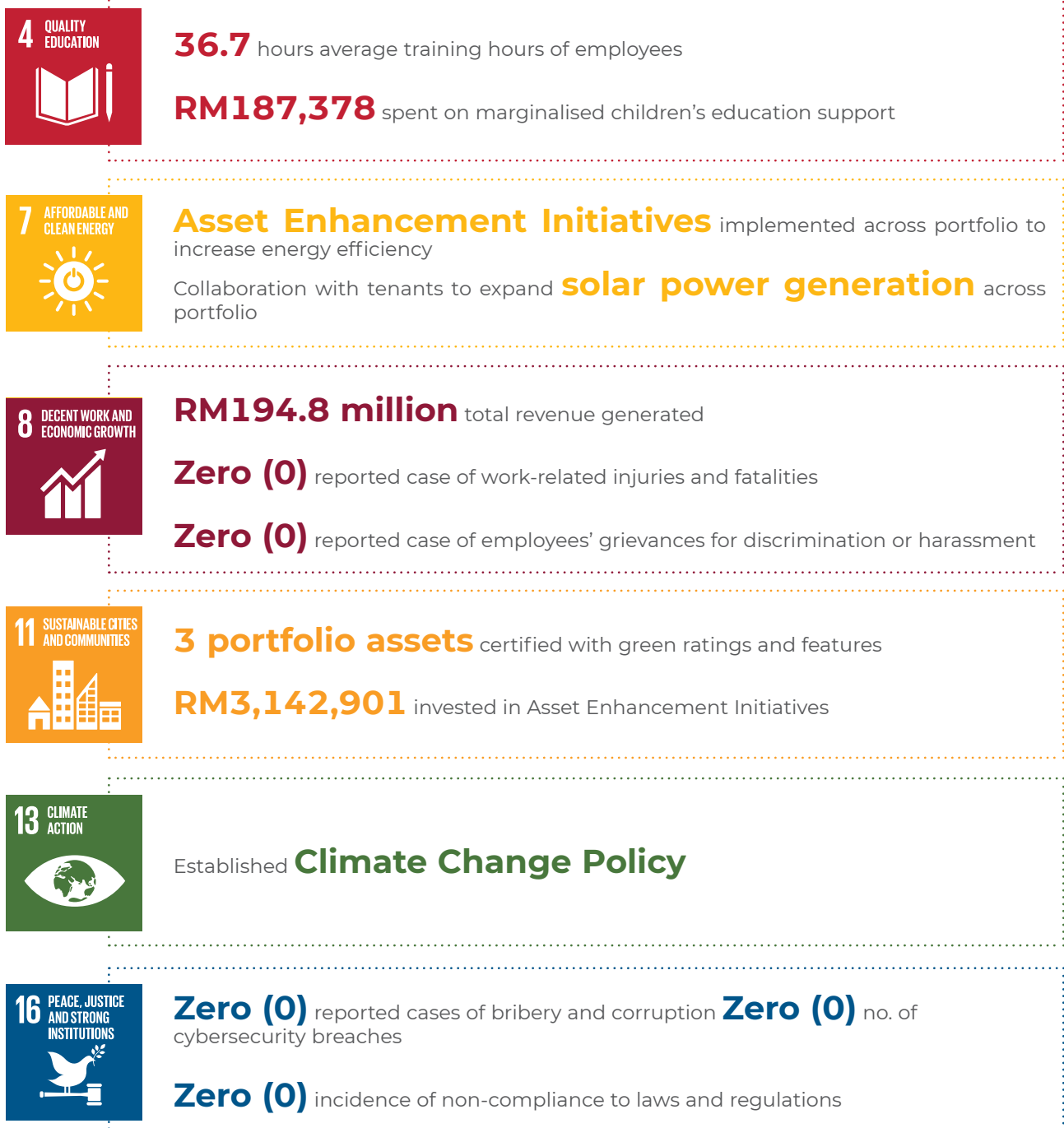
# SUSTAINABILITY STATEMENT

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## UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UN SDGS) HIGHLIGHTS

The UN SDGs represents a collective framework designed to protect peace and prosperity for both humanity and the earth, both today and for generations to come. These goals were unanimously agreed upon and adopted by all United Nations Member States in 2015, embodying a resounding global commitment to collaboratively pursue a more equitable and sustainable future.

In 2024, SENTRAL remains dedicated to advancing selected UN SDGs, making contributions to key areas;





# SUSTAINABILITY STATEMENT

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## OUR VALUE CREATION MODEL



# SUSTAINABILITY STATEMENT

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Output and Outcomes	Alignment to UN SDGs
<p><b>Financial Capital</b></p> <ul style="list-style-type: none"> <li>Gross Revenue: RM194.8 million</li> <li>Realised Net Income: RM79.8 million</li> <li>Distribution Per Unit: 6.36 sen</li> <li>Economic Value Distributed: RM157.3 million</li> </ul> <p><b>Manufactured Capital</b></p> <ul style="list-style-type: none"> <li>84% Tenant Occupancy Rate</li> <li>Tenant Retention Rate: 65% of Committed Net Lettable Area</li> <li>Approximately 183,000 sq. ft. of leases renewed in 2024</li> <li>3 buildings with green ratings and green features</li> </ul> <p><b>Intellectual Capital</b></p> <ul style="list-style-type: none"> <li>Zero (0) substantiated complaints concerning cybersecurity breaches and losses of customer data</li> </ul> <p><b>Human Capital</b></p> <ul style="list-style-type: none"> <li>100% of employees completed training and development programmes</li> <li>Average training hours: 36.7 hours/employee</li> <li>Over 10 company-wide engagement activities held in 2024</li> </ul> <p><b>Social &amp; Relationship Capital</b></p> <ul style="list-style-type: none"> <li>Local suppliers and contractors: 89% of total suppliers</li> <li>89% of budget spent on local suppliers</li> <li>Percentage of service providers underwent performance appraisal: 100% of suppliers</li> <li>100 % of suppliers achieved higher than minimum score rating of 60%</li> <li>Total number of beneficiaries: 205</li> </ul> <p><b>Natural Capital</b></p> <ul style="list-style-type: none"> <li>1% decrease in energy consumption</li> <li>71.5% of increase in water consumption due to acquisition of Menara CelcomDigi, expansion of tenanted space and return of employees to offices</li> </ul>	     

# SUSTAINABILITY STATEMENT

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## OUR APPROACH TO SUSTAINABILITY

SENTRAL's corporate policies and ESG commitments are woven into the foundation of our governance framework, ensuring strong corporate integrity and ethical practices. Our approach to sustainability ensures we integrate responsible practices across our operations through sound governance, periodic stakeholder engagement and materiality assessment.

### Sustainability Governance Structure

Sustainability at SENTRAL is overseen by the Board, which plays the main role in approving sustainability and climate-related strategies and initiatives into SENTRAL's business strategy, risk management, and operations.

Supporting the Board, the CEO leads SENTRAL's sustainability and climate agenda. The CEO is responsible for formulating strategies and managing the impact and progress of initiatives as well as providing quarterly updates to the Board ensuring alignment with SENTRAL's sustainability and climate commitments.

The Sustainability Working Committee ("SWC"), which comprises of executives from various departments are responsible for executing the CEO's sustainability and climate strategy by implementing, monitoring and reporting on key initiatives. The SWC tracks SENTRAL's sustainability and climate performance against established goals and targets, ensuring that sustainability measures are effectively integrated within the day-to-day operations across the organisation. The SWC prepares sustainability report on an annual basis for the CEO's review prior to submission to the Board.

Figure 2 illustrates the roles and duties of our sustainable and climate governance.

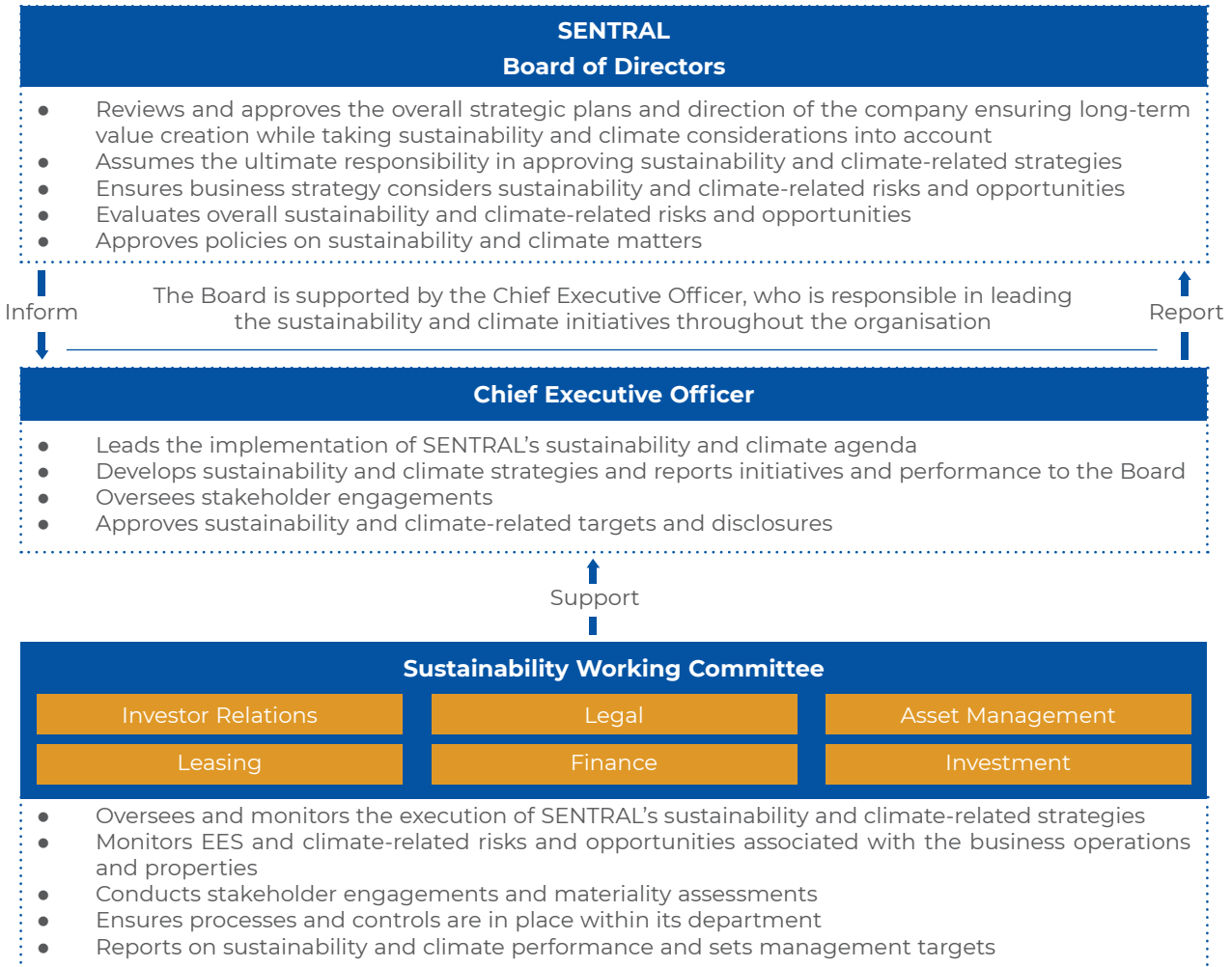


Figure 2: Sustainability Governance Structure, can refer FY2023 for reference

# SUSTAINABILITY STATEMENT

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## Stakeholder Engagement

We acknowledge that our stakeholders are instrumental to SENTRAL’s growth and success. As stakeholders’ expectations are continuously evolving in response to shifting trends and consumer behaviour, we emphasise regular engagements with both internal and external stakeholders to understand their concerns and interests, ensuring our strategies remain relevant.

In FY2024, we expanded our stakeholder engagement framework to include two (2) additional stakeholder groups, namely, SENTRAL’s Board of Directors (“BOD”) and Senior Management to ensure our sustainability initiatives and decision-making processes are aligned with the perspectives and insights of our leadership.


Engagement Frequency:			
Annually <b>A</b>	Quarterly <b>Q</b>	Monthly <b>M</b>	As and when required <b>R</b>

## Internal Stakeholders

Board of Directors		
<b>Engagement Methods:</b>		
<b>A</b> Annual General Meeting		<b>Q</b> Board Training and Forums
<b>Q</b> Board Meeting		
<b>Material Matters:</b>		
<ul style="list-style-type: none"> <li>Sustainable business growth and financial performance</li> <li>Regulatory compliance</li> <li>Business ethics</li> </ul>	<ul style="list-style-type: none"> <li>Employee management</li> <li>Quality of assets and services</li> </ul>	
<b>Engagement Objectives</b>	<b>Interest and Concerns</b>	<b>Our Response</b>
<ul style="list-style-type: none"> <li>Ensure long-term value creation and alignment with SENTRAL’s sustainability strategy</li> <li>Maintain compliance with regulatory requirements and reporting standards</li> <li>Oversee the integration of sustainability and climate-related risks into financial planning and decision-making</li> </ul>	<ul style="list-style-type: none"> <li>Profitability and financial health of SENTRAL</li> <li>SENTRAL’s business direction, growth prospects and strategy</li> <li>Industry’s growth prospects, opportunities and challenges</li> <li>SENTRAL’s ESG Initiatives</li> <li>Compliance with current, new and emerging legislation and regulations</li> <li>Robust corporate governance</li> <li>Diversify board composition i.e., gender, ethnicity, skills</li> <li>Strengthen director training and oversight</li> </ul>	<ul style="list-style-type: none"> <li>Regularly provide the Board with updates and insights on the progress of sustainability initiatives, including measurable KPIs and their impact on financial performance.</li> <li>Ensure board members receive training on climate-related and sustainability risks to make informed strategic decisions</li> <li>Integrate sustainability considerations into corporate strategy and risk management frameworks, ensuring alignment with regulatory and stakeholder expectations</li> </ul>

# SUSTAINABILITY STATEMENT

(cont'd)

Senior Management		
<p><b>Engagement Methods:</b></p> <p> Management Meetings</p>		
<p><b>Material Matters:</b></p> <ul style="list-style-type: none"> <li>Sustainable business growth and financial performance</li> <li>Regulatory compliance</li> <li>Business Ethics</li> <li>Employee management</li> <li>Quality of assets and services</li> </ul>		
Engagement Objectives	Interest and Concerns	Our Response
<ul style="list-style-type: none"> <li>Implement sustainability strategies and ensure operational alignment across the organisation</li> <li>Encourage collaboration between departments to integrate sustainability practices</li> </ul>	<ul style="list-style-type: none"> <li>Profitability and financial health of SENTRAL</li> <li>SENTRAL's business direction, growth prospects and strategy</li> <li>Industry's growth prospects, opportunities and challenges</li> <li>SENTRAL's Internal Control and Risk Management</li> <li>Compliance with current, new and emerging legislation and regulations</li> <li>Management's skills and adequate resources to manage the SENTRAL</li> <li>Employee welfare and benefits with increasing need for advocacy of mental health, work flexibility (time-off for personal matters, staggered working hours)</li> </ul>	<ul style="list-style-type: none"> <li>Develop and execute sustainability initiatives, such as energy efficiency projects and waste reduction programs, aligned with SENTRAL's strategic goals</li> <li>Establish internal processes to track progress toward sustainability KPIs and report achievements to both the Board and external stakeholders</li> </ul>

# SUSTAINABILITY STATEMENT

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Employees		
<b>Engagement Methods:</b>		
<ul style="list-style-type: none"> <li><b>Q</b> Employee Survey</li> <li><b>A</b> Annual Employee Appraisals</li> </ul>		<ul style="list-style-type: none"> <li><b>R</b> One-on-One Meetings</li> <li><b>R</b> Team Meetings</li> </ul>
<b>Material Matters:</b>		
<ul style="list-style-type: none"> <li>Sustainable business growth and financial performance</li> <li>Employee management</li> <li>Health and safety</li> </ul>		
Engagement Objectives	Interest and Concerns	Our Response
<ul style="list-style-type: none"> <li>Provide fair and equal opportunities</li> <li>Provide employee development and career progression</li> <li>Ensure the overall welfare of the employees are addressed</li> </ul>	<ul style="list-style-type: none"> <li>Career progression</li> <li>Employee welfare and benefits with increasing need for advocacy of mental health, work flexibility (time-off for personal matters, staggered working hours)</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 health and safety measures</li> <li>Open door policy to express concerns</li> </ul>

## External Stakeholders

Tenants & Business Partners		
<b>Engagement Methods:</b>		
<ul style="list-style-type: none"> <li><b>R</b> Direct feedback from tenants at all stages of the tenancy</li> </ul>		<ul style="list-style-type: none"> <li><b>R</b> Regular Meetings and Discussions</li> </ul>
<b>Material Matters:</b>		
<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> <li>Energy and carbon footprint</li> <li>Water management</li> <li>Waste management</li> </ul>		
Engagement Objectives	Interest and Concerns	Our Response
<ul style="list-style-type: none"> <li>Engage with existing customers to ensure tenant satisfaction and high retention rate</li> <li>Forge new relationships with potential tenants</li> </ul>	<ul style="list-style-type: none"> <li>Health, safety and well-being</li> <li>Quick response by management to feedback</li> <li>Data privacy</li> <li>Quality of assets and services</li> <li>Tenant and Landlord collaboration on ESG initiatives</li> <li>Competitive rates</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</li> <li>Timely response to tenant's queries and complaints</li> </ul>

# SUSTAINABILITY STATEMENT

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## Shareholders & Unitholders

**Engagement Methods:**

-  Annual General Meeting (“AGM”)
-  Announcements on Bursa Securities
-  Annual Reports
-  Interactions with IR personnel
-  SENTRAL’s Website

**Material Matters:**

- Sustainable business growth and financial performance

Engagement Objectives	Interest and Concerns	Our Response
<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>• Profitability and financial health of SENTRAL</li> <li>• SENTRAL’s ESG initiatives</li> <li>• Timely and transparent disclosure of information and announcements</li> <li>• Annual distribution payouts</li> <li>• SENTRAL’s business direction, growth prospects and strategy</li> <li>• Industry’s growth prospects</li> </ul>	<ul style="list-style-type: none"> <li>• Sound investment and capital management strategy</li> <li>• Robust corporate governance procedures</li> <li>• Continuous updates on business strategies and direction</li> </ul>

## Vendors

**Engagement Methods:**

-  One-on-One Meetings

**Material Matters:**

- Sustainable business growth and financial performance
- Health and safety
- Employee management

Engagement Objectives	Interest and Concerns	Our Response
<ul style="list-style-type: none"> <li>• To ensure fair, proper and transparent dealings with vendors</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>

# SUSTAINABILITY STATEMENT

(cont'd)

## Governments, Regulators & Local Authorities

### Engagement Methods:

**R** Consultation meetings together with consultants, advisors and industry associations

**R** Seminars and Workshops

### Material Matters:

- Regulatory compliance
- Employee management
- Health and safety

Engagement Objectives	Interest and Concerns	Our Response
<ul style="list-style-type: none"> <li>• Seek clarification on the guidelines under their purview</li> <li>• 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>• Compliance to legislations and guidelines affecting the REIT industry</li> <li>• Refining and updating legislations through consultations with industry players</li> <li>• Development of the REIT Industry</li> <li>• Compliance of reporting and disclosure matters regarding SENTRAL's ESG initiatives</li> <li>• Governance of technology risk based on SC's updated requirements</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>

## Analysts & Media

### Engagement Methods:

Analysts:

**Q** One-to-One Meetings

**R** Analyst Briefings

**R** Investor Conferences

Media:

**Q** Media Briefings

**R** New Releases

### Material Matters:

- Sustainable business growth and financial performance
- Regulatory compliance

Engagement Objectives	Interest and Concerns	Our Response
<ul style="list-style-type: none"> <li>• Provide information to allow analysts to disseminate accurate information to the investment community</li> <li>• Provide information to media to allow for accurate updates on the company's events and business performance to the general public</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> <li>• Industry's growth prospects</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>



# SUSTAINABILITY STATEMENT

(cont'd)

Investors/Investment Community		
<b>Engagement Methods:</b>		
<ul style="list-style-type: none"> <li><b>R</b> One-on-One Meetings</li> <li><b>R</b> Investor Conferences</li> </ul>		<ul style="list-style-type: none"> <li><b>A</b> Annual Reports</li> <li><b>R</b> SENTRAL's Website</li> </ul>
<b>Material Matters:</b>		
<ul style="list-style-type: none"> <li>Sustainable business growth and financial performance</li> <li>Regulatory compliance</li> </ul>		
Engagement Objectives	Interest and Concerns	Our Response
<ul style="list-style-type: none"> <li>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>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> <li>SENTRAL's business direction, growth prospect and strategy</li> <li>Industry's growth prospect</li> <li>Reporting and disclosing SENTRAL's ESG initiatives</li> <li>Corporate Governance of SENTRAL</li> </ul>	<ul style="list-style-type: none"> <li>Improved responsiveness towards feedback and queries through a dedicated IR personnel</li> </ul>
Industry Associations		
<b>Engagement Methods:</b>		
<ul style="list-style-type: none"> <li><b>R</b> Consultation and Feedback Sessions</li> </ul>		
<b>Material Matters:</b>		
<ul style="list-style-type: none"> <li>Regulatory compliance</li> </ul>		
Engagement Objectives	Interest and Concerns	Our Response
<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>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>

# SUSTAINABILITY STATEMENT

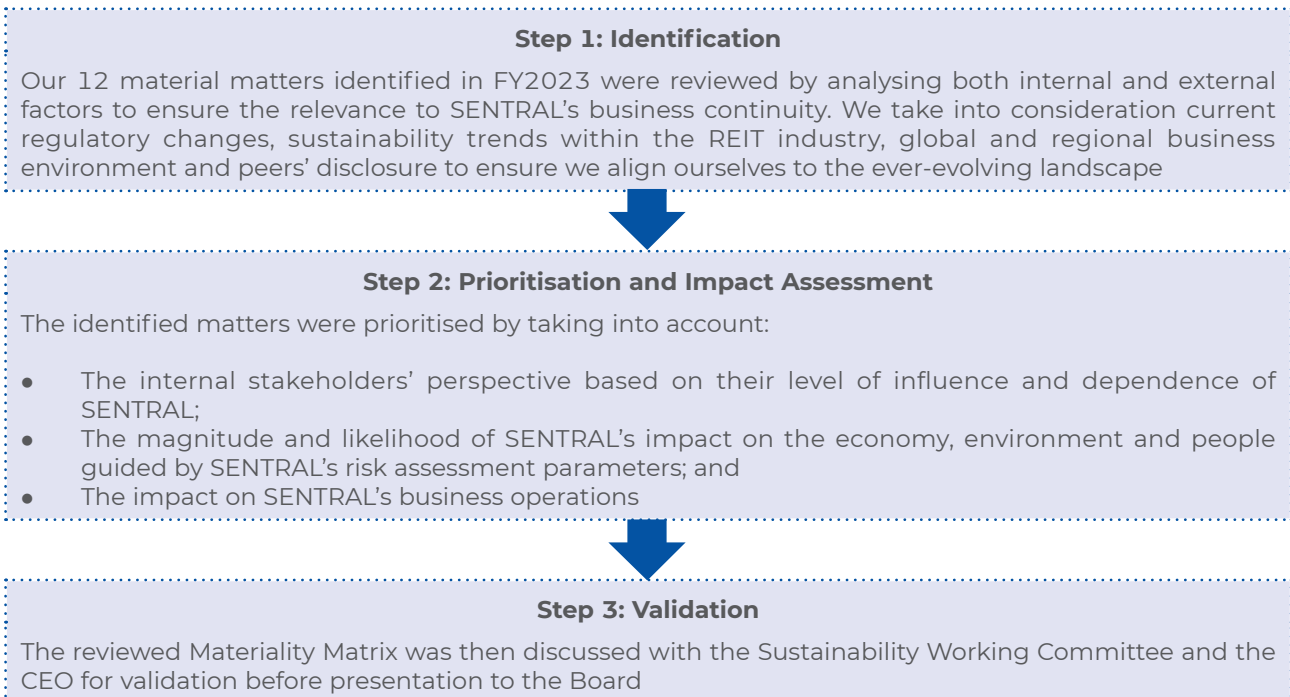
(cont'd)

Local Community		
<b>Engagement Methods:</b>		
<p><b>A</b> Partnerships and collaborations with local communities through CSR programmes</p>		
<b>Material Matters:</b>		
<ul style="list-style-type: none"> <li>Community partnership and activities</li> </ul>		
Engagement Objectives	Interest and Concerns	Our Response
<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>Contribute funds to meet the immediate needs of at least one children’s NGO</li> <li>Raise awareness to staff on SENTRAL’s community engagements by involving all staff in the fund-raising events</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> </ul>

### Materiality Assessment

SENTRAL’s annual materiality assessment ensures that our sustainability efforts align with the most critical issues facing our business and stakeholders.

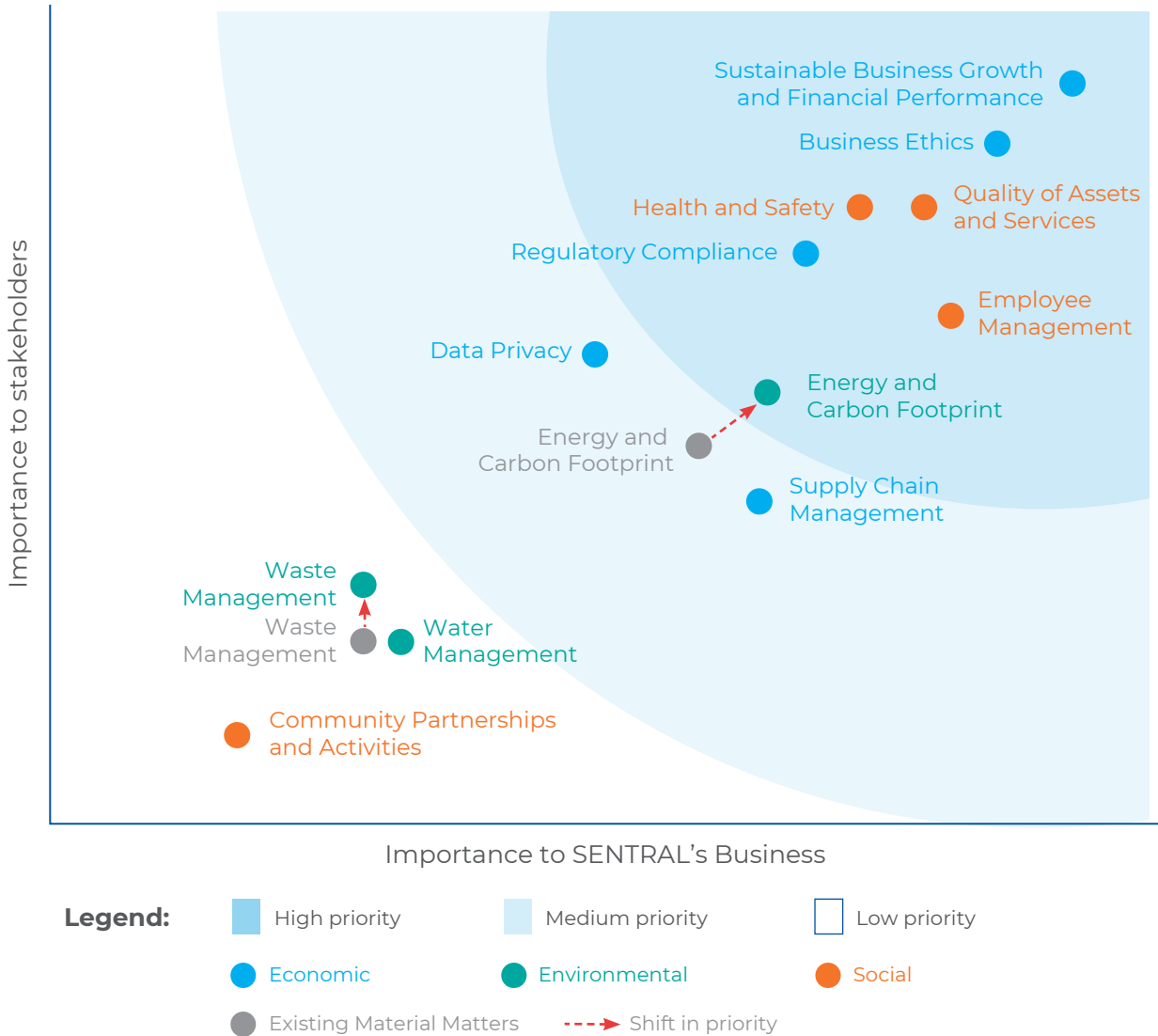
This year, we have updated our materiality matrix based on impact assessment and external environment analysis conducted, while taking into consideration stakeholders’ perspectives, with reference to the methodologies outlined by Bursa Malaysia’s Materiality Assessment (3rd Edition) and the GRI Standards. The outcome of our materiality assessment was reviewed and validated by our Senior Management and Board. Below highlights our approach to materiality assessment:



# SUSTAINABILITY STATEMENT

(cont'd)

## Materiality Matrix



Following the reassessment exercise, we found the 12 material topics in 2023 remained relevant to SENTRAL. Our Materiality Matrix for FY2024 reflects the following changes to the significance of specific material matters:

- **“Sustainable Business Growth and Financial Performance”** remained as top material matter as we prioritise consistent business growth and value creation for our stakeholders.
- The **“Energy and Carbon Footprint”** material matter has been shifted to **“High Priority”** as increasing regulatory requirements on climate-related disclosures necessitate effective management of GHG emissions.

# SUSTAINABILITY STATEMENT







(cont'd)

Definition of Material Matter	
1	<p><b>Sustainable Business Growth and Financial Performance</b></p> <p>● Organisation's impacts on the economic conditions of its stakeholders and on economic systems at local, national, and global levels.</p>
2	<p><b>Business Ethics</b></p> <p>● Ethical and transparent business conduct and governance through robust frameworks as well as best practices. Continued practice of transparency, integrity and compliance to relevant laws and regulations such as those on corruption.</p>
3	<p><b>Quality of Assets and Services</b></p> <p>● Attention to quality of SENTRAL's assets and services through innovative ideas, implementation of technology including digitalisation and management of supply chain which translate to tenant's satisfaction.</p>
4	<p><b>Employee Management</b></p> <p>● 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.</p>
5	<p><b>Health and Safety</b></p> <p>● Efforts to address and prevent health and safety risks for all employees, tenants and visitors to SENTRAL's properties.</p>
6	<p><b>Regulatory Compliance</b></p> <p>● Compliance to building, REITs and other regulatory requirements, such as environment, financial, human rights and labour practices, health and safety, listing rules, authority guidelines, public announcements, etc.</p>
7	<p><b>Energy and Carbon Footprint</b></p> <p>● Minimise operational energy and carbon emissions and provide cost savings to SENTRAL and its tenants. This is through energy efficiency measures and use of renewables such as solar energy.</p>
8	<p><b>Data Privacy</b></p> <p>● Protection of all data, information and intellectual property against cyber security breaches including safeguarding the privacy of tenant, organisational and visitor's information.</p>
9	<p><b>Supply Chain Management</b></p> <p>● Management of supply chain and procurement practices which considers the supply chain's social and environmental impacts, including local sourcing to support local economy.</p>
10	<p><b>Waste Management</b></p> <p>● Management or minimisation of waste generated in SENTRAL's and tenant's activities. For example, 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.</p>
11	<p><b>Water Management</b></p> <p>● Consumption and efficiency of water usage for general purposes.</p>
12	<p><b>Community Partnership and Activities</b></p> <p>● Financial or non-financial contributions to the communities in which SENTRAL operate and select partners with shared business' values for joint activities.</p>

# SUSTAINABILITY STATEMENT

(cont'd)

## Alignment to UN SDGs

UN SDGs	<b>4</b> QUALITY EDUCATION 	<b>7</b> AFFORDABLE AND CLEAN ENERGY 	<b>8</b> DECENT WORK AND ECONOMIC GROWTH 	<b>11</b> SUSTAINABLE CITIES AND COMMUNITIES 	<b>13</b> CLIMATE ACTION 	<b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS 
Material Matters	<ul style="list-style-type: none"> <li>● Community partnership and activities</li> <li>● Employee management</li> </ul>	<ul style="list-style-type: none"> <li>● Energy and carbon footprint</li> </ul>	<ul style="list-style-type: none"> <li>● Sustainable business growth and financial performance</li> <li>● Supply chain management</li> <li>● Health and safety</li> <li>● Quality of assets and services</li> <li>● Employee management</li> <li>● Energy and carbon footprint</li> </ul>	<ul style="list-style-type: none"> <li>● Sustainable business growth and financial performance</li> </ul>	<ul style="list-style-type: none"> <li>● Energy and carbon footprint</li> </ul>	<ul style="list-style-type: none"> <li>● Business ethics</li> <li>● Regulatory compliance</li> <li>● Employee management</li> <li>● Data privacy</li> </ul>

Legend: ● Economic ● Environmental ● Social

# SUSTAINABILITY STATEMENT

(cont'd)

## ECONOMIC



### Business Ethics

GRI	2-10, 2-16, 2-18, 2-19, 2-23, 2-24, 2-25, 2-26, 3-3, 205-2, 205-3
Bursa	C1
Capitals	Social and Relationship Capital
UN SDGs	SDG 16

We strive toward upholding the highest standards of business ethics and corporate governance to ensure transparency, integrity, and accountability in all aspects of our operations. SENTRAL is guided by our foundational organisational values, as depicted in Figure 3. These principles form the cornerstone of our policies and practices, guiding our employees, Management, and stakeholders to operate responsibly and ethically.

Since 1 June 2020, we have adopted the Anti-Bribery and Corruption Policy (“ABC Policy”), which highlights our commitment on anti-bribery and -corruption, referencing the Guidelines on Adequate Procedures (“GAP”) as issued by the Prime Minister’s Department. Our governance is reinforced by the Whistleblower Policy, which safeguards against breach of ethical business conduct. Stakeholders can anonymously report violations of the ABC Policy and raise concerns without fear of retaliation by emailing [whistleblowing@sentralreit.com](mailto:whistleblowing@sentralreit.com). Any concerns can also be submitted in writing directly to the CEO or Chairman of the Manager.








Figure 3: Organisational Values

For more information on our internal controls and processes relating to ethical business behaviour, kindly view our Corporate Governance Overview Statement on page 64 and our Corporate Governance Report FY2024 as well as policies on our website [<https://sentralreit.com/investor-relations/corporate-governance/>].

# SUSTAINABILITY STATEMENT

(cont'd)

Policies Guiding SENTRAL's Governance	
 <p><b>Code of Business Ethics</b></p>	<p>This code outlines the standards of behavior expected of all Manager's employees and directors, covering key areas such as regulatory compliance, conflict of interest, confidentiality, and professional conduct. It also includes provisions on the giving and receiving of gifts, prohibiting actions that may compromise judgment or integrity.</p>
 <p><b>Anti-Bribery and Corruption Policy</b></p>	<p>Reflecting our zero-tolerance stance on bribery and corruption, the <b>ABC Policy</b> provides guidance to employees and business associates on dealing with improper solicitation, bribes, and other corrupt practices. The policy also includes anti-bribery clauses in agreements with tenants, suppliers, and contractors to reinforce ethical practices across our supply chain.</p> <p>Our ABC Policy is available on on SENTRAL's website at <a href="https://sentralreit.com">https://sentralreit.com</a>.</p>
 <p><b>Whistleblowing Policy</b></p>	<p>This policy offers a secure, anonymous, and confidential channel for employees, customers, and vendors to report unethical conduct, violations of the ABC Policy, or other concerns. Reports can be submitted via email to <b>whistleblowing@sentralreit.com</b> or directly to the CEO or Chairman of the Manager.</p>
 <p><b>Fit and Proper Policy</b></p>	<p>Implemented on 1 July 2022, our <b>Fit and Proper Policy</b> establishes a structured framework for assessing the suitability of individuals serving on or being appointed to the Board of Directors and Senior Management. The policy defines key assessment criteria, governance responsibilities, and conditions to ensure that all appointments align with SENTRAL's commitment to maintaining high standards of leadership and integrity.</p>
 <p><b>Remuneration Policy for Non-Executive Directors</b></p>	<p>SENTRAL has developed a remuneration framework for Non-Executive Directors ("NEDs"), guided by the <b>Remuneration Policy</b> adopted on 10 November 2022. This policy supports the Nomination and Remuneration Committee (NRC) and the Board to determine NED remuneration based on the organisation's demands, complexities, and performance, while considering the NEDs' skills, experience, responsibilities, and time commitments.</p>

To ensure effective implementation of these policies, we conduct regular compliance audits and due diligence assessments for all business partners and associates. Annual anti-bribery and anti-corruption training is mandatory for all SENTRAL employees, reinforcing awareness and understanding of ethical practices. In FY2024, 100% of Board of Directors and employees completed the e-Learning Awareness Programme on anti-fraud, anti-bribery, and anti-corruption ("ABAC").

Additionally, we actively assess corruption-related risks across our operations. Since FY2020, all SENTRAL-managed operations have undergone routine evaluations, and corrective actions are taken in cases of non-compliance. Zero (0) incidents of bribery or corruption were reported through whistleblowing channels in FY2024, reflecting the effectiveness of our governance measures and the commitment to ethical conduct.

# SUSTAINABILITY STATEMENT

(cont'd)

For more information on our business ethics practices and governance policies, please refer to our Corporate Governance Overview Statement on page 64 and Corporate Governance Report FY2024 available on our website.

## Annual Performance



### Percentage of Employees Completed ABAC Training by Employee Category in FY2024



Executive

100%



Senior Executive

100%



Middle Management

100%



Senior Management

100%

## Moving Forward

SENTRAL remains dedicated to enhancing its governance framework and ethical practices. We regularly review and update our policies where required ensuring alignment with regulatory standards, including the Malaysian Anti-Corruption Commission Act 2009 and its amendments. Looking ahead, we will strengthen due diligence processes to further mitigate corruption risks.



# SUSTAINABILITY STATEMENT

(cont'd)

## Sustainable Business Growth and Financial Performance

GRI	3-3, 201-1
Capitals	Financial Capital, Manufactured Capital
UN SDGs	SDG 8, SDG 11

Malaysia's economy expanded by 5.1% by the end of 2024, driven by strong investment activities and export-led demand, reflecting strong economic momentum. In this thriving economic environment, we remain steadfast in our commitment to creating long-term financial value and enriching stakeholder interests. Through sustainable and responsible business practices, we aim to achieve sustainable income distribution, financial growth, and value creation, guided by our key strategic initiatives.

### Key Strategic Initiatives



Figure 4: SENTRAL's Key Strategic Initiatives

We have put in place responsive leasing strategies, such as engaging with key strategic tenants on lease negotiation well ahead of lease expiry to secure longer lease term. This approach has been particularly critical in addressing the departure of a mini anchor tenant at Menara Shell, with intensified efforts underway to maintain an occupancy rate above 80%.

Complementing these efforts, capital management strategy remained focused on maintaining an optimal gearing level and mitigating interest rate fluctuations. The Board's approval of interest rate swaps aims to balance the fixed-to-floating debt ratio at ~50%. Additionally, preparations are underway to refinance RM341 million through a green bond programme in March 2025, supported by the recently developed Sustainable Finance Framework.

In tandem, asset enhancement and maintenance remain crucial to our strategy with plans to upgrade facilities to meet evolving tenant needs, including post-COVID-19 requirements and green building standards. In FY2024, Platinum Sentral and Sentral Building 3 have been selected to undergo green accreditation processes to achieve LEED Gold and Silver certifications, respectively, reflecting SENTRAL's commitment to continuous asset improvements.

# SUSTAINABILITY STATEMENT

(cont'd)

Further to this, acquisition growth and portfolio management is a critical component to ensure stable net property income (NPI) margins. We aim to maintain sustainable income distribution for our Unitholders through strategic revitalisation of our asset portfolio, which includes the divestment of non-core or mature assets, with reinvestment into diversified and high-performing sectors.

## Annual Performance

In FY2024, we have renewed approximately 183,000 sq. ft. of leases, resulting in a retention rate of 65% by year-end with the renewals from Platinum Sentral, Menara Shell and Plaza Mont' Kiara. Despite challenges in the office market, the portfolio occupancy remained stable at 84% for 2024.

To address vacancies, we have explored various options, including repurposing spaces, asset disposals, sale-and-leaseback arrangements, and property enhancements tailored to tenant demands. These efforts resulted in securing new tenancies totalling 20,000 sq. ft.

Financially, SENTRAL's portfolio demonstrated resilience, with stable year-to-date net property income supported by contributions from the newly acquired Menara CelcomDigi since 11 December 2023. This highlights our operational strength and quality of portfolio despite the ongoing competition faced in the Klang Valley office market. Albeit we acknowledge our financial performance will continue to be impacted by broader market uncertainties, including the increase in minimum wages, utility costs and higher interest rates.

SENTRAL maintained its financial health and contributed a realised revenue of RM194.8 million in FY2024. We attained a Distribution Per Unit of 6.36 sen this fiscal year. Table 1 depicts the breakdown of direct economic value generated and distributed by SENTRAL.

In RM	FY2020	FY2021	FY2022	FY2023	FY2024
<i>Revenue, finance income, gain on divestment of investment property</i>	167,980,858	166,461,106	150,906,023	163,668,083	194,412,340
<i>Less: Property operating expenses</i>	(29,456,543)	(28,523,531)	(24,275,211)	(28,941,832)	(35,599,515)
<i>Less: Other operating expenses</i>	(919,578)	(819,240)	(1,332,106)	(1,388,212)	(1,513,349)
<b>Total Value Generated</b>	<b>137,604,737</b>	<b>137,118,336</b>	<b>125,298,706</b>	<b>133,338,039</b>	<b>157,299,476</b>
<b>Reconciliation:</b>					
<i>Total realised income net of taxation</i>	80,954,941	84,485,957	73,625,238	74,221,484	79,815,642
<i>Add:</i>					
<i>Finance costs</i>	34,750,696	30,920,952	30,425,280	37,632,722	52,886,949
<i>Manager's fees</i>	12,796,372	12,616,534	12,220,533	12,532,231	14,969,769
<i>Trustee's fees</i>	665,681	664,577	649,354	654,678	773,554
<i>Quit rent and assessment</i>	8,437,047	8,430,316	8,378,301	8,296,924	8,853,562
<b>Total Value Generated</b>	<b>137,604,737</b>	<b>137,118,336</b>	<b>125,298,706</b>	<b>133,338,039</b>	<b>157,299,476</b>

## SUSTAINABILITY STATEMENT

(cont'd)

In RM	FY2020	FY2021	FY2022	FY2023	FY2024
<b>Payments to the Manager and Trustee</b>					
<i>Manager's fees</i>	12,796,372	12,616,534	12,220,533	12,532,231	14,969,769
<i>Trustee's fees</i>	665,681	664,577	649,354	654,678	773,554
<b>Payments to government</b>					
<i>Quit rent and assessment</i>	8,437,047	8,430,316	8,378,301	8,296,924	8,853,562
<b>Payments to providers of capital</b>					
<i>Income distribution</i>	75,882,237	79,419,121	73,095,601	72,436,401	76,033,992
<i>Finance costs</i>	34,750,696	30,920,952	30,425,280	37,632,722	52,886,949
<i>Economic value retained</i>	5,072,704	5,066,836	529,637	1,785,083	3,781,650
<b>Total Value Distributed</b>	137,604,737	137,118,336	125,298,706	133,338,039	157,299,476

Table 1: Direct Economic Value Generated and Distributed

Kindly refer to our Management Discussion and Analysis section from pages 12 to 44 for further information on our economic performance.

### Moving Forward

Amidst evolving market dynamics and economic recovery, SENTRAL remains focused on delivering resilient performance through our strategic initiatives. We aim to stabilise portfolio occupancy rates, particularly at KL Sentral properties, by addressing the rising demand for commercial properties. Further to this, we aim to diversify our portfolio, with efforts to explore yield-accretive acquisitions and investments in retail, industrial, education and healthcare assets.

# SUSTAINABILITY STATEMENT

(cont'd)

## Regulatory Compliance

GRI	2-23, 2-24, 2-27, 3-3
Capitals	Human Capital, Natural Capital, Social and Relationship Capital
UN SDGs	SDG 16

SENTRAL abides by all applicable laws and regulations, environmental and human rights standards governing our business operations. The regulations that SENTRAL are obliged to include, but are not limited to:

Malaysian Anti-Corruption Commission (MACC) Act 2009	MACC (Amendment) Act 2018	Electricity Supply Act 1990 (PW4)	Income Tax Act 1967 and Public Rulings	Anti-Trafficking in Persons and Anti-Smuggling of Migrants Act 2007
Introduction of corporate liability for corruption offences that is applicable to Malaysian commercial organisations. Anti-Bribery and Corruption Policy in place since 1 June 2020 in line with the amendments to the MACC Amendment Act 2018	Refers to amendments under Section 17A of the MACC Act 2009, where commercial organisations are liable and can be punished if their employees are involved in corruption	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	Imposition of income tax that includes collection and recovery of tax, tax refund, offences and penalties, and exemptions, remissions and other relief	Prohibit in child labour, slavery, servitude and forced or compulsory labour and human trafficking

Malaysian Employment Act 1955	Children and Young Persons (Employment) Act 1966	Occupational Safety and Health Act 1994	Malaysian Employment (Amendment) Act 2022
Prohibits exploitative labour practices	Prohibits the employment of children under the age of 14	Protects the safety, health and welfare of persons at work	Refers to a series of amendments in the Employment Act 1955

Personal Data Protection Act 2010 ("PDPA")	Environmental Quality Act 1974	Construction Industrial Development Board Act 1994	Drinking Water Quality Standards 1985
Regulates the processing of personal data in regard to commercial transactions	Relates to the prevention, abatement, control of pollution and enhancement of the environment	Minimum requirements for engaging contractors and sub-contractors on construction works contracts	Refers to the standards for drinking water quality

# SUSTAINABILITY STATEMENT

(cont'd)

To uphold the efficacy of internal controls, SENTRAL's Corporate Secretariat, Legal & Compliance, and Finance departments collaborate to continuously enhance the organisation's compliance framework. This commitment is further strengthened by the appointment of external consultant as internal auditor to independently review and assess our internal processes. An internal compliance officer oversees the adherence of our business operations to local laws and regulations, including but not limited to the Securities Commission Malaysia's ("SC") Licensing Handbook, Listed REITs Guidelines, Listing Requirements, and the Inland Revenue Board of Malaysia's General Tax Compliance guidelines.

In order to create a culture of compliance within the company, we conduct compliance trainings and workshops for employees aimed in supporting and mitigating the risk of infractions. Our employees are given the option to attend trainings organised by Bursa Securities, SC, Malaysian Institute of Accountants and esteemed law firms to remain cognisant on any regulatory changes.

On human rights compliance, we adopt a progressive approach, integrating our principles and practices throughout our supply chain. Business partners, vendors, and suppliers are strongly encouraged to adopt a similar commitment to human rights. Since 2019, we have embedded anti-modern slavery clauses into all service agreements, ensuring compliance with local laws and regulations. In 4Q 2021, this commitment was expanded to include these human rights principles in all new tenancy, lease, and license agreements.

## Annual Performance

We are pleased to report that there were zero incidents of non-compliance with applicable laws and regulations in FY2024. Kindly refer to page 64 of our Annual Report for more information of our Corporate Governance and compliance matters.

## Moving Forward

We recognise the ever-evolving regulatory landscape presents new challenges and opportunities for our business. With that, we aim to continuously stay abreast of regulatory developments within the region and globally, to anticipate potential impacts on our operation and implement necessary adjustments to our policies, procedures and internal controls.

## Data Privacy

GRI	3-3, 418-1
Bursa	C8
Capitals	Intellectual Capital, Human Capital
UN SDGs	SDG 16

The enactment of the Cybersecurity Act 2024 and amendments to the PDPA have reinforced the continued importance of data privacy for all companies. These laws introduce stricter compliance requirements and penalties for non-compliance.

SENTRAL acknowledges the clear and eminent risk of cybersecurity threats to our business as we pivot our business operations towards digital or cloud-based platforms to improve operational efficiency, productivity, and resource utilisation. We foresee a heightened demand for pragmatic data and information privacy and recognise our responsibilities in ensuring protection of stakeholders' personal data to uphold their trust, confidence and satisfaction.

The management of SENTRAL's cybersecurity partly falls under the purview of the MRCB IT Helpdesk. Here, cybersecurity matters are reported to monitor suspicious activity, followed by any required steps to manage issues. Our Privacy Policy informs and assures that confidential data is handled in a compliant, ethical manner and adheres to relevant laws and regulations.

# SUSTAINABILITY STATEMENT

(cont'd)

To address evolving cybersecurity threats, we regularly assess our Information Technology (“IT”) controls. These efforts are guided by our Information Security Policy, detailed within the ICT System Manual, which protects information assets, mitigates risks from inadequate controls, instructs third parties on security practices, and educates employees on identifying and addressing security risks. This policy applies to all employees, temporary workers, practical trainees and third parties who are engaged to work with or have access to SENTRAL’s data.

Our continuous data privacy and security approach is outlined below:

SENTRAL’s Approach in Safeguarding Data Privacy	
Data Privacy Regulatory Compliance	<ul style="list-style-type: none"> <li>Employees must adhere to the PDPA by signing a declaration to responsibly handle personal and confidential information.</li> <li>Third parties handling sensitive information must read, understand, and acknowledge a Non-Disclosure Agreement (NDA).</li> <li>A personal data clause is mandatory in all tenancy and service agreements at SENTRAL.</li> <li>Personal data collection and processing require prior consent from the data subject.</li> </ul>
Data Protection Awareness	<ul style="list-style-type: none"> <li>The MRCB IT Helpdesk sends regular email reminders and monthly editorial messages to warn employees about spam, phishing emails, and cyber-attacks, including reminders to update system passwords.</li> <li>Regular backups are performed to safeguard data.</li> <li>Short video clips displayed in common areas remind employees to secure laptops and computers to prevent unauthorised access.</li> <li>Suspicious emails are quarantined by the MRCB IT department before being released to staff.</li> </ul>
Data Security Controls	<ul style="list-style-type: none"> <li>Keep abreast with the Antivirus software.</li> <li>User access rights and firewalls are managed by the MRCB IT department.</li> <li>Regular cybersecurity and IT risk assessments are conducted to identify and respond to threats, including quarantining suspicious emails.</li> </ul>
Physical Data Management	<ul style="list-style-type: none"> <li>Physical data is securely stored in a dedicated data warehouse center.</li> <li>Since FY2021, cloud-based digital data filing has been implemented for efficient data management and resource optimisation.</li> <li>The adoption of cloud-based Yardi system supports accounting, finance, leasing, and acts as a backup for tenancy and agreement documents.</li> <li>Since 2022, Yardi integrates facility management and accounting processes, enhancing data security, productivity, and tenant satisfaction.</li> </ul>

## Annual Performance

We are pleased to announce that there were no substantiated complaints of cybersecurity breaches or customer data thefts in FY2024.

	2022	2023	2024
Cybersecurity breaches	0	0	0
Incidents of substantiated complaints regarding breaches of privacy and losses of personal data	0	0	0

## Moving Forward

As the digital landscape continues to evolve, data privacy remains a critical material matter. Regulatory frameworks and stakeholder expectations are moving toward more stringent and transparent standards. In response, SENTRAL will continue to refine its data governance and cybersecurity measures, prioritising compliance with emerging laws and regulations.

# SUSTAINABILITY STATEMENT

(cont'd)

## Supply Chain Management

GRI	2-6, 204, 204-1, 308, 308-1, 308-2, 414, 414-1, 414-2
Bursa	C7, S6
Capitals	Social and Relationship Capital
UN SDGs	SDG 8

Effective supply chain management is essential for SENTRAL to ensure smooth property operations, reduce operational costs, minimise delays, and consistently deliver high-quality services.



Figure 5: SENTRAL's Value Chain

Our procurement practices reflecting our sustainability standards and expectations, are cascaded down to our suppliers and contractors. Our Property Business Associates (namely suppliers and contractors) are selected based not only on the quality and competitiveness of their services, but also on their adherence to social, ethical, and environmental standards and regulations.

Prior to appointment, all potential partners must satisfy the criteria defined in our Service Provider Pre-Qualification Policy and Services Contractor Evaluation Policy. Assessment areas include financial strength, technical capabilities, punctual delivery, and compliance with the Malaysian Anti-Corruption Commission Act (MACC Act 2009) to ensure minimal bribery risk. A standard annual performance evaluation is conducted to ensure the quality of services provide by our suppliers are maintained. Figure 6 illustrates the Standard Performance Appraisal.

Responsibility for selecting, appointing, and supervising Property Business Associates lies with our property managers. To maintain compliance and uphold the highest standards, we conducted our annual online briefing session in FY2024, covering Pre-Qualification and Due Diligence Assessments for all of our Property Business Associates. These policies apply to all properties within our portfolio with the exception for Lotus's Penang, as it is fully managed by the tenant.

# SUSTAINABILITY STATEMENT

(cont'd)

## Policies Guiding SENTRAL's Supply Chain Practices

### Service Provider Pre-Qualification Policy



Pre-qualification and due diligence assessments are mandatory for all service providers. This ensures that selected partners operate within the bounds of applicable laws and regulations while possessing the requisite competencies for the tasks assigned. Evaluation criteria include:

- Demonstrated track record or relevant experience
- Financial soundness and professional integrity
- Compliance with laws governing ethical conduct (e.g., bribery, fraud)
- Skills and expertise of assigned personnel
- Familiarity with relevant regulatory requirements, policies, and procedures
- Appropriate licensing and registration with government agencies, regulators, and local authorities

### Service Contractor Evaluation Policy



For both existing and newly appointed suppliers and contractors, continuous monitoring and evaluation are conducted to verify service quality and identify areas for improvement, such as delivery times, product quality, or pricing.

An annual standard performance appraisal is carried out to measure each service contractor's performance against established criteria, as detailed in Figure 6.

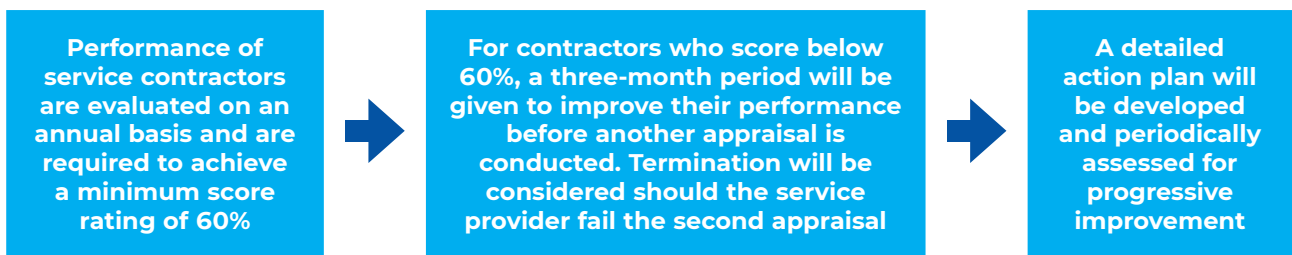


Figure 6: Standard Performance Appraisal

### Annual Performance

	FY2020	FY2021	FY2022	FY2023	FY2024
Percentage of service providers underwent performance appraisal (%)	100%	100%	100%	100%	100%
Percentage of service providers achieved higher than the minimum score rating of 60% (%)	100%	100%	100%	100%	100%



## SUSTAINABILITY STATEMENT

(cont'd)

Aligned with our commitment to promote local economic development, we prioritise sourcing from local suppliers and contractors whenever possible. SENTRAL defines local suppliers and contractors as companies registered in Malaysia. Our total procurement in FY2024 amounted to RM25,575,846, with RM22,755,457 spent on local suppliers, a substantial increase of 137% from FY2023 figure. This increase is partly due to the inclusion of Menara CelcomDigi, which involved a high number of service contracts and significant expenditures on ad-hoc services and repair works.

	FY2020	FY2021	FY2022	FY2023	FY2024
Local suppliers and contractors (%)	76%	100%	95%	91%	89%
Local Procurement expenditure (RM)	RM8,539,554	RM2,386,183	RM5,170,000	RM9,838,478	RM22,755,457

### Moving Forward

As we advance into FY2025, we will continuously evaluate our suppliers to ensure alignment with our policy criteria while prioritising the sourcing of at least 75% of products and services locally for our buildings. Additionally, we will seek opportunities to strengthen relationships with our suppliers and service providers through ongoing collaborative engagements.

# SUSTAINABILITY STATEMENT

(cont'd)

## ENVIRONMENTAL



SENTRAL's environmental management practices focus on minimising the environmental impacts associated with our operations and investment portfolio.

To strengthen our long-term resilience and adaptability to climate change, we have initiated climate scenario analysis, aligned with the TCFD recommendation, with reference to the Network for Greening the Financial System ("NGFS") and the International Energy Agency ("IEA") scenarios. Through this analysis, we have identified climate-related risks and opportunities that may impact our operations, allowing us to better prepare and develop a more resilient mitigation strategy.

We are in the midst of developing our Climate Action Roadmap, which focuses on the reduction of Scope 2 and Scope 3 emissions across our portfolio through improved energy efficiency and the integration of renewable energy initiatives.

### Task Force on Climate-related Financial Disclosure ("TCFD")

#### Governance

At Sentral REIT, climate-related risks and opportunities, strategies and initiatives are overseen by the Board, ensuring climate change is considered and integrated within SENTRAL's business strategy, risk management, and operations. The Board holds the responsibility in approving climate strategy and guiding the organisation's climate agenda.

The CEO leads SENTRAL's climate agenda, supporting the oversight of climate-related risks and opportunities, formulating climate-related strategies, lead the implementation of strategies and providing annual updates to ensure alignment with SENTRAL's climate commitments.

Supporting the CEO, SWC comprising executives from various departments, is responsible for executing SENTRAL's climate strategy. This includes evaluating and advising the strategic direction of climate change strategy, implementing, monitoring, and reporting on key initiatives. The SWC also deliberates and review SENTRAL's climate plan and targets ensuring effective integration within day-to-day operations.

 For more information on the roles and responsibilities of each relevant stakeholders in climate governance, refer page 104 of "Our Approach to Sustainability" section.

#### Strategy

SENTRAL has conducted an assessment of climate-related transition risks that may impact our business resilience. Transition risks refer to the challenges arising from efforts to shift towards a low-carbon economy. Transition risks include policy, legal, technological, market and reputational risks that could carry financial implications for an entity, such as increased operating costs or asset impairment due to new or amended climate-related regulations. We also acknowledge the importance of assessing the physical risks and their potential impact on our assets, and we will consider undertaking this evaluation in the near future.

As part of our climate scenario analysis, we have made reference to the NGFS and IEA scenarios. We have selected the Net Zero 2050 ("NZ 2050") and Delayed Transition ("DT") scenarios to evaluate potential future pathways and their implications for our operations and strategy.

# SUSTAINABILITY STATEMENT

(cont'd)

The NZ 2050 scenario assumes a rapid and decisive transition to a low-carbon economy, where stringent policies and technological advancements are implemented to limit global warming to 1.5°C above pre-industrial levels as soon as possible. In contrast, the DT scenario represents a delayed approach, where climate action doesn't begin until 2030. This leads to a more abrupt and disruptive transition, requiring strong policies to keep warming below 2°C. Since carbon removal technologies are limited, the carbon prices in this scenario are expected to be higher than in the NZ 2050 scenario. This delay results in higher physical and economic risks as more severe policies are introduced in a shorter timeframe to limit warming. Table 2 shows the risk implication of each scenario based on the NGFS Scenario Design and Analysis;

Scenario	Risk implication			
	Policy reaction	Technology change	Carbon dioxide removal	Regional policy variation
<b>Net Zero 2050 ("NZ 2050")</b>	Immediate and smooth	Fast change	Medium-high use	Medium variation
<b>Delayed Transition ("DT")</b>	Delayed	Slow-fast change	Low-medium use	High variation

Table 2

Based on the selected scenarios, we have identified seven (7) transition risks that will impact SENTRAL's business. Table 3 highlights the transitions risks identified as material to our business, with potential financial implications to our operations:

	Transition Risks	Potential Financial Impact
<b>Policy &amp; Legal</b>	Introduction of carbon tax and pricing mechanism	Increase in operating cost and reduction in profits as carbon taxes and emissions trading schemes are being introduced
	Enhanced emissions-reporting obligation	Increase in capital and operating expenditure is anticipated due to stringent emissions disclosure requirements
	Exposure to litigation	Increase indirect costs from climate-related litigation due to lack of compliance with evolving ESG regulations
	Mandates and regulations on green products and services	Increase in capital expenditure to meet new green or zero-carbon building regulations
<b>Market</b>	Uncertainty of energy market	Increase in capital and operating expenditure due to fluctuations in energy prices, and the transition to renewable energy sources requiring costly investments
<b>Reputation</b>	Shift in customer and investors' preferences toward companies with green certifications	Decrease in revenues and increase in capital expenditure to meet the increasing customers' preferences and demand
	Increased stakeholders' concern due to perceived lack of climate action	Decrease in revenue due to the company being perceived to lag in its climate action commitments

Table 3

# SUSTAINABILITY STATEMENT

(cont'd)

Additionally, we have also identified climate-related opportunities that align with our strategic objectives. These opportunities include leveraging public-sector incentives, expanding the provision of low-emission goods and services, and adopting advanced technologies alongside low-emission energy sources to support the transition to a low-carbon economy. Table 3 highlights potential financial implication of the opportunities identified.

	Transition Opportunities	Potential Financial Impact
Products & Services	Expansion of low emission goods and services	Increase in revenues through the expansion of green property assets and offering green leases to tenants, leading to an increase in occupancy rate
Energy Source	Use of technologies and low emissions sources of energy	Decrease in operating and utility costs and increase long-term asset value by retrofitting buildings with more efficient systems and improved insulation as well as implementing renewable energy technologies
Market	Use of public-sector incentives	Decrease in direct cost by obtaining public-sector incentives for sustainable initiatives and projects

## Risk Management

A robust and adaptable risk management and Enterprise Risk Management (“ERM”) framework are an integral part of business operations. The Board, with assistance from the Audit & Risk Committee (“ARC”), conducts periodic review to identify, assess, treat and manage the risks that could affect SENTRAL from achieving objectives within our risk appetite.

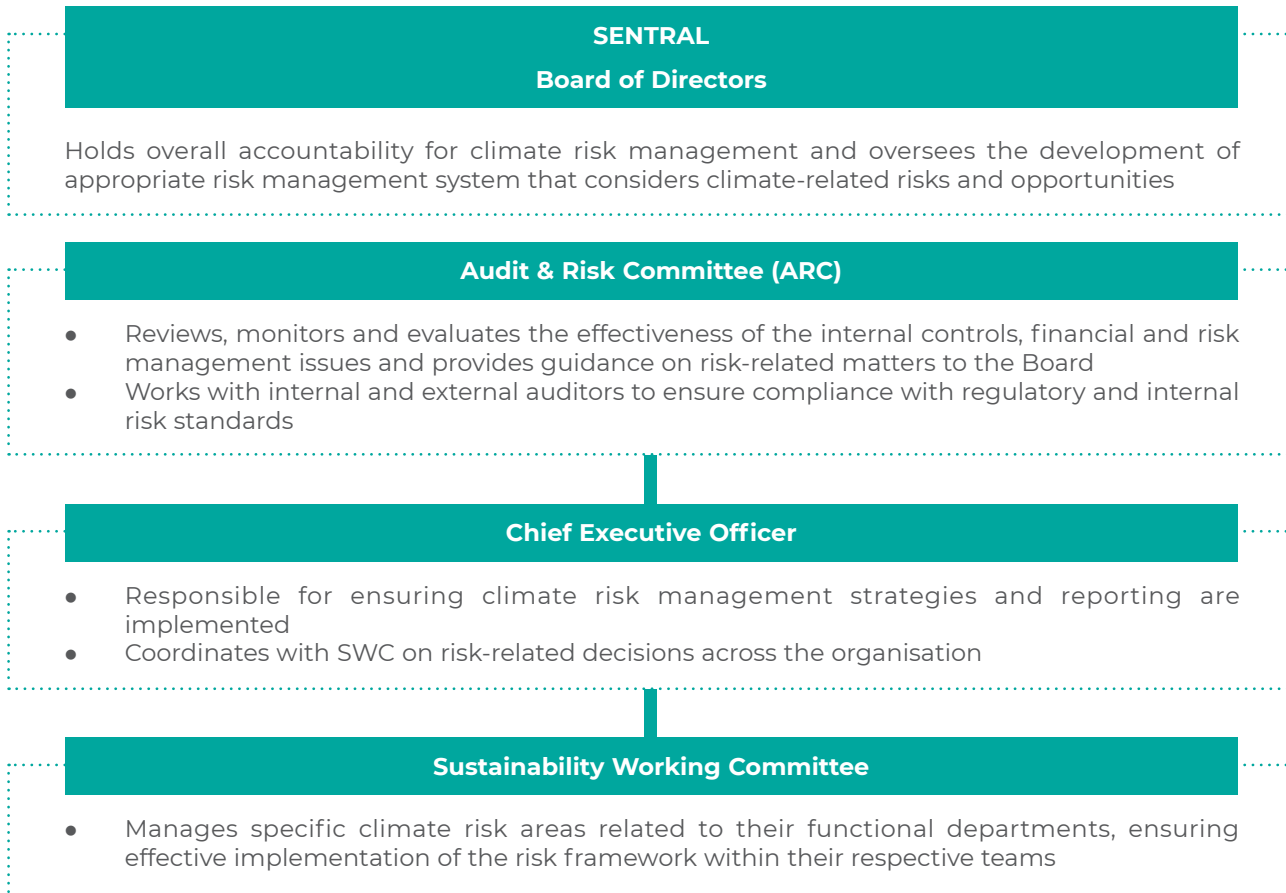
Recognising the increasing impacts of climate change, we aim to integrate and enhance climate considerations into our existing risk management processes. Following the scenario analysis conducted to identify the transition risks and opportunities affecting our business, integration of climate-related risks into our ERM will be conducted and continuously assessed for short, medium and long-term financial implications.

Additionally, we review and assess our material issues on a regular basis to ensure we identify stakeholders’ expectations as well as mitigating potential risks and identifying relevant opportunities. Periodic materiality assessments ensures our alignment to material issues and priorities with current trends, global developments and industry peers.

# SUSTAINABILITY STATEMENT

(cont'd)

Figure 7 highlights SENTRAL’s climate-related risk management approach:



## Metrics and Targets

We continue to measure and monitor our carbon emissions performance in alignment with the Greenhouse Gas (GHG) Protocol, adopting the operational control approach to define our organisational and operational boundaries. SENTRAL have also updated the relevant emission factors to calculate Scope 1, 2 and 3 emissions by utilising emission factor values from Malaysia’s Energy Commission, Department for Environment, Food and Rural Affairs (DEFRA), GHG Protocol’s Cross-Sector Emission Factor Tools, and the US Environmentally-Extended Input-Output (USEEIO) Model.

Table 4 shows our two (2) years historical carbon emissions performance. Our energy GHG emissions this year has marked a slight increase of 0.2% to 26,281.4 tCO<sub>2</sub>e. Figure 8 details our emission sources.

GHG Emissions data (tCO <sub>2</sub> e)	2023	2024
Total direct GHG emissions (Scope 1)	15.6	15.6
Total indirect GHG emissions (Scope 2)	11,191.7	11,103.7
Other indirect GHG emissions (Scope 3)	15,023.8	15,162.1
Total Emissions	26,231.1	26,281.4

Table 4: Scope 1, 2 and 3 Emissions

# SUSTAINABILITY STATEMENT

(cont'd)

Notes:

- Figures have been rounded to one decimal place
- The source of the emission factor for Scope 1 GHG emissions is derived from the GHG Protocol Emission Factors for Cross Sector Tools (March 2024)
- The emission factor for Scope 2 GHG emissions (Purchased Electricity) is derived from the Grid Emission Factor (GEF) in Malaysia published by Suruhanjaya Tenaga
- The calculation methodology of Scope 3 GHG emissions is derived from GHG Protocols – Technical Guidance for Calculating Scope 3 Emissions, using emission factors from the UK Government GHG Conversion Factors for Company Reporting from the Department for Environment, Food and Rural Affairs (DEFRA), US EEIO Database, and IEA - Life Cycle Upstream Emission Factors
- We have restated our emissions for FY2023 to take into account of Menara CelcomDigi's emissions and updated emission factors as per GHG Protocol's guideline. As an outcome of this acquisition, our FY2023 emissions have been restated to 26,231.1 tCO<sub>2</sub>e from 21,333.4 tCO<sub>2</sub>e

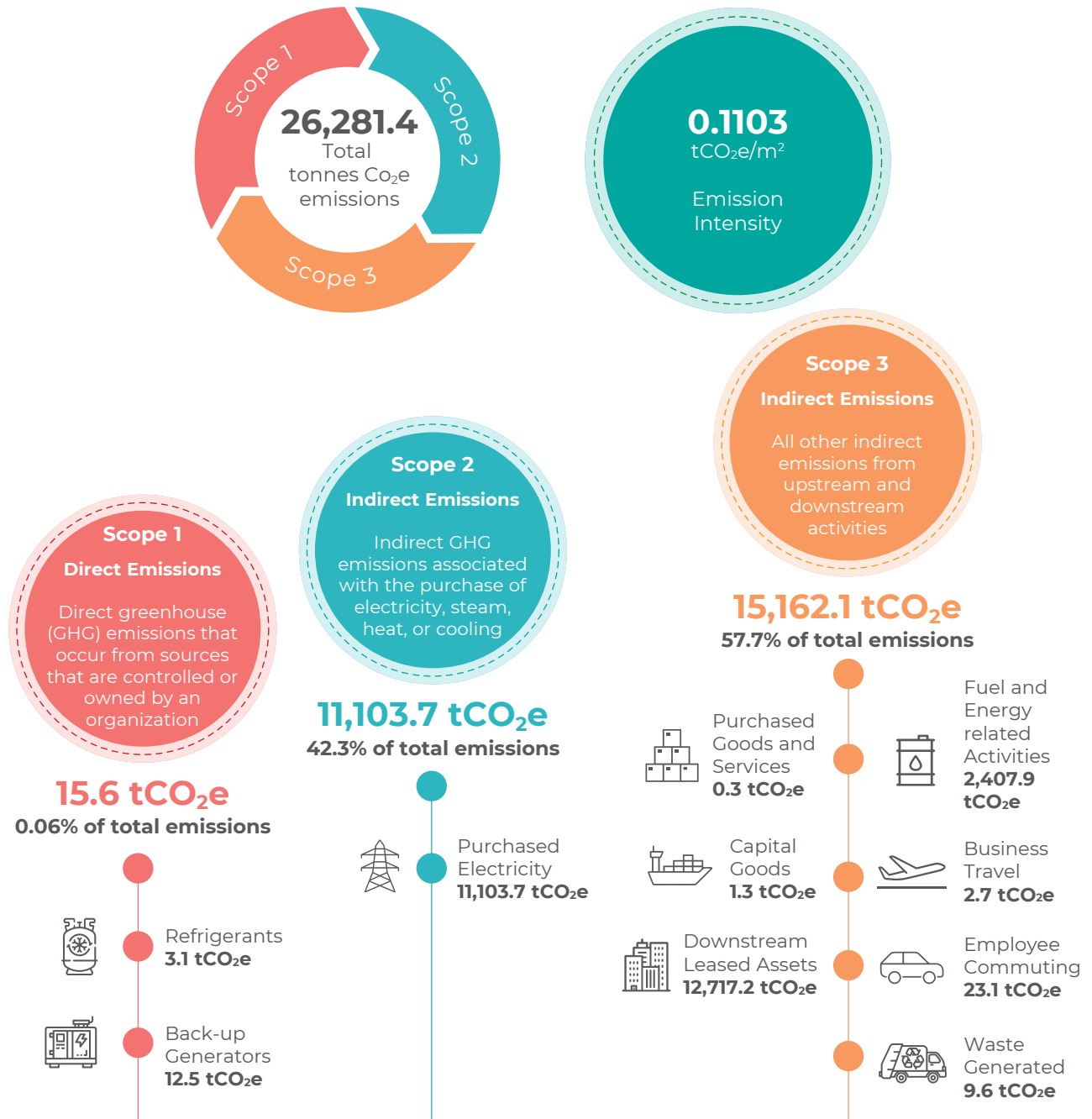


Figure 8

# SUSTAINABILITY STATEMENT

(cont'd)

## Energy and Carbon Footprint

GRI	3-3, 305-1, 305-2, 305-3
Bursa	C11(a), C11(b), C11(c)
Capitals	Natural Capital
UN SDGs	SDG 7, SDG 8, SDG 13

We are continuously refining our approach to energy management by incorporating best practices and technologies to enhance efficiency. Our continuous efforts are designed to optimise operational costs while reducing the environmental impact of our operations through ongoing improvements to our energy systems and the exploration of new technologies and practices to support our sustainability objectives.

Figure 9 illustrates our energy management approach, highlighting the key strategies and actions driving our sustainability efforts.

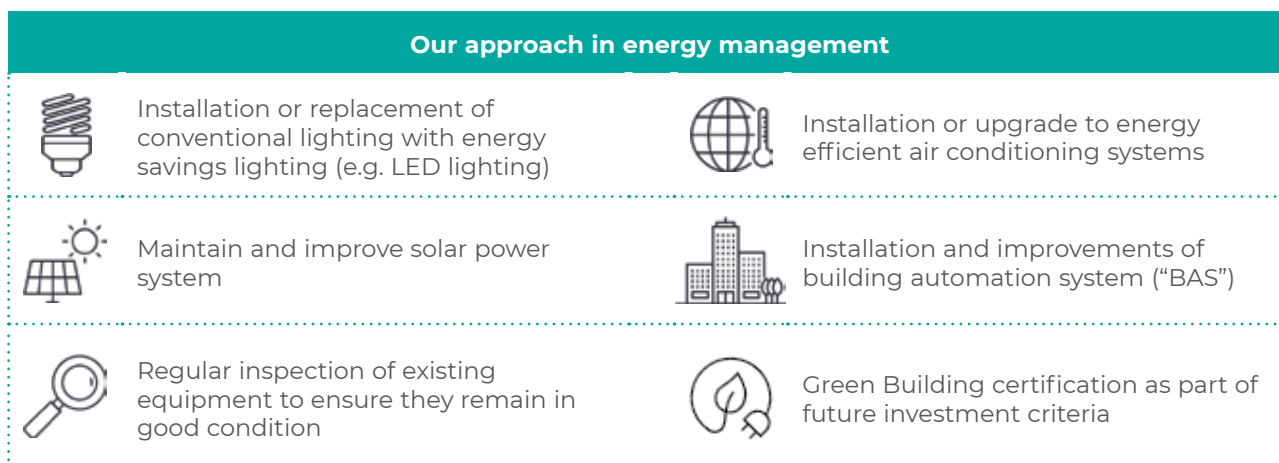


Figure 9

Further, we ensure resilience and efficiency in our buildings by prioritising dual power sources, backup generators, and energy-efficient systems to minimise the impact of power outages on critical equipment and occupant's comfort. In tandem, the property managers are tasked with executing energy-saving measures, monitoring energy consumption, and promptly addressing any increase in energy consumption. Additionally, we remain dedicated to ongoing upgrades and enhancements to our Mechanical & Electrical Systems to ensure improved energy efficiency and seamless connectivity across our properties.

In FY2024 our key initiatives in managing our energy and carbon footprint are presented in Table 5.

Building	Initiatives
Menara Shell	Upgraded the perimeter streetlights at Menara Shell to energy-efficient LED technology
Platinum Sentral	<ul style="list-style-type: none"> <li>Conducted AHU Fresh Air Balancing to align with Green Building standards, enhancing air conditioning efficiency and performance</li> <li>Replaced carpark lighting with high-performance, low-wattage LED fixtures to optimise energy consumption and improve sustainability</li> </ul>
Sentral Building 3	

Table 5: Emission Reduction Initiatives

# SUSTAINABILITY STATEMENT

(cont'd)

We intend to continuously advance our renewable energy initiatives as part of our sustainability strategy. In collaboration with our vendors, we are expanding solar power generation at Platinum Sentral, and are actively planning the installation of solar panels at Sentral Building 3.

## Targets and KPI

Target	Performance tracking
To achieve 2% reduction in energy consumption year-on-year	Target not met as the total energy consumption has decreased by only 1% in 2024. This is due to increased energy consumption across properties and the inclusion of newly acquired property

## Annual Energy Consumption

Every year, we track and report total energy consumption, covering purchased electricity for leased properties and the fuel consumption of generator sets (gensets) that are under the direct operational control of SENTRAL. Energy consumption for buildings that we have no operational control over are estimated based on relevant assumptions (i.e., average Building Energy Index (“BEI”)). Details of the absolute energy consumption and intensity for SENTRAL’s buildings under portfolio are presented in the charts below.

This year, we expanded the scope of our energy monitoring to include Menara CelcomDigi that was acquired in December 2023. Our energy consumption this year has marked a 1% decrease in comparison to FY2023, totalling to 27,823,200 kWh. Our total building energy intensity for FY2024 is 116.8 kWh/m<sup>2</sup>.

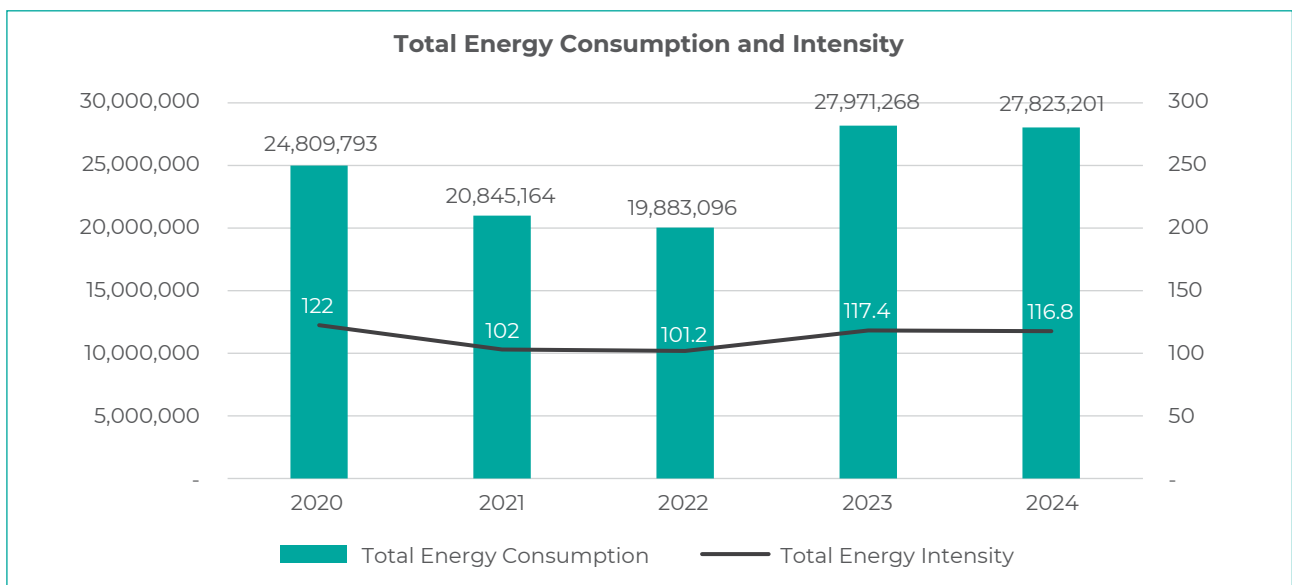


Chart 1: Total Energy Consumption and Intensity

Notes:

We have restated our energy consumption for FY2023 to take into account of Menara CelcomDigi’s energy consumption as per GHG Protocol’s guideline. As an outcome of this acquisition, our FY2023 energy consumption has been restated to 27,971,267 kWh from 19,089,742 kWh.



# SUSTAINABILITY STATEMENT

(cont'd)

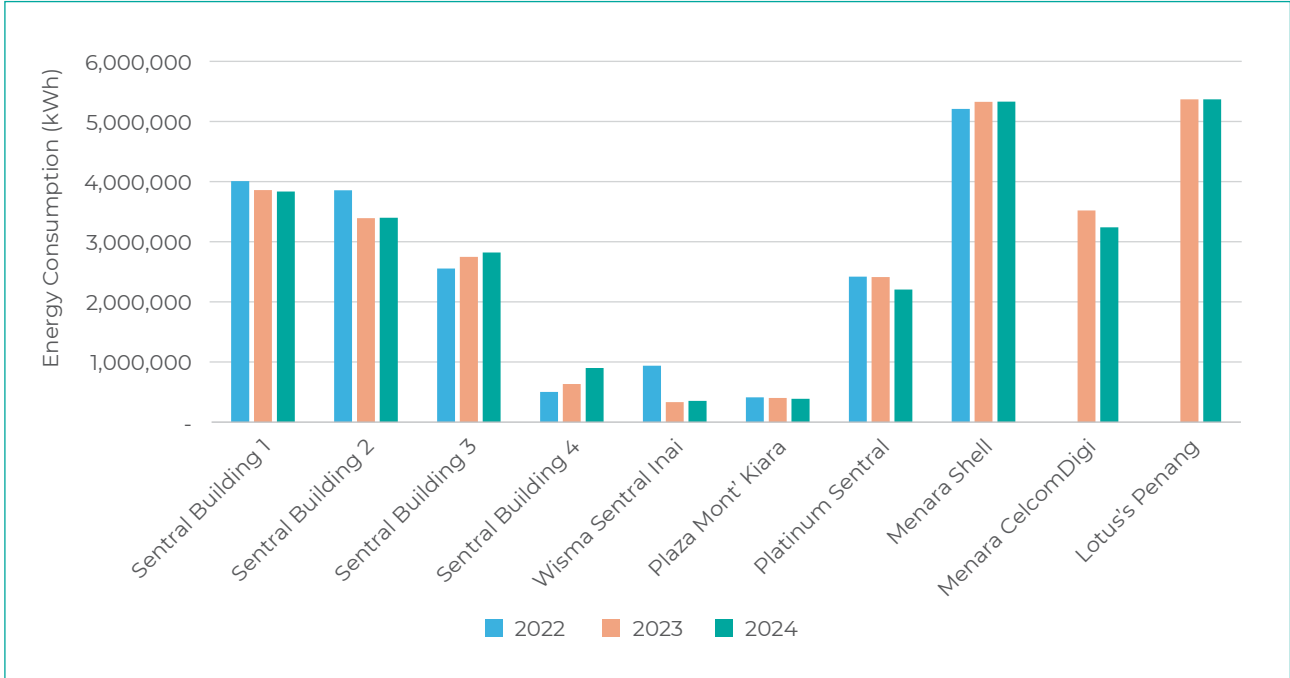


Chart 2: Total Energy Consumption by Property

Notes:

- Data on energy consumption of Menara CelcomDigi for FY2022 is not included as acquisition was completed in FY2023.
- We have restated our energy consumption for FY2023 to take into account of Menara CelcomDigi's energy consumption as per GHG Protocol's guideline. Additionally, we have taken into account of Lotus's Penang's energy consumption (Scope 3) for our GHG baseline calculation and will present the data of this building moving forward.
- As an outcome of this, our energy consumption from 2023 onwards will include Menara CelcomDigi and Lotus's Penang's disclosure to ensure the comparability of data.

**GHG emissions**

We continue to track Scope 1 (direct), Scope 2 (indirect) and Scope 3 (indirect) GHG emissions for our building portfolio.

Our GHG emissions inventory has been recategorised accordingly, whereby Category 1: Purchased Goods and Services, Category 2: Capital Goods, Category 6: Business Travel and Category 7: Employee Commuting are accounted as Platinum Sentral's emissions. Additionally, Category 5: Waste Generated has been included in our Scope 3 as we have commenced on the waste data collection starting July 2024.

# SUSTAINABILITY STATEMENT

(cont'd)

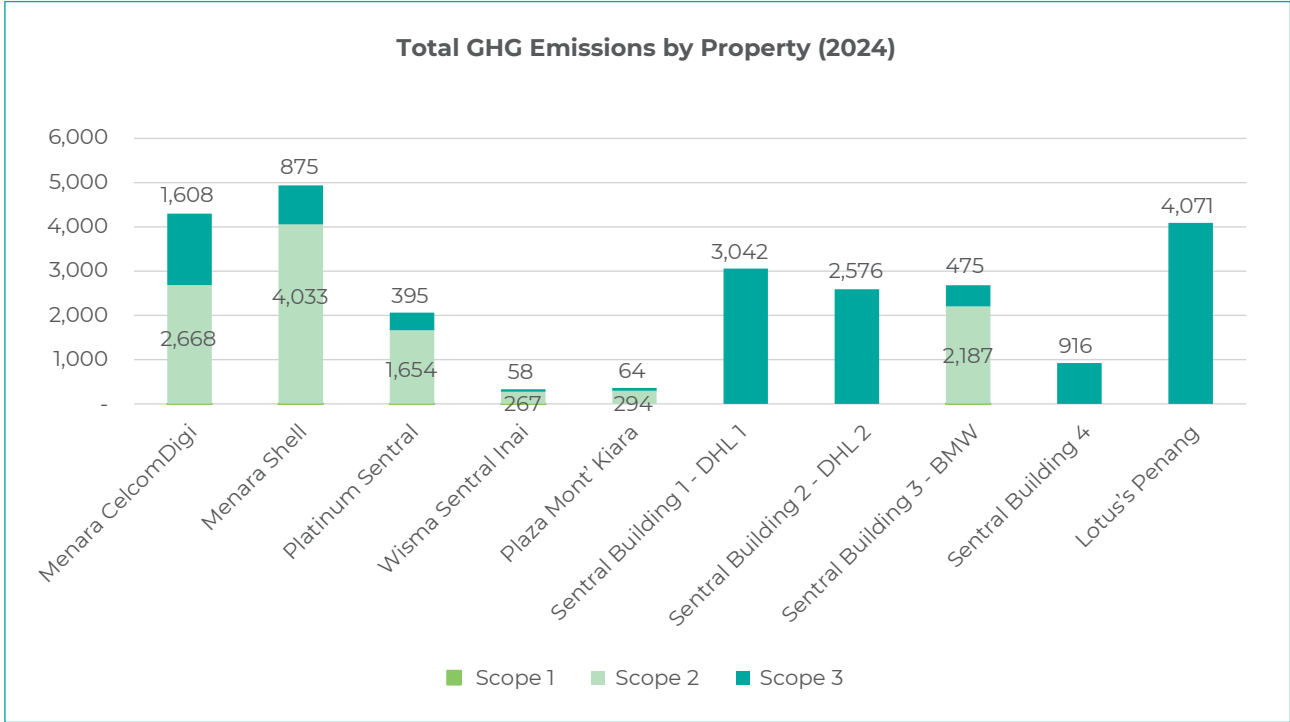


Chart 3: Total GHG Emissions by Property

Notes:

- Scope 3 of Plaza Mont' Kiara and Lotus's Penang utilised data assumptions from third-party databases due to limited data availability
- The source of the emission factor for Scope 1 GHG emissions is derived from the GHG Protocol Emission Factors for Cross Sector Tools (March 2024)
- The emission factor for Scope 2 GHG emissions (Purchased Electricity) is derived from the Grid Emission Factor (GEF) in Malaysia published by Suruhanjaya Tenaga
- The calculation methodology of Scope 3 GHG emissions is derived from GHG Protocols – Technical Guidance for Calculating Scope 3 Emissions, using emission factors from the UK Government GHG Conversion Factors for Company Reporting from the Department for Environment, Food and Rural Affairs (DEFRA), US EEIO Database, and IEA - Life Cycle Upstream Emission Factors
- We have restated our emissions for FY2023 to take into account of Menara CelcomDigi's emissions and updated emission factors as per GHG Protocol's guideline. As an outcome of this acquisition, our FY2023 emissions have been restated to 26,231.1 tCO<sub>2</sub>e from 21,333.4 tCO<sub>2</sub>e

**Moving Forward**

We will continue to monitor electricity and fuel consumption at all properties in SENTRAL's property portfolio and initiate improvements in energy efficiency.

# SUSTAINABILITY STATEMENT

(cont'd)

## Waste Management

GRI	3-3, 306-1, 306-2
Bursa	C10
Capitals	Natural Capital

The implementation and enforcement of effective waste management practices is a key priority for SENTRAL. Improper waste management could adversely affect the environment and our surrounding communities, which could impact our operating license due to exposure to potential legal and reputational risks.

We ensure proper handling of waste to minimise our environmental footprint and to avoid inciting potential health and safety issues for our stakeholders. The primary source of waste from SENTRAL's operations stems from the food and beverages tenants within its premises. The Building Management Team is responsible for waste management practices. Our waste management practices are guided by our Waste Management Policy which outlines the five (5) principles for effective waste management: Prevent and Reduce, Reuse, Recycle, Recovery, and Disposal. Figure 10 illustrates the waste management hierarchy.

Our waste collection and segregation occur at the waste collection center or refuse chamber located at every building to prevent contamination and mixing of materials, facilitate recycling, and ensure responsible disposal. SENTRAL ensures our food waste management are in compliance to Act 672 Solid Waste Separation, Environmental Quality (Schedule Wastes) Regulations 2005 and (Amendment) Regulations, 2007. Our F&B outlets in Plaza Mont' Kiara, Platinum Sentral and Menara Shell are equipped with rubbish and grease traps to filter grease and food solids before discharge into the wastewater system.

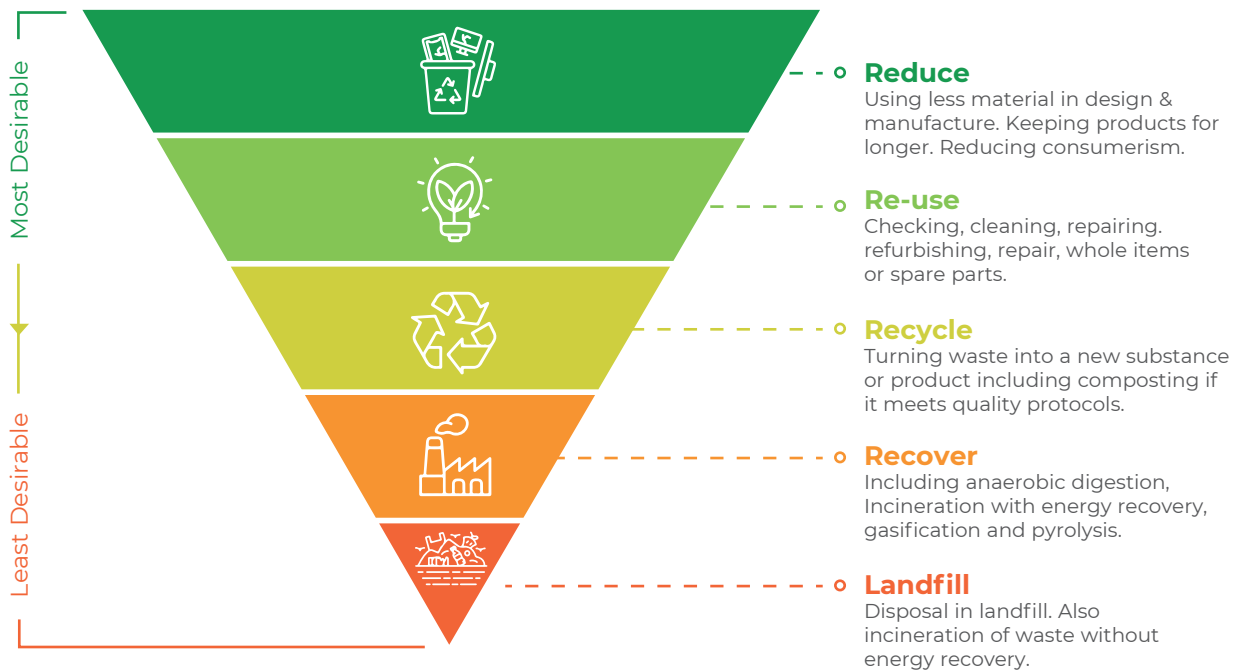


Figure 10: Waste Management Hierarchy

# SUSTAINABILITY STATEMENT

(cont'd)

Additionally, we have appointed a waste contractor for recyclable waste collection at Platinum Sentral and Sentral Building 3. We are also in the midst of engaging with licensed recycle waste collector for other buildings to encourage recycling efforts and ensure that waste disposal is conducted safely and responsibly to minimise environmental impact, pollution, and health hazards.

In tandem, we continue to prioritise digital workflows to reduce paper waste within our operations. These efforts are followed with the use of durable, long-lasting materials and biodegradable products for operations and maintenance, conducting recycling awareness campaigns for employees and ensuring recycling bins are made available within the building common areas to help maintain a healthy and safe working environment.

## Annual Waste Generation

This year, we have commenced the waste data collection for Platinum Sentral and Sentral Building 3. We are currently in the process of improving waste collection by implementing proper segregation of waste.



## Moving Forward

Moving forward, we will continue to enhance our approach to waste management for assets within our portfolios through strategic implementations of waste management initiatives. We are implementing waste data collection in phases to include all the remaining buildings. Our data collection process will be enhanced progressively to streamline our sustainability efforts.

## Water Management

GRI	3-3, 303-1, 303-5
Bursa	C9(a)
Capitals	Natural Capital






Water remains a critical resource for all SENTRAL properties. Our organisation continues to address the impacts of water usage by ensuring all building services, including air-conditioning, washroom facilities, cleaning, landscaping, and fire protection systems, operate efficiently.

To support these efforts, we maintain optimal water storage levels, deploy advance monitoring systems, and continuously upgrade our water supply infrastructure with high-performance, water-saving fixtures. These initiatives not only enhance operational efficiency and reduce costs but also contribute to mitigating the global water crisis.

# SUSTAINABILITY STATEMENT

(cont'd)

Guided by the principles outlined in our Water Management Policy, we strive to implement sustainable practices that balance environmental stewardship with tenant satisfaction. The key components of our water management approach are outlined below:

Our approach in water management	
 Installation of rainwater harvesting system	 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 functionality and efficiency is maintained	 Installation or replacement of conventional water fittings with water efficient fittings including sensor taps
 Repair and replace old pipes, fittings and other equipment where necessary	

Our key initiatives conducted in FY2024 on water management is presented in Table 6.

Building	Initiatives
Platinum Sentral	Upgraded washrooms with advanced sensor-activated urinal flush valves and water taps to enhance operational efficiency, minimise water usage, and eliminate unnecessary wastage
Sentral Building 3	Installed low-volume specification water taps (below 2L/min) and urinals (0.5L per flush) across the majority of washrooms to optimise water conservation and reduce overall consumption

Table 6: Water Management Initiatives

## Annual Water Consumption

In FY2024, our water consumption increased by 71.5% to 225,690m<sup>3</sup> as compared to the previous year. This increase is due to several factors including the inclusion of Menara CelcomDigi, water feature maintenance work at Sentral Building 1, the expansion of tenanted space in Platinum Sentral, and the return of tenants' employees to offices in several buildings.

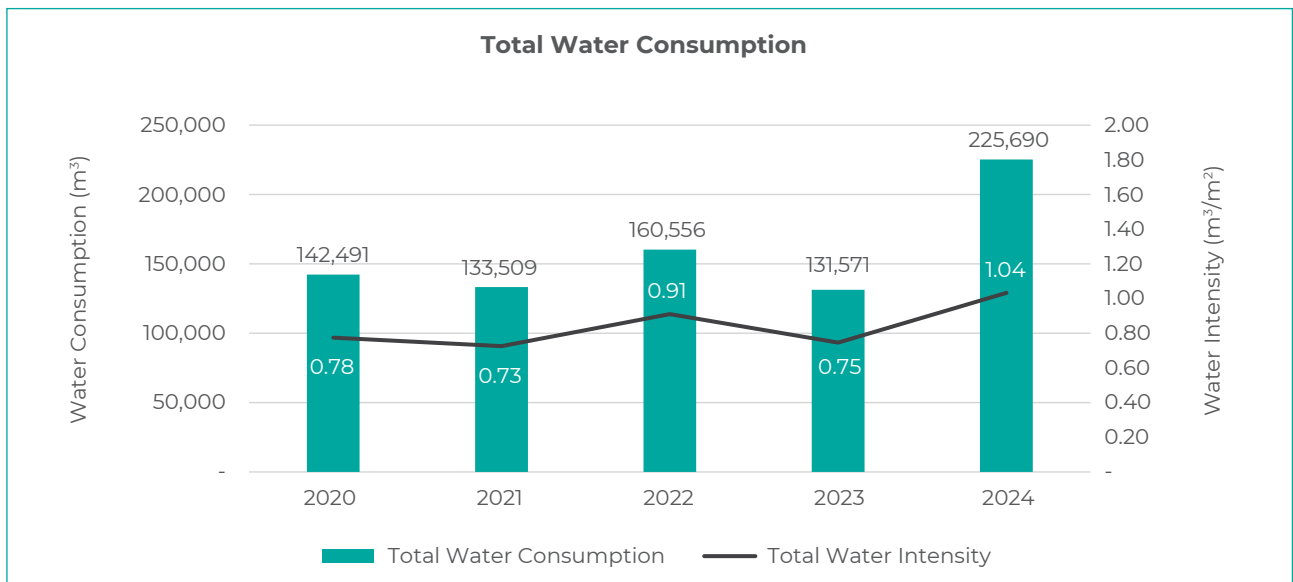


Chart 4: Total Water Consumption and Intensity

# SUSTAINABILITY STATEMENT

(cont'd)

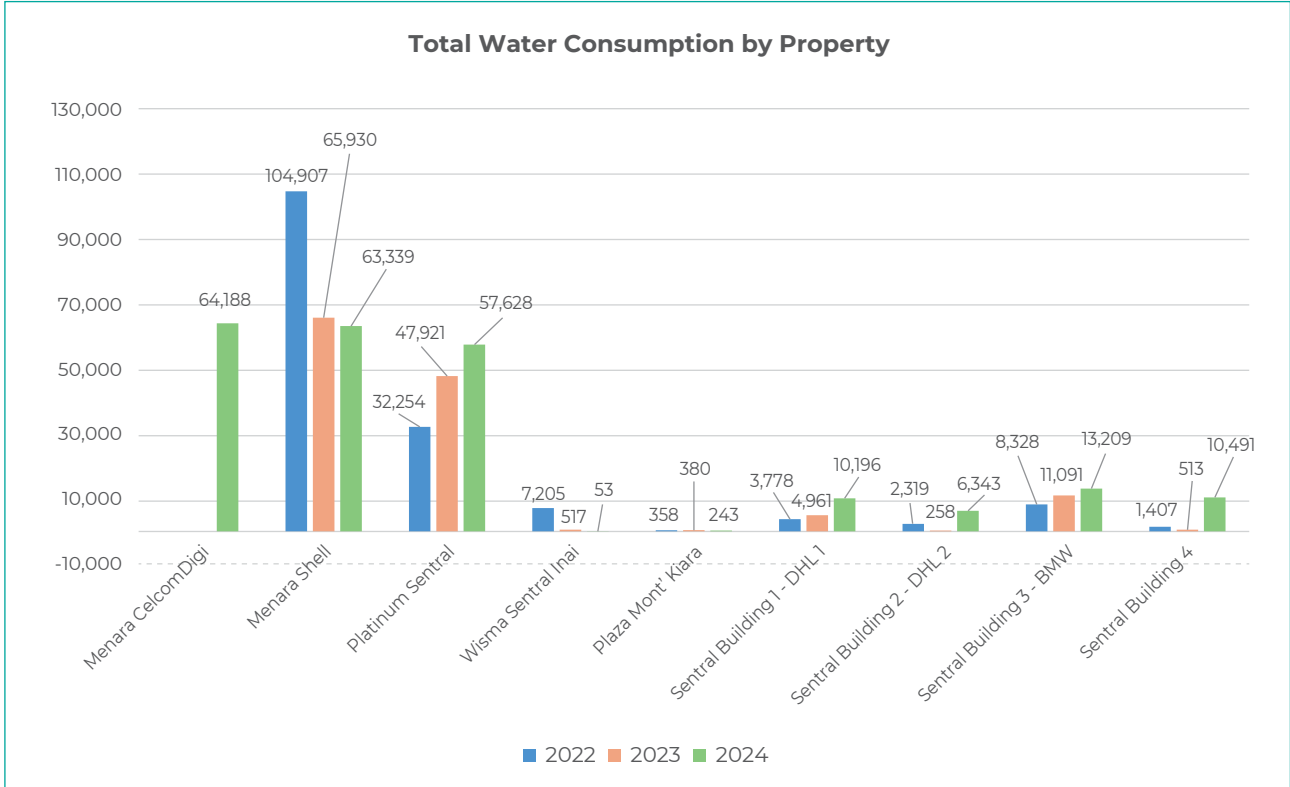


Chart 5: Total Water Consumption by Property

### Moving Forward

We will continue to focus on water conservation and optimisation. We remain committed to implementing water saving practices for our properties while also raising awareness of the importance of water conservation to tenants.

# SUSTAINABILITY STATEMENT

(cont'd)

## SOCIAL



### Quality of Assets and Services





GRI	3-3, 204-1
Bursa	C7, S6
Capitals	Manufactured Capital
UN SDGs	SDG 8

We seek to create long-term value for stakeholders and investors, which in the context of SENTRAL's properties, is achieved through continuous enhancement of our portfolio to cater to tenants' requirement. Tenant satisfaction is central to SENTRAL's success and a key factor in attracting potential tenants and investors. Our efforts in maintaining the quality of our properties and services are guided by our asset enhancement strategy.

Our asset enhancement strategy focuses on continuous improvement, ensuring our buildings maintain excellence in functionality, aesthetics, space optimisation, and the integration of sustainable features such as energy-efficient installations. Tenants' increasing awareness of environmental impact has led to a greater emphasis on incorporating green elements into asset enhancement initiatives. These asset enhancement initiatives ("AEIs") are conducted periodically to ensure we meet our tenants' need and maintain the quality of our assets. The asset enhancement plan is formally presented to the Board on an annual basis for review and approval.

Our approach includes working closely with our property managers, suppliers, and contractors in maintaining the quality of our buildings ensuring maintenance aligns with each building's Operations and Maintenance ("O&M") Manual.

Our approach for asset enhancement

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

# SUSTAINABILITY STATEMENT

(cont'd)

## SENTRAL's Green Certified Buildings

Menara Shell retains its Leadership in Energy and Environmental Design (“LEED”) Platinum certification, while Platinum Sentral upholds its Building and Construction Authority (“BCA”) Green Mark Platinum certification, originally awarded in October 2014. In December 2023, we acquired Menara CelcomDigi that has been certified as a Leadership in Environmental & Energy Design (LEED) Gold Green Building in November 2020, marking an achievement for SENTRAL in acquiring more green buildings into our portfolio.

Building	Green Certification and Feature
<p data-bbox="328 734 486 763">Menara Shell</p> 	<ul style="list-style-type: none"> <li data-bbox="673 734 1428 792">• Leadership in Energy and Environmental Design (“LEED”) Platinum-certified</li> <li data-bbox="673 822 1166 851">• Key LEED certified features include:                             <ol style="list-style-type: none"> <li data-bbox="735 880 1150 909">1. Rainwater Harvesting System</li> <li data-bbox="735 909 1145 938">2. Building Automation System</li> <li data-bbox="735 938 1150 967">3. Energy Saving Lighting (LED)</li> <li data-bbox="735 967 1428 996">4. Dual feeding Supply Power Source System (HT &amp; LV)</li> <li data-bbox="735 996 1428 1055">5. Aluminum Composite Panel (ASP + Double Glazed Glass)</li> </ol> </li> </ul>
<p data-bbox="304 1261 510 1290">Platinum Sentral</p> 	<ul style="list-style-type: none"> <li data-bbox="673 1261 1428 1319">• Building and Construction Authority (“BCA”) Green Mark Platinum-certified</li> <li data-bbox="673 1348 1428 1406">• Leadership in Energy and Environmental Design (“LEED”) Gold-certified</li> <li data-bbox="673 1435 1139 1464">• Key certification features include:                             <ol style="list-style-type: none"> <li data-bbox="735 1494 1150 1523">1. Rainwater Harvesting System</li> <li data-bbox="735 1523 1023 1552">2. Solar Panel System</li> <li data-bbox="735 1552 1219 1581">3. Building Automation System (BAS)</li> <li data-bbox="735 1581 1155 1610">4. Energy Saving Lighting (LED).</li> <li data-bbox="735 1610 1428 1639">5. Dual feeding Supply Power Source System (HT &amp; LV)</li> </ol> </li> </ul>
<p data-bbox="288 1653 526 1682">Menara CelcomDigi</p> 	<ul style="list-style-type: none"> <li data-bbox="673 1653 1428 1711">• Leadership in Environmental &amp; Energy Design (LEED) Gold-certified</li> <li data-bbox="673 1740 1139 1769">• Key certification features include:                             <ol style="list-style-type: none"> <li data-bbox="735 1798 1150 1827">1. Rainwater Harvesting System</li> <li data-bbox="735 1827 1023 1856">2. Solar Panel System</li> <li data-bbox="735 1856 1219 1886">3. Building Automation System (BAS)</li> <li data-bbox="735 1886 1034 1915">4. Daylight Harvesting</li> <li data-bbox="735 1915 1187 1944">5. 50% Recycled Materials Content</li> </ol> </li> </ul>



# SUSTAINABILITY STATEMENT

(cont'd)

## Tenant Engagement and Satisfaction

SENTRAL's approach to fostering loyal tenancy relationships are done through periodic engagements, gathering feedback via briefings, sharing sessions, informal communications, and Tenant Feedback/Complaint forms ("Form"). Additionally, as an effort to streamline tenant complaint management, we have launched a cloud-based facility management platform since 2022 to ensure prompt actions are taken in managing tenant's request and feedback.

Tenant complaints are managed in accordance with the Tenant Complaints Policy, which outlines SENTRAL's approach to handling feedback and complaints, with the goal of resolving issues at the first point of contact. All complaints are escalated to the Asset Control Group ("ACG") during monthly operational meetings to drive continuous improvement. The complaints management process is outlined in Figure 11:

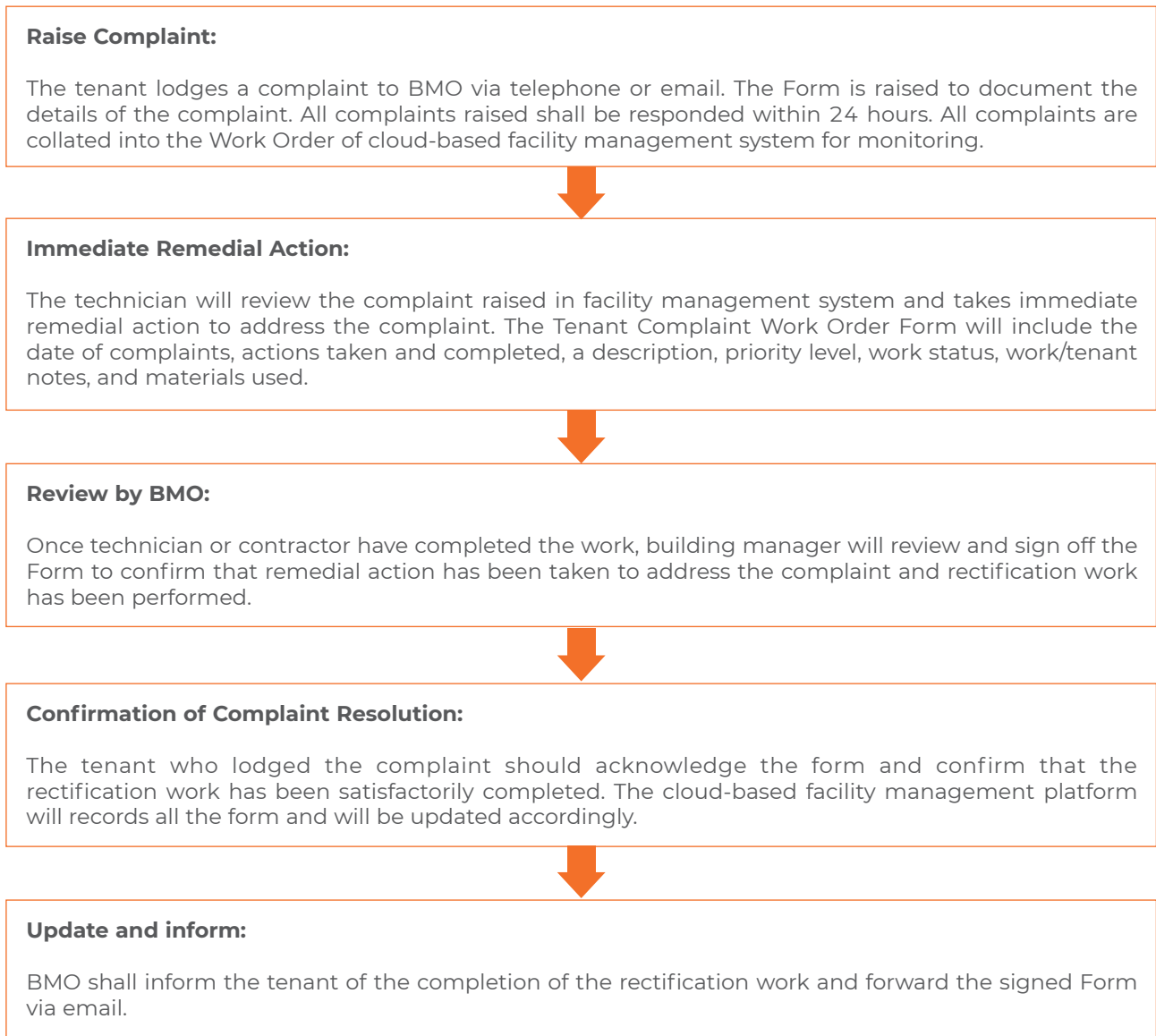




Figure 11: SENTRAL's Complaint Management Process

# SUSTAINABILITY STATEMENT



(cont'd)

Our recent and ongoing enhancement projects across SENTRAL's portfolio focus on structural integrity, energy efficiency, safety improvements, and creating a healthier and more sustainable built environment. These upgrades helps to extend the lifespan of our assets and contribute to tenant satisfaction and operational excellence. Below are the details of the AEIs conducted in FY 2024:

Asset	Asset Enhancement Initiatives
<p>Sentral Building 1</p>	<p>Upgrade waterproofing works at flat rooftop to prevent any water leaks from seeping into the tenants' offices</p> <p><b>Aim:</b> To improve the structural longevity and integrity of the building, prevents health hazards and indoor air quality issues, minimises maintenance and repair costs, and enhances energy efficiency.</p> <p><b>Before</b></p>  <p><b>After</b></p> 




# SUSTAINABILITY STATEMENT

(cont'd)

Asset	Asset Enhancement Initiatives
<p>Sentral Building 3</p>	<p>Upgraded car park lighting from fluorescent lighting to LED light fittings</p> <p><b>Aim:</b> To improve energy efficiency, reduces costs, offers long-lasting performance, , and enhances overall car park comfort.</p> <p><b>Before</b></p>  <p><b>After</b></p> 




# SUSTAINABILITY STATEMENT

(cont'd)

Asset	Asset Enhancement Initiatives
Platinum Sentral	<p>Enhancement completed for areas:</p> <ul style="list-style-type: none"> <li>• Courtyard landscaping and water features</li> <li>• Emergency escape corridor</li> </ul> <p>Enhancement in progress for areas:</p> <ul style="list-style-type: none"> <li>• Common toilets</li> <li>• Timber deck</li> </ul> <p><b>Aim:</b> To ensure improved air quality, fosters a green workplace environment, and supports healthy building atmosphere.</p> <p><b>1. Common toilets</b></p> <p><b>Work in progress</b></p>  <p><b>2. Courtyard landscaping and water features</b></p> <p><b>Before</b></p>  <p><b>After</b></p> 



# SUSTAINABILITY STATEMENT

(cont'd)

Asset	Asset Enhancement Initiatives
Platinum Sentral (cont'd)	<p data-bbox="603 488 826 517"><b>3. Timber deck</b></p> <p data-bbox="663 544 884 573">Work in progress</p> <div data-bbox="663 600 1417 853"></div> <p data-bbox="603 891 1015 920"><b>4. Emergency escape corridor</b></p> <p data-bbox="663 947 751 976">Before</p> <div data-bbox="663 1003 1201 1330"></div> <p data-bbox="663 1364 730 1393">After</p> <div data-bbox="663 1420 1201 1747"></div>

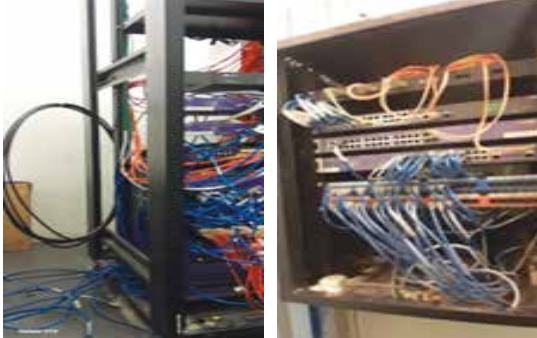


# SUSTAINABILITY STATEMENT

(cont'd)

Asset	Asset Enhancement Initiatives
Menara Shell	<p>Enhancement work completed on:</p> <ul style="list-style-type: none"><li>• PA System</li><li>• CCTV</li><li>• Perimeter streetlights</li><li>• Carpark area</li></ul> <p><b>Aim:</b> To ensure the building operates at the highest standards of mechanical and electrical systems. Providing a safe, comfortable environment while meeting green building certification requirements</p> <p><b>1. PA System</b></p> <p><b>Before</b></p>  <p><b>After</b></p> 


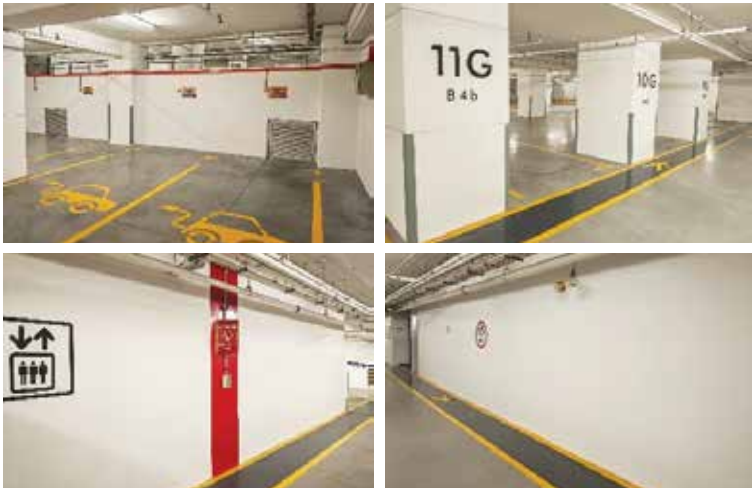
# SUSTAINABILITY STATEMENT

(cont'd)

Asset	Asset Enhancement Initiatives
Menara Shell (cont'd)	<p><b>2. CCTV</b></p> <p><b>Before</b></p>  <p><b>After</b></p>  <p><b>3. Perimeter streetlights</b></p> <p><b>Before</b>                      <b>After</b></p> 

# SUSTAINABILITY STATEMENT

(cont'd)

Asset	Asset Enhancement Initiatives
<p>Menara Shell (cont'd)</p>	<p><b>4. Carpark area (Painting upgrade)</b></p> <p><b>Before</b></p>  <p><b>After</b></p> 



# SUSTAINABILITY STATEMENT

(cont'd)

## Annual Performance

### Asset Enhancement Initiatives

In FY2024, we have invested a total of RM3,142,901 in our asset enhancement initiatives, a notable 10.7% increase compared to FY2023 reflecting our ongoing commitment to improving the quality, sustainability, and functionality of our assets to meet tenant needs and enhance overall operational efficiency.

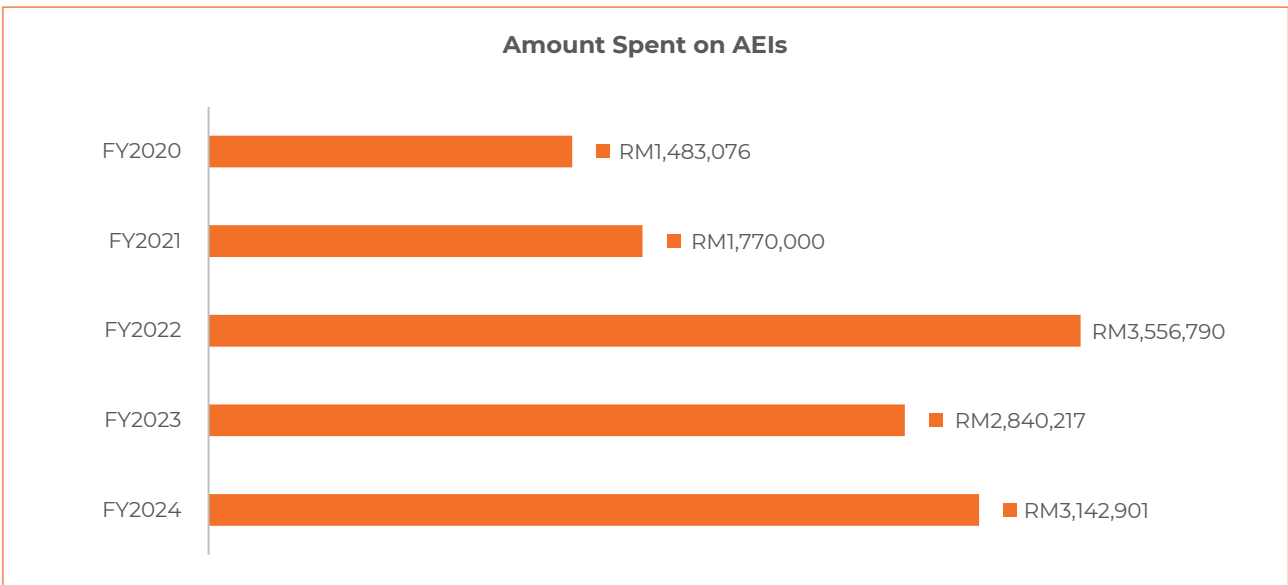


Figure 12: SENTRAL's Asset Enhancement Investments

### Tenant Satisfaction

217 number of complaints were reported in FY2024, a 68% decrease in the number of cases from FY2023.

This is the result of our ongoing commitment in improving the quality and functionality of our assets to meet tenant needs and enhance overall operational efficiency.



# SUSTAINABILITY STATEMENT

(cont'd)

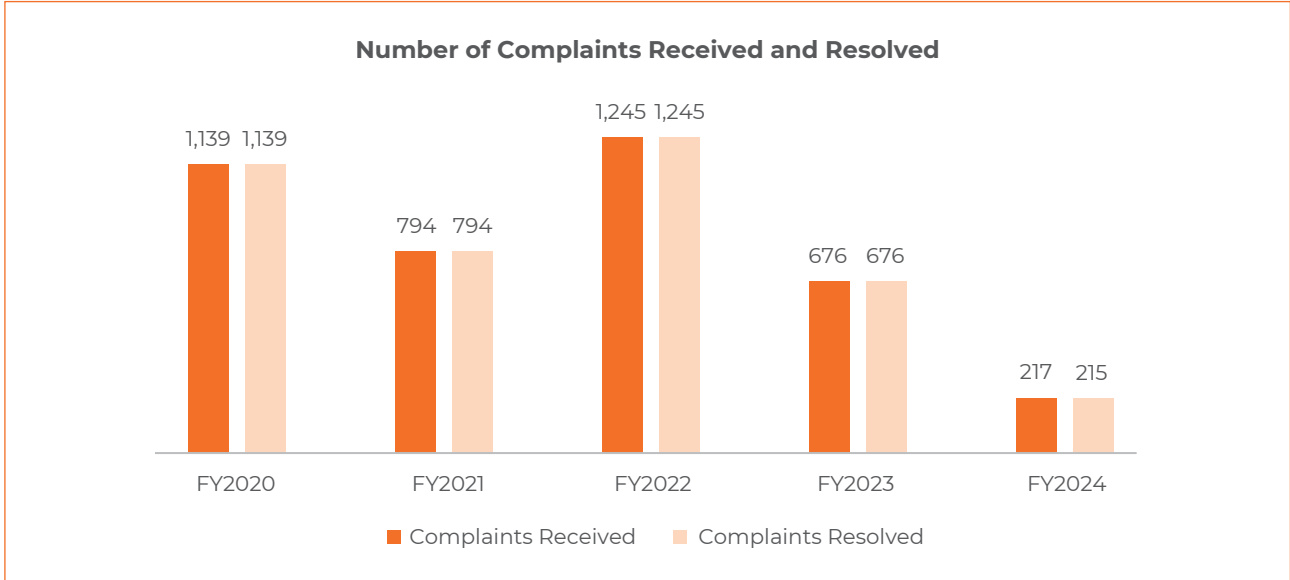


Figure 13: Number of Complaints Received and Resolved

## Moving Forward

We recognise that the digital age demands leveraging cutting-edge tools to enhance operational efficiency, stay ahead of market trends, and maintain a competitive edge. We target to work towards investing more in technology to drive innovation, enhance operational efficiency, and improve tenant experience and safety measures in the coming years. In anticipating future challenges, we will explore opportunities to digitalise and automate building processes and functions where applicable.

# SUSTAINABILITY STATEMENT

(cont'd)

## Employee Management

GRI	2-7, 2-30, 3-3, 401-1, 401-2, 401-3, 402-1, 404-1, 404-2, 404-3, 405-1, 406-1
Bursa	C3, C5, C6
Capitals	Human Capital
UN SDGs	SDG 4, SDG 8, SDG 16

Our employees play a pivotal role in our continued success and growth; hence we ensure the necessary support is provided through inclusive environment, ample training, health and safety measures and leadership development opportunities.



Figure 14: SRM Employees

## Diversity, Inclusivity and Equal Opportunity

SENTRAL continues to foster diversity and inclusivity, ensuring a fair and equitable work environment for everyone through the cultivation of a workplace where employees feel respected, valued, and supported, regardless of their background. This commitment to diversity, inclusiveness, and equal opportunities is embedded in our General Policies, the Code of Conduct outlined in the Employee Handbook, and our Sexual Harassment Policy. Aligned with these policies, SENTRAL upholds recruitment practices that are free from harassment or discrimination.

In response to internal stakeholder feedback and as part of the MRCB Group's commitment to improving employee management, MRCB had converted the employment status of SENTRAL's employees on 2-year contracts to permanent roles for those who have been with the company for more than one year, ensuring fair employment and opportunities.




Given the nature of our business, our employees are not governed by collective bargaining agreements, and their working conditions and terms of employment are independently established, without influence from any external collective bargaining arrangements.

# SUSTAINABILITY STATEMENT

(cont'd)

## Employee Wellbeing and Remuneration

SENTRAL's provision of essential compensation and benefits programmes form part of our focus on creating a supportive environment for employees. Key benefits offered are listed in the table below, but not limited to:

SENTRAL's Employee Benefit		
 <p><b>Medical and Insurance</b></p> <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>	 <p><b>Employee Leaves</b></p> <ul style="list-style-type: none"> <li>• Annual leave</li> <li>• Medical 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>	 <p><b>Wellness</b></p> <ul style="list-style-type: none"> <li>• Outpatient and health screening</li> <li>• Discount on Dental Charge for SENTRAL's staff in collaboration with Senyum Dental Clinic</li> </ul>
 <p><b>Flexible Work Arrangement</b></p> <ul style="list-style-type: none"> <li>• Staggered working hours</li> <li>• Work from home ("WFH") arrangements on a weekly basis as a special needs benefit</li> </ul>	 <p><b>Reimbursement</b></p> <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>	 <p><b>Payroll</b></p> <ul style="list-style-type: none"> <li>• Mid-Month Payroll Initiative</li> </ul>

Apart from the aforementioned benefits, we provide support for working parents as well. Flexibility of shorter working hours are granted for pregnant employees with 90 days paid maternity leave and five days paid paternity leave to promote work-life balance of dual-earner families. In FY2024, only one (1) employee took the above-mentioned parental leaves.

Remuneration at SENTRAL is also structured to be competitive, incentive-based and fair. Our compensation packages encompass bonuses beyond basic salaries to reward employee performance. Performance reviews are conducted annually to assess our employees' performance and achievements against set KPIs and to optimise our employees' potential if necessary.

Other benefits we provide include education funding for employees and sabbatical leave. Subject to approval and relevancy to the current job, we provide reimbursement of education cost up to RM6,000 per course. At this juncture no staff has utilised this program. Sabbatical leave and duration of the leave will be approved on a case-to-case basis. To date, no applications have been received for sabbatical leave as of FY2024.

# SUSTAINABILITY STATEMENT

(cont'd)

## Training and Development

At SENTRAL, we ensure our employees are well-versed in the latest industry developments by investing in upskilling our employees, guided by MRCB Group's training and development policies.

Employees are provided access to MRCB Group's diverse training platforms and programmes including e-Learning and e-LATih programme by government agency HRD Corp, which lists more than 300 courses and United Nations Global Compact (UNGC) Academy learning portal to improve and broaden the employees' understanding of sustainability.

MRCB Group also introduced the Group-wide implementation of the new Policy Acknowledgement Application ("PAP"), which serve as a single point for all employees to be informed and/or updated with the MRCB Group's policies. Through PAP, employees are required to acknowledge that they have read and understood the relevant policies, ensuring consistent awareness and compliance across the workforce.

Our training and development initiatives are guided by policies listed below:

Policies Guiding SENTRAL's Employee Development	
<b>General Policy on Training and Development</b>	Guides the administration of internal training and development programmes that are coordinated by the HR Department for MRCB Group and its subsidiaries. This policy also applies to trainings conducted by external parties
<b>Training and Development Policy Guidelines (Internal In-House Training Programme)</b>	Provides guidance on the eligibility and procedures for the application of practical training programmes
<b>Training and Development Policy Guidelines (Internal In-House Training Programme)</b>	Outlines policies relating to the eligibility and procedures for nominating in-house training

Additionally, for employees who may underperform during appraisals, we are dedicated to providing structured support through a Performance Improvement Plan ("PIP"). The PIP identifies specific performance gaps, addresses skill or training needs, and sets clear expectations for improvement. We are pleased to report that no employees required a PIP in FY2024, reflecting our strong workforce performance.

## Communication and Reporting

SENTRAL promotes a culture of open communication through an open-door policy, encouraging two-way dialogue between employees and Management. This approach aims to build an engaged and motivated workforce. Employee concerns can also be addressed through our Grievance Procedure, which ensures prompt investigation and resolution, maintaining a harmonious employer-employee relationship.

To ensure employees are well-informed and prepared, we ensure sufficient notice are provided when implementing operational changes at SENTRAL. Employees and their representatives are given a minimum of 1 to 2 weeks' notice before adopting any significant operational changes that could substantially impact them. This ensures employees have adequate time to adapt, minimising disruption and maintaining productivity.

# SUSTAINABILITY STATEMENT

(cont'd)

Employee and management relations fall under the purview of MRCB's Group Human Resource ("HR") and Integrity & Discipline Department ("IDD"). Communication on HR policies, processes, and complaints is facilitated through multiple channels:

1. Formal letter to employees on matters mainly on employment details, salary, bonuses, promotions, and reprimands
2. Email blast to all staff via the general email on matters such as general notices on HR policies, general HR reminders and public holidays announcements
3. Town hall on any major operational changes within the group that affects all staff
4. General counselling by HR on any matters that require clarification by any staff
5. For employee grievances with regards to HR matters, staff may also write in to IDD via [whistleblowing@mrcb.com](mailto:whistleblowing@mrcb.com) or [whistleblowing@sentralreit.com](mailto:whistleblowing@sentralreit.com)
6. For sexual harassment cases, staff may follow the procedures detailed in MRCB's Sexual Harassment Policy under the oversight of IDD
7. IDD has introduced a new channel to access company policies electronically. This is a new form of communication initiated by the IDD to provide staff easy accessibility to updated policies or new guidelines

Through these communication channels, employees are kept informed of HR initiatives and organisational updates, ensuring transparency and accessibility in management practices.

## Employee Engagement

In FY2024, we have conducted several activities to foster connection between employees, as well as with the community around us. Activities conducted included:

1. Participation in the 67th National Day parade at Putrajaya, alongside Kementerian Kerja Raya Malaysia ("KKRM") organised activities, including a Walking Challenge Contest
2. Staff trip to Hatyai
3. Collaboration with Perdana University for free personalised counselling services on mental health and others issue to all employee
4. Health Awareness Screening Programme collaboration with Cardiac Vascular Sentral ("CVS") Kuala Lumpur, National Cancer Society of Malaysia and Keretapi Tanah Melayu ("KTMB")
5. Sharing session with two-time cancer survivor Dr. Aiesha Asmadi on her journey in addressing common wellness issues
6. Sharing session by Employees Provident Fund ("EPF"), Etiqa Insurance and CelcomDigi to accommodate staff financial, insurance protection and telecommunication needs

On top of these initiatives, we also regularly conduct birthdays and festive luncheons and dinner celebrations for employees.



Figure 15, 16: Festive Lunch and Dinner Celebration

## SUSTAINABILITY STATEMENT

(cont'd)



Figure 17: Birthday Celebration



Figure 18, 19: Director's Visit

### Training Conducted

In FY2024, we implemented a series of targeted training programs aimed at upskilling our employees to ensure they remain equipped with the knowledge and competencies required to excel in their roles. Some of the trainings conducted included, but not limited to:

- i) IT Security Awareness. Topics include "SPEAR Phishing", "SCAM Attack", "Password Guide", "Illegal Software Usage", "Securities Awareness" and "How CEO Fraud Impact You",
- ii) Health, Safety, Security and Environment updates on the OSHA Amendment Act 2022, Environmental Quality Amendment Act 2024
- iii) Anti-Bribery and Corruptions online training conducted by KPMG
- iv) First Aid and Basic Life Support Course

Further to this, MRCB Group's Training and Development division has enhanced its sustainability learning initiatives to help all staff gain a deeper understanding of this important topic through the Human Resource Development Corp ("HRD Corp") Fund allocated. Continuous training programs, including the Integrity Awareness Program and the e-LATih platform by HRD Corp are utilised to foster further growth.

SENTRAL's Management team and employees also remain committed to professional development, enrolling in various physical and online training courses offered by reputable training and consultancy organisations, such as CKM Advisory, Securities Industry Development Corporation ("SIDC"), Malaysian Institute of Accountants ("MIA") Online Training Courses, Certified Public Accountant ("CPA") Training Courses, and Bank Analyst Market and Economic Updates.

# SUSTAINABILITY STATEMENT

(cont'd)



Figure 20, 21: First Aid and Basic Lift Support Training

## Annual Performance



## Employee Diversity

Indicators	FY2020	FY2021	FY2022	FY2023	FY2024
Total number of employees	18	19	20	21	20
Total number of workers	36	30	27	27	36
Number of new hires	1	1	5	5	1
Employee turnover	1	0	4	4	2

Table 7: SENTRAL's Employee Data



# SUSTAINABILITY STATEMENT

(cont'd)

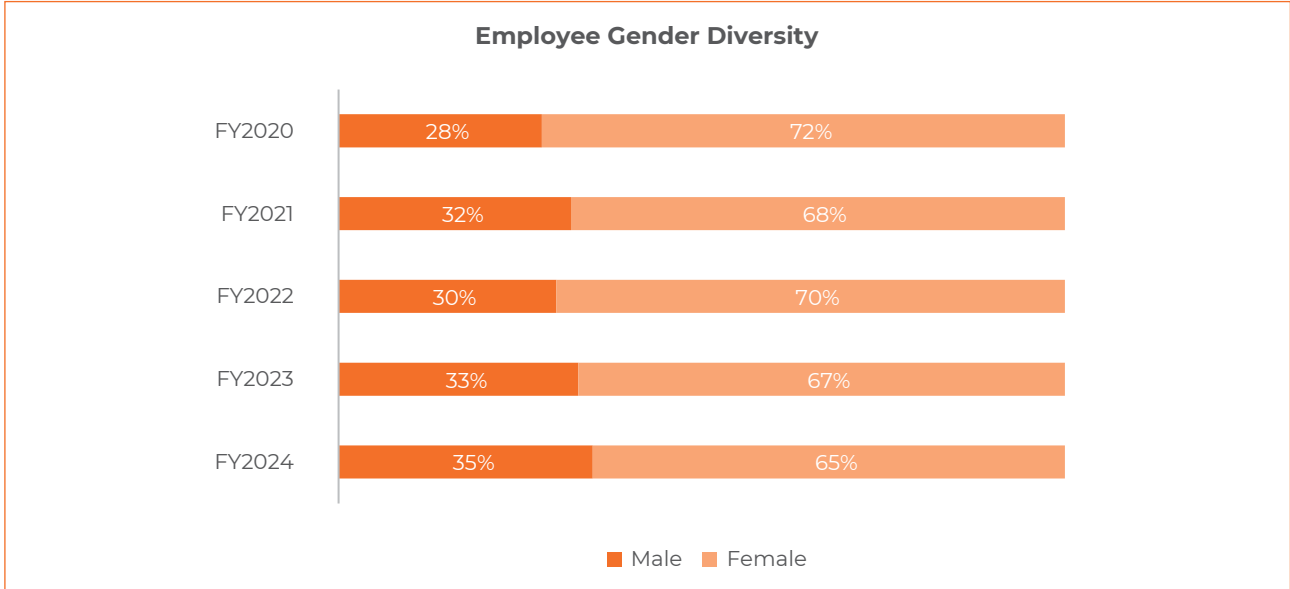


Figure 22: Employee Gender Diversity

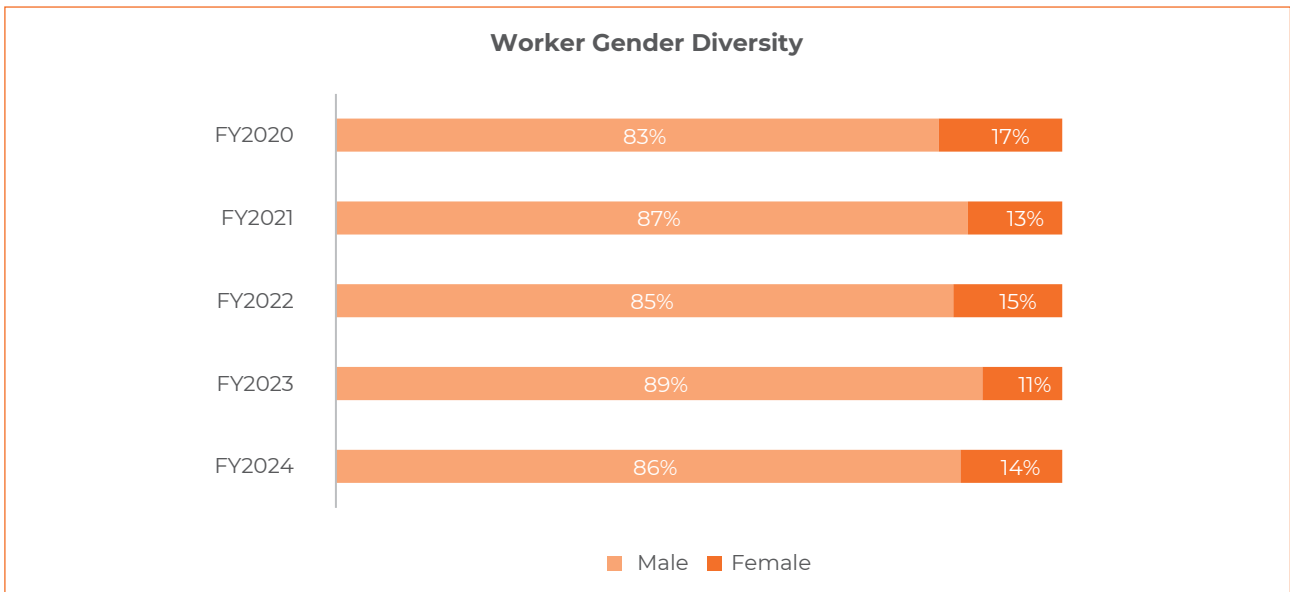


Figure 23: Worker Gender Diversity

# SUSTAINABILITY STATEMENT

(cont'd)

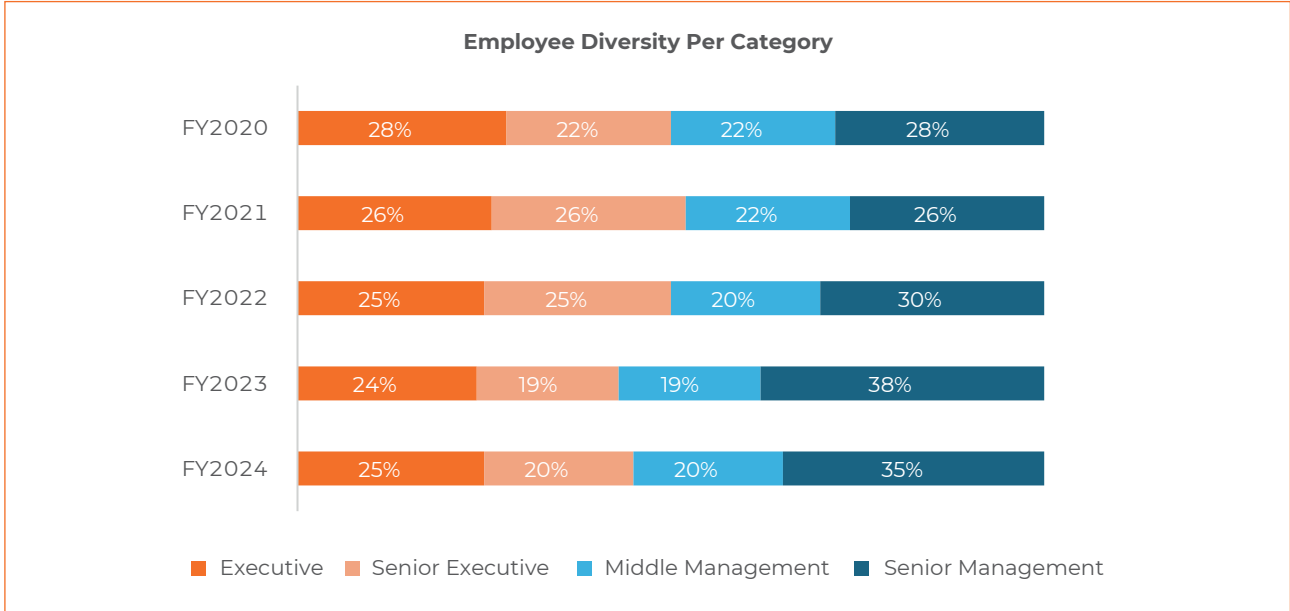


Figure 24: Employee Diversity Per Category

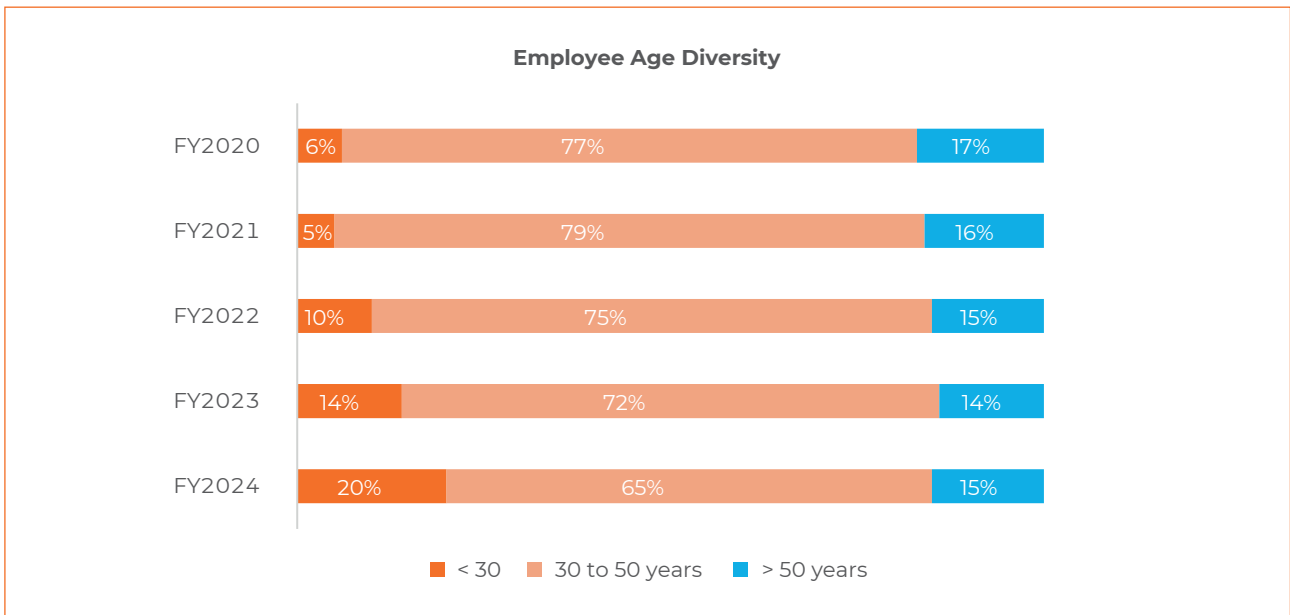


Figure 25: Employee Age Diversity

Note:

1. SENTRAL defines employees as individuals who are directly engaged by the organisation under formal employment contracts
2. Workers are personnel appointed by SENTRAL through its property management partners

# SUSTAINABILITY STATEMENT

(cont'd)

## Employee Training

Our training programs cover a range of areas including health and safety training and leadership development, ensuring our team is well-equipped with necessary skills. Below is an overview of the total training hours dedicated to employee development this year.

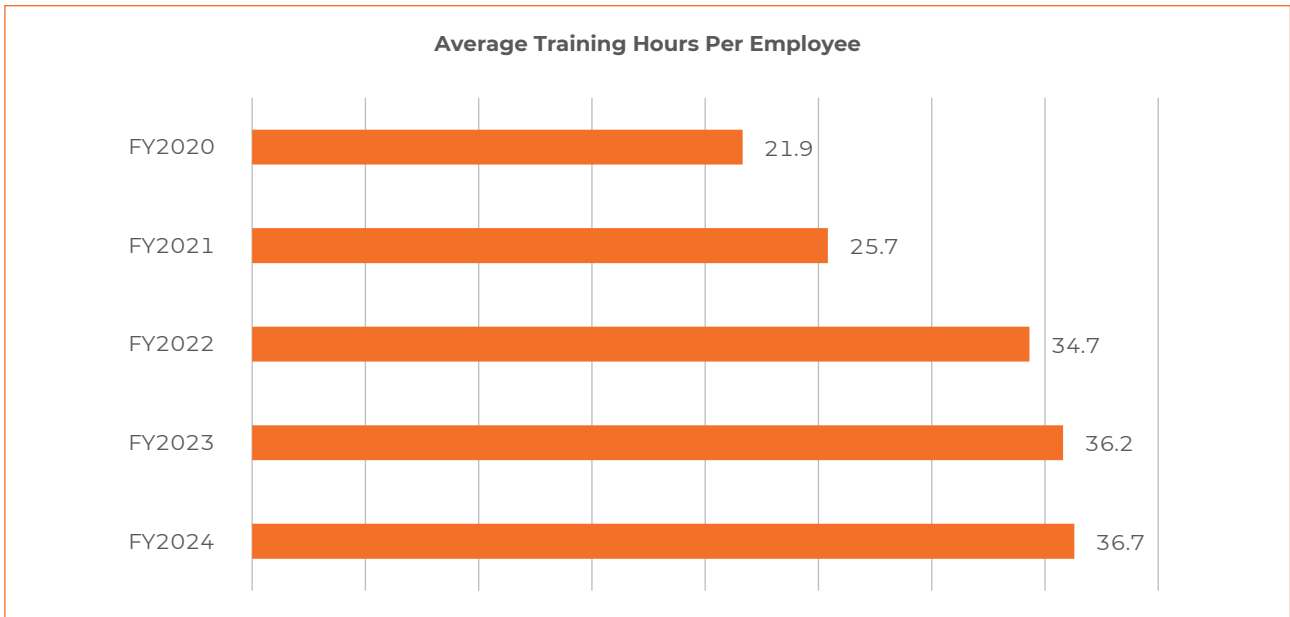


Figure 26: Average Training Hours per Employee

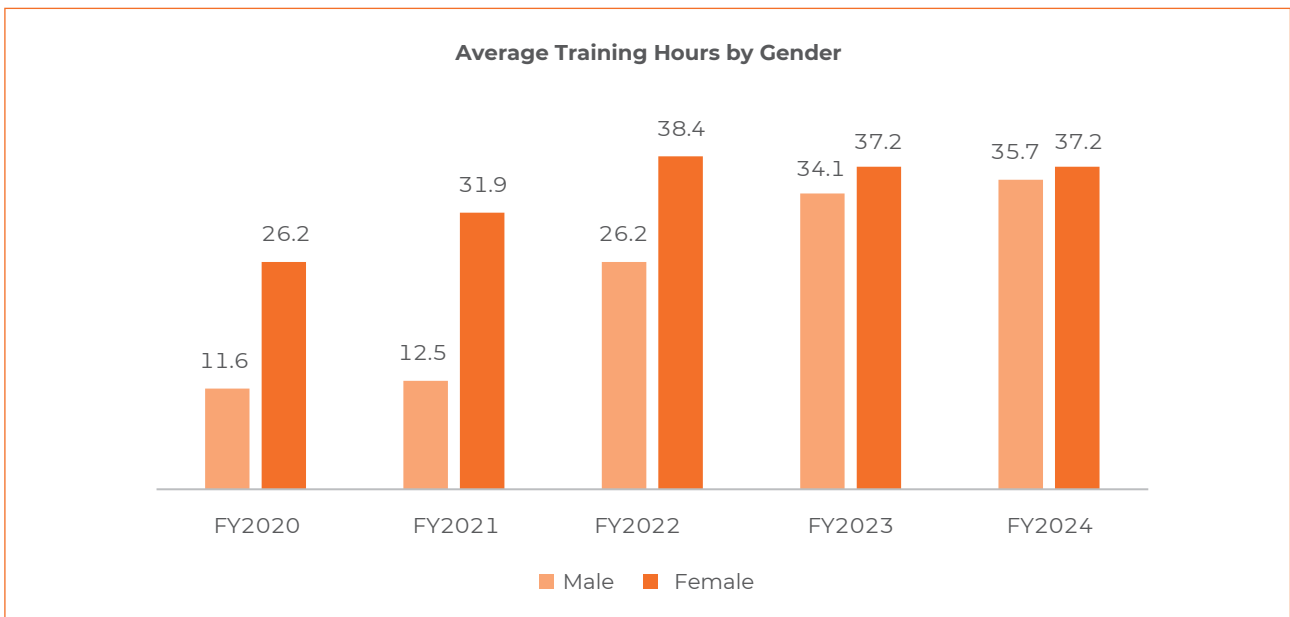


Figure 27: Average Training Hours by Gender

# SUSTAINABILITY STATEMENT

(cont'd)

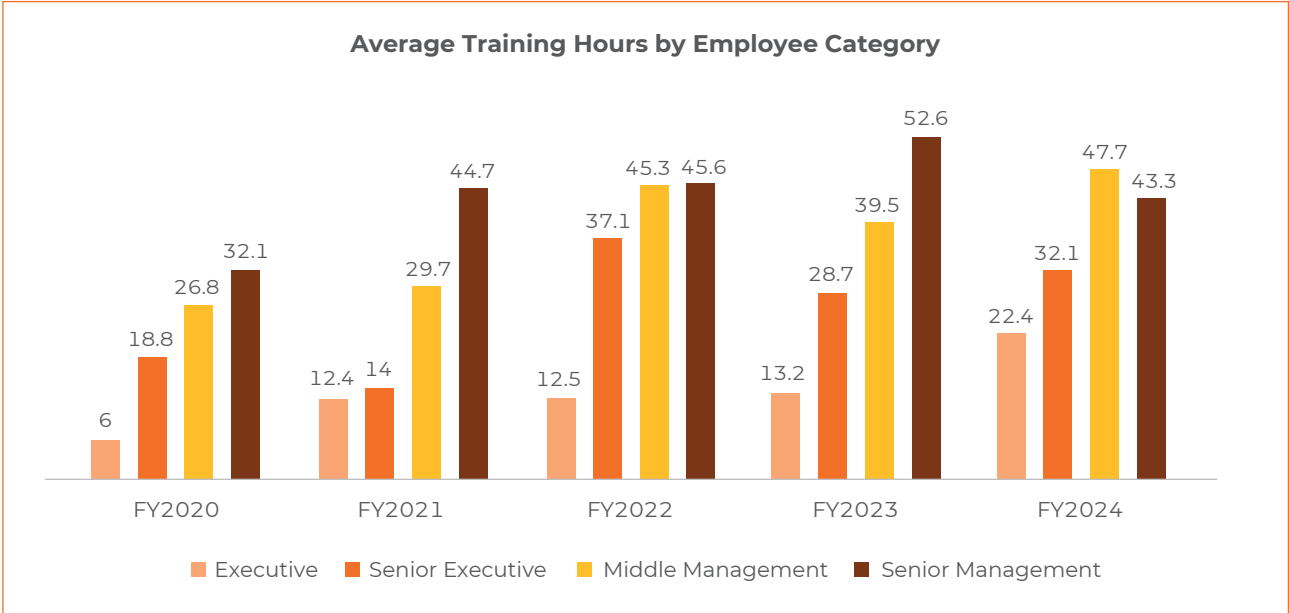


Figure 28: Average Training Hours by Employee Category

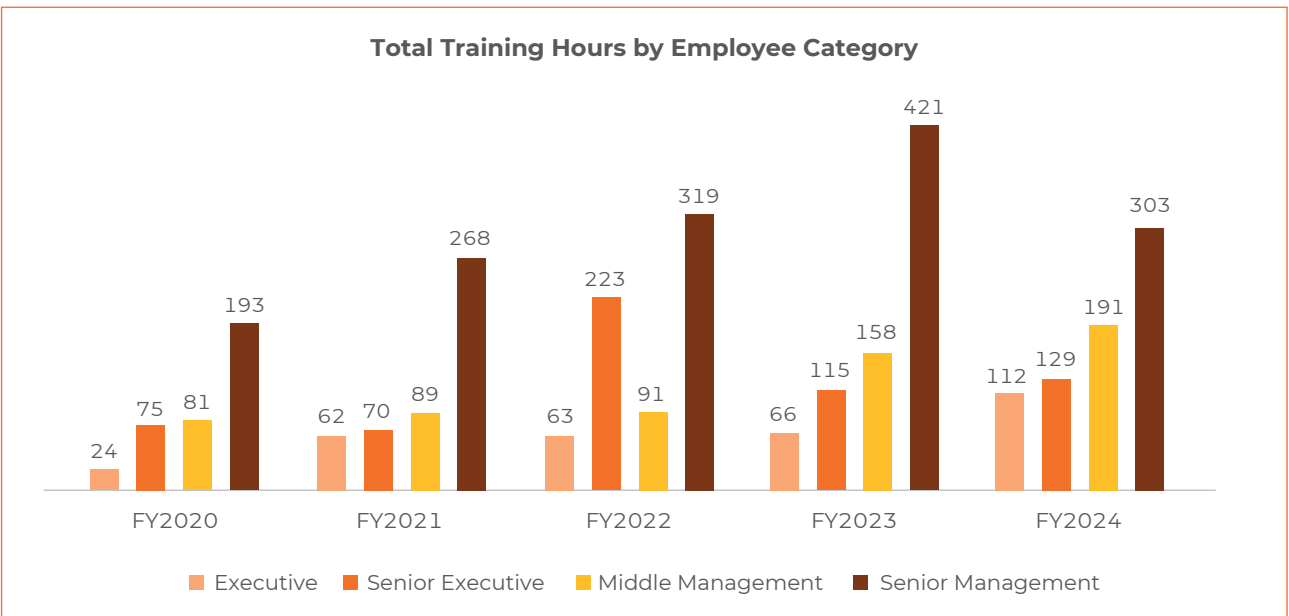


Figure 29: Total Training Hours by Employee Category

### Moving Forward

Looking ahead, we will continue to provide a supportive and inclusive workplace that emphasises professional growth, employee well-being, and a culture of continuous improvement. Employee engagement and communication will remain key priorities as we work to build a harmonious environment.

# SUSTAINABILITY STATEMENT

(cont'd)

## Health and Safety

GRI	3-3, 403-2, 403-5, 403-6, 403-9, 403-10, C5
Bursa	C5
Capitals	Human Capital
UN SDGs	SDG 8

We recognise that maintaining the highest standards of health, safety, and well-being is integral to our operations. Guided by structured internal process, we work closely with property management teams to establish proper procedures, conduct regular risk assessments, and ensure that induction briefings, trainings, and inspections are consistently carried out.

Our commitment to health and safety is supported by a suite of principles, policies and guidelines that govern daily operations, maintenance, and enhancements across our properties. These policies not only ensure compliance with all relevant laws and regulations but also reinforce our broader goals of operational excellence and environmental responsibility. Figure 30 highlights our health and safety principles and Figure 31 illustrates our key policies enforced in 2024 that governs all of our buildings with the exception of Lotus’s Penang and Plaza Mont’ Kiara, as they are fully managed by tenants.



Figure 30: CENTRAL's Health and Safety Principles

# SUSTAINABILITY STATEMENT

(cont'd)

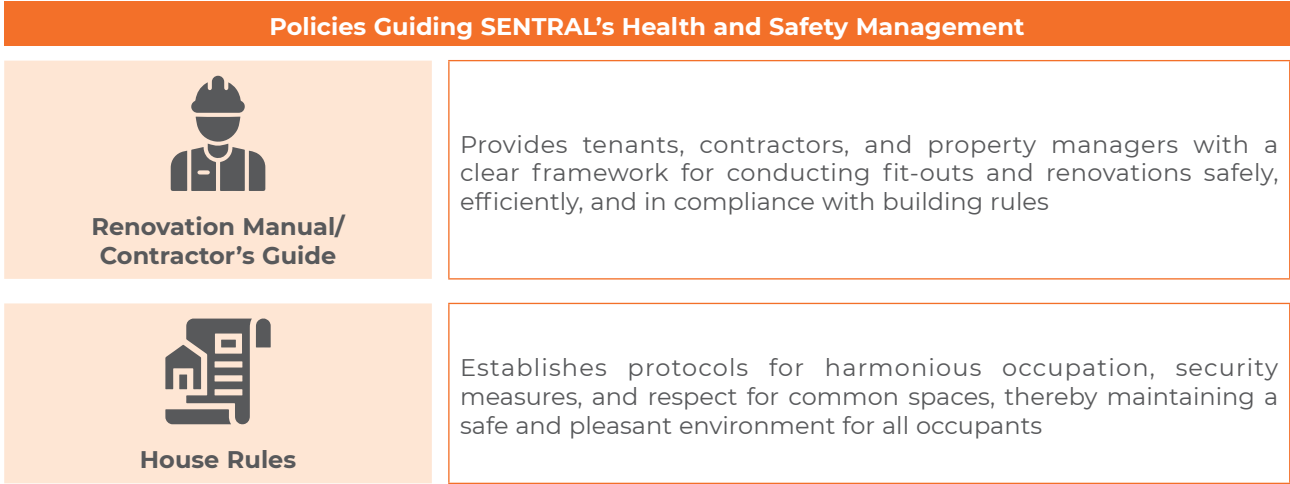


Figure 31: SENTRAL's Health and Safety Policies

These health and safety policies are expected to be adhered by all relevant stakeholders and has been embedded in the daily operations of our relevant buildings to ensure that the highest level of safety and health in the workplaces and common facilities are implemented. Our measures are developed with reference reference to local law and regulations such as the Department of Occupational Safety and Health (DOSH). Guided by these policies, our building property management team ensures that all operational systems comply with Occupational Safety and Health (Amendment) Act 2022 and Occupational Safety and Health (Construction Work) (Design and Management) Regulations 2024.

### Health and safety grievances

We provide relevant channels for stakeholders to raise concerns regarding health, hygiene and safety protection matters to which effective responses are initiated. Every incident will be acknowledged, reviewed, handled, and followed up to achieve closure or reach a suitable conclusion. Our grievance mechanisms are listed in Table 8 below:




Channel	Description
<b>Telephone</b> 	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
<b>Email</b> 	Grievances can be submitted in writing to the respective property manager's email which can be retrieved from the respective BMO
<b>Face-to-face Communication</b> 	We have physical point of contacts for stakeholders to escalate grievances directly to the property manager. We also have Auxiliary Police and/or security guard personnel on-duty for 24 hours at our main lobby counters to protect the property and prevent criminal activities

Table 8: Health and Safety Grievance Mechanisms

# SUSTAINABILITY STATEMENT

(cont'd)

## Managing risks and hazards in our buildings

To ensure the wellbeing of occupants within SENTRAL's portfolio of buildings, we necessitate participation from all stakeholders to minimise exposure to health and safety risks and hazards. We work closely with the building management team, tenants, and contractors to ensure safety controls are in place to ensure the well-being of our building occupants.




Stakeholders	Safety controls
SENTRAL, building management team and contractors	<ul style="list-style-type: none"> <li>• Periodic fire risk assessments performed regularly to identify and manage potential risks and hazards</li> <li>• Monitoring safety certifications for fire, gondola, lift and escalator to ensure timely renewal</li> <li>• Maintenance and repairs to ensure compliance with safe operating standards recommended by manufacturer, Department of Occupational Safety and Health and BOMBA requirements</li> <li>• Clear safety signages during refurbishment to provide awareness to all parties</li> <li>• Regular on-site inspections or spot checks as well as risk mitigation, if required, by the property manager to ensure the building is well maintained in compliance with the OSH regulations including safety briefings</li> <li>• Health and safety pre-qualification of contractors to ensure that they are in adherence to social, ethical, and environmental principles and regulations. The property manager is responsible for on-going monitoring of work in progress by these contractors</li> <li>• Annual safety measures such as major service and maintenance work of high tension and low voltage electrical panel at the building to mitigate electrical and fire hazards by competent persons</li> </ul>
Tenants	<ul style="list-style-type: none"> <li>• Establish ERTs trained in first aid and equipped with fire-fighting abilities to respond to health and safety incidents</li> <li>• Tenants are also required to conduct a risk assessment prior to any renovation and fit-out of the tenanted spaces</li> </ul>

# SUSTAINABILITY STATEMENT

(cont'd)

## Enhancement conducted across our portfolio



Continuous upgrades are carried out to ensure a safe and comfortable environment for tenants and employees; while improving overall building functionality, and provide modern, efficient facilities. In FY2024, we have conducted several initiatives with some still ongoing, listed below for respective buildings:

Building	Initiative
Sentral Building 3	<p><b>i. Car Park Lighting Upgrade</b></p> <p>The car park lighting system has been upgraded from fluorescent lighting to LED light fittings.</p> <p>This enhancement aims to provide better illumination for safety purposes, ensuring a clearer vision for traffic flow and reducing the risk of accidents.</p> <p><b>Before</b></p>  <p><b>After</b></p> 
Platinum Sentral	<p><b>i. Air Quality Enhancement</b></p> <p>Improvements aimed to enhance air quality within the building has been conducted, contributing to better occupant health.</p> 











# SUSTAINABILITY STATEMENT

(cont'd)

Building	Initiative
Platinum Sentral (cont'd)	<p><b>ii. Emergency Fire Escape Service Corridor</b></p> <p>Renovation works were carried out to create an emergency fire escape service corridor.</p> <p>This initiative is a critical safety requirement mandated by the Uniform Building By-Law (UBBL) 1994, ensuring compliance with structural, emergency fire escape, and M&amp;E equipment safety standards.</p> <p><b>Before</b></p>  <p><b>After</b></p> 




# SUSTAINABILITY STATEMENT

(cont'd)

Building	Initiative
<p>Platinum Sentral (cont'd)</p>	<p><b>iii. Water-Conservation Effort</b></p> <p>The urinal bowls were upgraded from manual water flushing devices to auto-sensor flushing systems to reduce water flow and align with Green Building certification requirements.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">   <p>Wash basin</p> </div> <div style="text-align: center;">   <p>Urinal bowl</p> </div> </div>
	<p><b>iv. Car Park Lighting Upgrade</b></p> <p>The car park lightings were upgraded from fluorescent lighting to LED light tubes for energy savings and improved illumination for safety and convenience.</p> <p><b>Before</b></p> <div style="display: flex; justify-content: space-around;">   </div> <p><b>After</b></p> <div style="display: flex; justify-content: space-around;">   </div>




# SUSTAINABILITY STATEMENT

(cont'd)

Building	Initiative
Menara Shell	<p><b>i. Public Address (“PA”) System Upgrade</b></p> <p>The PA System has been upgraded to ensure better communication during emergencies and align with safety standards.</p> <p><b>Before</b></p>  <p><b>After</b></p> 
	<p><b>ii. Closed-Circuit Television (“CCTV”) System Upgrade</b></p> <p>A comprehensive upgrade of the CCTV system included Network Video Recorders (NVR), Digital Video Recorders (DVR), and enhanced CCTV cameras (Pan-Tilt-Zoom and Dome types). These upgrades are meant to enhance security monitoring and operational reliability.</p> <p><b>Before</b></p> 



# SUSTAINABILITY STATEMENT

(cont'd)

Building	Initiative
<p>Menara Shell (cont'd)</p>	<p><b>After</b></p>  <p><b>iii. Perimeter Street Lighting Upgrade</b></p> <p>The existing perimeter streetlights were replaced with a new design incorporating LED light fittings to ensure energy savings and improved lighting quality around the building's exterior.</p> <p><b>Before</b></p>  <p><b>After</b></p> 

# SUSTAINABILITY STATEMENT

(cont'd)

Building	Initiative
Menara CelcomDigi	<p><b>i. Water Tank Cleaning</b></p> <p>The domestic water tank underwent a thorough cleaning to ensure a clean and safe water supply for the entire building.</p> <p><b>Before</b></p>  <p><b>After</b></p> 

## Annual Performance

To keep our employees updated on the latest knowledge, and health and safety regulations, we provide annual health and safety training along with refresher courses for all SENTRAL employees.

	FY2021	FY2022	FY2023	FY2024
Number of employees trained on health and safety standards	0	19	0	13

In addition, the property management staff are mandated to attend the Emergency Respond Team (“ERT”) training and other related drills covering various aspects of emergency response, including but not limited to fire safety, evacuation procedures, first aid, and crisis management that is conducted by the Fire and Rescue Department of Malaysia (“BOMBA”). The training was conducted in August 2024 with property management staffs for all buildings attending both the theory session focused on building system and practical session covering fire equipment.

In 2024, SENTRAL reported zero (0) case of fatalities, work-related injuries and any incidence of non-compliance with regulations concerning health and safety. Additionally, we reported zero (0) cases of health and safety grievances.

## Moving Forward

SENTRAL will ensure continuous commitment to emergency preparedness and ensure hazard identification and risk assessment procedure are implemented appropriately to help protect the employees, tenants, and visitors to minimise the damage and losses in an emergency. This approach not only boosts productivity but also significantly reduces the likelihood of workplace injuries and costly incidents, ensuring a safer workplace environment.

# SUSTAINABILITY STATEMENT

(cont'd)

## Community Partnership and Activities

GRI	3-3, 413-1
Bursa	C2
Capitals	Social and Relationship Capital
UN SDGs	SDG 4

SENTRAL’s Corporate Social Responsibilities (“CSR”) initiatives continued to focus on supporting and facilitating children’s welfare and education aimed at uplifting the children from the poor, underprivileged, marginalised, and vulnerable communities. These initiatives help to promote lifelong learning opportunities and contribute towards achieving Sustainable Development Goal 4: Quality Education adopted by United Nations in 2015 as a universal call to action to end poverty.

Our community activities continued to support and collaborate with three (3) non-profit organisations namely, Good Shepherd Services, Yayasan Ozanam and Persatuan Kebajikan Kanak-Kanak Kajang with their education programmes.

### Community Outreach Initiatives

#### Good Shepherd Services

##### Sponsor-A-Child for Education Fund:

We donated RM48,600 to directly support 34 students (8 primary and 26 secondary) from rural indigenous communities in Kiulu, Telupid, Keningau, Kota Marudu, Beluran, Ranau, and Tawau, Sabah.

The sponsorship covers essential expenses, including hostel fees, school fees, learning materials, and enrichment programs, enabling students aged 9 to 17 to continue their education with the necessary support.



Figure 32: Sponsor-A-Child for Education Fund

## SUSTAINABILITY STATEMENT

(cont'd)

### Year 2 ENUMA Literacy Lab Project:

Donation value of RM32,600 was contributed to continue the implementation of the ENUMA Literacy Lab Project at Sekolah Kebangsaan Lanas in Sook district, Keningau, Sabah.

The project benefits 121 students aged 5 to 8 from Pre-school, Primary 1, Primary 2, Remedial Class, and Special Needs Classes.

The funding supports teacher training to integrate the ENUMA application into daily teaching practices, aiming to enhance literacy and address learning challenges interactively.



Figure 33: ENUMA Literacy Lab Project

### Persatuan Kebajikan Kanak-Kanak Kajang

#### Free Meals and Tuition Program:

We donated **RM40,200** to fund the center's operational expenses for 12 months, including food, rent, utilities, and tuition/school materials.

The program provides free meals and tuition for 43 school-going children aged 7 to 17 from Kajang and Semenyih.

### Yayasan Ozanam

#### Education Fund for Higher Studies:

Donated **RM65,978** to sponsor 7 students (6 female and 1 male) from children's homes under the organisation to pursue higher education with the aim to empower these students to achieve academic success and future independence.

# SUSTAINABILITY STATEMENT

(cont'd)

## Annual Performance

In FY2024, we have invested RM187,378 in the community, which has positively impact 205 individuals. We intend to continuously provide a helping hand to those in need, and have aimed to allocate RM200,000 in FY2025.

	FY2020	FY2021	FY2022	FY2023	FY2024
Total amount invested in the community (RM)	186,512	200,000	131,000	197,368	187,378
Total number of beneficiaries	Approximately 230 families 180 individuals	Approximately 630 families 317 individuals	1,056 individuals	Approximately 189 individuals	205 individuals

Table 34: Total Amount Invested and Total Number of Beneficiaries in the Community

## Moving Forward

We will continue to allocate a portion of the Manager's profits to enable us to sustain and expand our efforts in education and community welfare and reinforce our dedication to creating a positive and lasting impact.



# SUSTAINABILITY STATEMENT

(cont'd)

## SUSTAINABILITY PERFORMANCE REPORT BASED ON BURSA SECURITIES' PRESCRIBED STANDARD FORMAT

Indicator	Measurement Unit	2020	2021	2022	2023	2024
<b>Bursa (Anti-corruption)</b>						
Bursa C1(a) Percentage of employees who have received training on anti-corruption by employee category						
Senior Management	Percentage	100	100	100	100	100
Middle Management	Percentage	100	100	100	100	100
Senior Executive	Percentage	100	100	100	100	100
Executive	Percentage	100	100	100	100	100
Bursa C1(b) Percentage of operations assessed for corruption-related risks	Percentage	-	100	100	100	100
Bursa C1(c) Confirmed incidents of corruption and action taken	Number	0	0	0	0	0
<b>Bursa (Community/Society)</b>						
Bursa C2(a) Total amount invested in the community where the target beneficiaries are external to the listed issuer	MYR	186,512	200,000	131,100	197,368	187,378
Bursa C2(b) Total number of beneficiaries of the investment in communities	Number	410	947	1056	189	205
<b>Bursa (Diversity)</b>						
Bursa C3(a) Percentage of employees by gender and age group, for each employee category						
Age Group by Employee Category						
Senior Management Under 30	Percentage	0	0	0	0	0
Senior Management Between 30-50	Percentage	80	80	83	87	86
Senior Management Above 50	Percentage	20	20	17	13	14
Middle Management Under 30	Percentage	0	0	0	0	0
Middle Management Between 30-50	Percentage	75	75	75	75	50
Middle Management Above 50	Percentage	25	25	25	25	50
Senior Executive Under 30	Percentage	0	0	0	0	0
Senior Executive Between 30-50	Percentage	100	100	100	100	100
Senior Executive Above 50	Percentage	0	0	0	0	0
Executive Under 30	Percentage	20	20	40	60	60
Executive Between 30-50	Percentage	60	60	40	20	20
Executive Above 50	Percentage	20	20	20	20	20
Gender Group by Employee Category						
Senior Management Male	Percentage	20	20	33	37	43
Senior Management Female	Percentage	80	80	67	63	57
Middle Management Male	Percentage	25	25	25	25	25
Middle Management Female	Percentage	75	75	75	75	75
Senior Executive Male	Percentage	0	20	20	25	25
Senior Executive Female	Percentage	100	80	80	75	75
Executive Male	Percentage	60	60	40	40	40
Executive Female	Percentage	40	40	60	60	60

# SUSTAINABILITY STATEMENT

(cont'd)

Indicator	Measurement Unit	2020	2021	2022	2023	2024
<b>Bursa (Diversity)</b>						
Bursa C3(b) Percentage of directors by gender and age group						
Male	Percentage	75	75	75	87	86
Female	Percentage	25	25	25	13	14
Under 30	Percentage	0	0	0	0	0
Between 30-50	Percentage	13	13	13	13	29
Above 50	Percentage	87	87	87	87	71
<b>Bursa (Energy management)</b>						
Bursa C4(a) Total energy consumption	Megawatt (mWh)	24,810	20,845	19,886	27,971	27,823
<b>Bursa (Health and safety)</b>						
Bursa C5(a) Number of work-related fatalities	Number	0	0	0	0	0
Bursa C5(b) Lost time incident rate ("LTIR")	Rate	0	0	0	0	0
Bursa C5(c) Number of employees trained on health and safety standards	Number	0	0	19	0	13
<b>Bursa (Labour practices and standards)</b>						
Bursa C6(a) Total hours of training by employee category						
Senior Management	Hours	193	268	319	421	303
Middle Management	Hours	81	89	91	158	191
Senior Executive	Hours	75	70	223	115	129
Executive	Hours	24	62	63	66	112
Bursa C6(b) Percentage of employees that are contractors or temporary staff	Percentage	39	42	60	67	5
Bursa C6(c) Total number of employee turnover by employee category						
Senior Management	Number	0	0	1	1	1
Middle Management	Number	0	0	0	0	1
Senior Executive	Number	1	0	1	1	0
Executive	Number	0	0	2	2	0
Bursa C6(d) Number of substantiated complaints concerning human rights violations	Number	0	0	0	0	0
<b>Bursa (Supply chain management)</b>						
Bursa C7(a) Proportion of spending on local suppliers	Percentage	76	100	95	91	89
<b>Bursa (Data privacy and security)</b>						
Bursa C8(a) Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	0	0	0
<b>Bursa (Water)</b>						
Bursa C9(a) Total volume of water used	Megalitres	142.491	133.509	160.556	131.571	225.690

No Assurance  
(\* Restated

# SUSTAINABILITY STATEMENT

(cont'd)

## SUSTAINABILITY KEY PERFORMANCE INDICATORS

### Economic

Indicator	Unit	FY2020	FY2021	FY2022	FY2023	FY2024
<b>Direct economic value generated and distributed</b>						
<b>Value generated</b>						
Revenue, finance income, gain on divestment of investment property	RM	167,980,858	166,461,106	150,906,023	163,668,083	194,412,340
Less: Property operating expenses	RM	(29,456,543)	(28,523,531)	(24,275,211)	(28,941,832)	(35,599,515)
Less: Other operating expenses	RM	(919,578)	(819,240)	(1,332,106)	(1,388,213)	(1,513,349)
Total Value Generated	RM	137,604,737	137,118,336	125,298,706	133,338,039	157,299,476
<b>Reconciliation</b>						
Total realized income net of taxation	RM	80,954,941	84,485,957	73,625,238	74,221,484	79,815,642
Finance costs	RM	34,750,696	30,920,952	30,425,280	37,632,722	52,886,949
Manager's fees	RM	12,796,372	12,616,534	12,220,533	12,532,231	14,969,769
Trustee's fees	RM	665,681	664,577	649,354	654,678	773,554
Quit rent and assessment	RM	8,437,047	8,430,316	8,378,301	8,296,925	8,853,562
Total Value Generated	RM	137,604,737	137,118,336	125,298,706	133,338,039	157,299,476
<b>Payments to the Manager and Trustee</b>						
Manager's fees	RM	12,796,372	12,616,534	12,220,533	12,532,231	14,969,769
Trustees' fees	RM	665,681	664,577	649,354	654,678	773,554
<b>Payments to government</b>						
Quit rent and assessment	RM	8,437,047	8,430,316	8,378,301	8,296,925	8,853,562
<b>Payments to providers of capital</b>						
Income distribution	RM	75,882,237	79,419,121	73,095,601	72,436,401	76,033,992
Finance costs	RM	34,750,696	30,920,952	30,425,280	37,632,722	52,886,949
Economic value retained	RM	5,072,704	5,066,836	529,637	1,785,082	3,781,650
Total Value Distributed	RM	137,604,737	137,118,336	125,298,706	133,338,039	157,299,476

# SUSTAINABILITY STATEMENT

(cont'd)

Indicator	Unit	FY2020	FY2021	FY2022	FY2023	FY2024
<b>Business ethics</b>						
Percentage of operations under management assessed for corruption-related risks	%		100	100	100	100
Percentage of employees who have received training on anti-bribery and corruption	%	100	100	100	100	100
Confirmed incidents of corruption and action taken		0	0	0	0	0
<b>Percentage of employees who have received training on anti-corruption by employee category</b>						
Senior Executive	%	100	100	100	100	100
Senior Management	%	100	100	100	100	100
Middle Management	%	100	100	100	100	100
Executive	%	100	100	100	100	100
Total percentage of employees who have received training on anti-corruption	%	100	100	100	100	100
Confirmed incidents of corruption and action taken		0	0	0	0	0
<b>Regulatory Compliance</b>						
Incidences of non-compliance to relevant laws and regulations		0	0	0	0	0
<b>Data privacy</b>						
Number of substantiated complaints concerning breaches of customer privacy and losses of customer data		0	0	0	0	0

## SUSTAINABILITY STATEMENT

(cont'd)

Indicator	Unit	FY2020	FY2021	FY2022	FY2023	FY2024
<b>Supply chain management</b>						
Proportion of spending on local suppliers	%	76	100	95	91	89
Local procurement expenditure	RM	8,539,554	2,386,183	5,170,000	9,838,478	22,755,457
Percentage of service providers underwent performance appraisal	%	100%	100%	100%	100%	100%
Percentage of service providers achieved higher than the minimum score rating of 60%	%	100%	100%	100%	100%	100%

### Environmental

Indicator	Unit	FY2020	FY2021	FY2022	FY2023	FY2024
<b>Energy and Carbon Footprint</b>						
<b>Energy consumption*</b>						
Sentral Building 1	kWh	4,042,295	4,377,662	4,006,600	3,861,891	3,833,453
Sentral Building 2	kWh	4,338,986	4,029,696	3,851,905	3,449,327	3,396,602
Sentral Building 3	kWh	5,508,689	2,405,305	2,551,113	2,738,317	2,818,442
Sentral Building 4	kWh	752,079	496,152	501,066	632,280	900,439
Wisma Sentral Inai	kWh	2,210,968	2,065,371	935,329	329,716	353,047
Plaza Mont' Kiara	kWh	543,245	493,707	412,939	399,448	387,732
Menara Shell	kWh	4,699,918	4,771,616	5,206,562	5,353,928	5,327,049
Platinum Sentral	kWh	2,544,944	2,205,655	2,417,582	2,427,136	2,203,527
Menara CelcomDigi	kWh				4,680,946	3,237,364
Lotus's Penang*	kWh				5,365,546	5,365,456
Total energy consumption	kWh	24,809,793	20,845,164	19,883,096	27,971,268	27,823,201
Energy intensity	kWh/m <sup>2</sup>	136	118	113	117	117
Reduction of energy consumption	kWh	4,316,141	3,964,629	1,025,001	-	148,067

# SUSTAINABILITY STATEMENT

(cont'd)

Indicator	Unit	FY2020	FY2021	FY2022	FY2023	FY2024
<b>GHG Emissions*</b>						
Scope 1, 2 and 3						
Sentral Building 1	tCO <sub>2</sub>				3,065.7	3,042.3
Sentral Building 2	tCO <sub>2</sub>				2,754.5	2,576.1
Sentral Building 3	tCO <sub>2</sub>				2,530.4	2,666.4
Sentral Building 4	tCO <sub>2</sub>				481.7	916.5
Wisma Sentral Inai	tCO <sub>2</sub>				306.5	327.4
Plaza Mont' Kiara	tCO <sub>2</sub>				368.4	357.6
Menara Shell	tCO <sub>2</sub>				4,943.8	4,913.6
Platinum Sentral	tCO <sub>2</sub>				2,491.8	2,050.1
Menara CelcomDigi <sup>^</sup>	tCO <sub>2</sub>				4,135.3	4,278.4
Lotus's Penang*	tCO <sub>2</sub>				4,071.0	4,071.0
Total GHG Emissions	tCO <sub>2</sub>				26,231.1	26,281.4
GHG Intensity	Tonnes/ m <sup>2</sup>				0.11	0.11
<b>Waste Management~</b>						
<b>Waste Generation</b>						
Total waste directed to landfill	Tonnes					20.5
Total waste diverted away from landfill	Tonnes					3.1
Total waste generated	Tonnes					23.7
<b>Water Management</b>						
<b>Water Consumption</b>						
Sentral Building 1	m <sup>3</sup>	7,539	5,111	3,778	4,961	10,196
Sentral Building 2	m <sup>3</sup>	7,453	5,189	2,319	258	6,343
Sentral Building 3	m <sup>3</sup>	7,943	5,284	8,328	11,091	13,209
Sentral Building 4	m <sup>3</sup>	4,543	3,914	1,407	513	10,491
Wisma Sentral Inai	m <sup>3</sup>	17,625	12,597	7,205	517	53
Plaza Mont' Kiara	m <sup>3</sup>	490	496	358	380	243
Menara Shell	m <sup>3</sup>	54,831	66,427	104,907	65,930	63,339
Platinum Sentral	m <sup>3</sup>	41,903	34,491	32,254	47,921	57,628
Menara CelcomDigi <sup>^</sup>	m <sup>3</sup>					64,188

# SUSTAINABILITY STATEMENT

(cont'd)

Indicator	Unit	FY2020	FY2021	FY2022	FY2023	FY2024
Total Water Consumption	m <sup>3</sup>	142,491	133,509	160,556	131,571	225,690
Water intensity	m <sup>3</sup> /sqm	0.78	0.76	0.92	0.75	1.04

Notes:

- \* Total Energy Consumption for FY2023 has been restated to include the emissions of Lotus's Penang and Menara CelcomDigi (acquired on 11 December 2023) to ensure data comparability with the GHG emissions disclosure.
- \* Total Energy Consumption and GHG Emissions of Lotus's Penang utilised data assumptions from third-party databases due to limited data availability.
- \* Complete GHG emissions data collection of Scope 1, 2 and 3 commenced in FY2023, resulting in the absence of data for previous years.
- ^ Menara CelcomDigi was acquired by Sentral REIT on 11 December 2023:
  - GHG Emissions data for FY2023 has been restated to include the emissions of Menara CelcomDigi to ensure data comparability.
  - Emissions were calculated using updated emission factors - Cross Sector Tools (March 2024), Grid Emission Factor (GEF) in Malaysia published by Suruhanjaya Tenaga, UK Government GHG Conversion Factors for Company Reporting from the Department for Environment, Food and Rural Affairs (DEFRA), US EEIO Database, and IEA - Life Cycle Upstream Emission Factors.
- ~ Waste data collection are from the months of July to December 2024.

## Social

Indicator	Unit	FY2020	FY2021	FY2022	FY2023	FY2024
<b>Health and Safety</b>						
Number of employees trained on health and safety standards		0	0	19	0	13
Number of work-related fatalities		0	0	0	0	0
Lost time incident rate		0	0	0	0	0
<b>Quality of Assets and Services</b>						
Percentage of properties certified against Green Building Certification (%)	%	12.5%	12.5%	12.5%	12.5%	22%
Asset enhancement investments	RM	1,483,076	1,770,000	3,556,790	2,840,217	3,142,901
Number of complaints received		1,139	794	1,245	676	217
Number of complaints resolved		1,139	794	1,245	676	215
Percentage of complaints resolved	%	100	100	100	100	99

# SUSTAINABILITY STATEMENT

(cont'd)

Indicator	Unit	FY2020	FY2021	FY2022	FY2023	FY2024
<b>Employee Management</b>						
<b>Employment Type</b>						
Employees		18	19	20	21	20
Workers		36	30	27	27	36
<b>Employee Type</b>						
Permanent		11	11	8	7	19
Contract		7	8	12	14	1
Permanent	%	61	58	40	33	95
Contract	%	39	42	60	67	5
<b>Employee count</b>						
Total number of employees		18	19	20	21	20
Number of new hires		1	1	5	5	1
Employee turnover		1	0	4	4	2
<b>Employee Turnover by Employee Category</b>						
Executive		0	0	2	2	0
Senior Executive		1	0	1	1	0
Middle Management		0	0	0	0	1
Senior Management		0	0	1	1	1
<b>Employee Gender Diversity by Employee Category</b>						
<b>Executive</b>						
Male		3	3	2	2	2
Female		2	2	3	3	3
Male	%	60	60	40	40	40
Female	%	40	40	60	60	60
<b>Senior Executive</b>						
Male		0	1	1	1	1
Female		4	4	4	3	3
Male	%	0	20	20	25	25
Female	%	100	80	80	75	75
<b>Middle Management</b>						
Male		1	1	1	1	1
Female		3	3	3	3	3
Male	%	25	25	25	25	25
Female	%	75	75	75	75	75



# SUSTAINABILITY STATEMENT

(cont'd)

Indicator	Unit	FY2020	FY2021	FY2022	FY2023	FY2024
<b>Senior Management</b>						
Male		1	1	2	3	3
Female		4	4	4	5	4
Male	%	20	20	33	37	43
Female	%	80	80	67	63	57
<b>Total</b>						
Male		5	6	6	7	7
Female		13	13	14	14	13
Male	%	28	32	30	33	35
Female	%	72	68	70	67	65
<b>Employee Age Diversity by Employee Category</b>						
<b>Executive</b>						
< 30 years old		1	1	2	3	3
30-50 years old		3	3	2	1	1
> 50 years old		1	1	1	1	1
< 30 years old	%	20	20	40	60	60
30-50 years old	%	60	60	40	20	20
> 50 years old	%	20	20	20	20	20
<b>Senior Executive</b>						
< 30 years old		0	0	0	0	0
30-50 years old		4	5	5	4	4
> 50 years old		0	0	0	0	0
< 30 years old	%	0	0	0	0	0
30-50 years old	%	100	100	100	100	100
> 50 years old	%	0	0	0	0	0
<b>Middle Management</b>						
< 30 years old		0	0	0	0	0
30-50 years old		3	3	3	3	2
> 50 years old		1	1	1	1	2
< 30 years old	%	0	0	0	0	0
30-50 years old	%	75	75	75	75	50
> 50 years old	%	25	25	25	25	50
<b>Senior Management</b>						
< 30 years old		0	0	0	0	0
30-50 years old		4	4	5	7	6
> 50 years old		1	1	1	1	1
< 30 years old	%	0	0	0	0	0
30-50 years old	%	80	80	83	87	86
> 50 years old	%	20	20	17	13	14

# SUSTAINABILITY STATEMENT

(cont'd)

Indicator	Unit	FY2020	FY2021	FY2022	FY2023	FY2024
<b>Total</b>						
< 30 years old		1	1	2	3	3
30-50 years old		14	15	15	15	13
> 50 years old		3	3	3	3	4
< 30 years old	%	6	5	10	14	15
30-50 years old	%	77	79	75	72	65
> 50 years old	%	17	16	15	14	20
<b>Board Diversity by Gender</b>						
Male		6	6	6	7	6
Female		2	2	2	1	1
Male	%	75	75	75	87	86
Female	%	25	25	25	13	14
<b>Board Diversity by Age Group</b>						
30-50 years old		1	1	1	1	2
> 50 years old		7	7	7	7	5
30-50 years old	%	13	13	13	13	29
> 50 years old	%	87	87	87	87	71
<b>Worker Diversity - Gender</b>						
Male		30	26	23	24	31
Female		6	4	4	3	5
<b>Human Rights</b>						
Number of substantiated complaints concerning human rights violation		0	0	0	0	0
<b>Learning and Development Hours</b>						
Executive		24	62	63	66	112
Senior Executive		75	70	223	115	129
Middle Management		81	89	91	158	191
Senior Management		193	268	319	421	303
Total hours		372	489	695	760	734
<b>Parental Leaves Utilisation</b>						
Maternity Leave		0	0	0	0	1
Paternity Leave		0	0	0	0	0

## SUSTAINABILITY STATEMENT

(cont'd)

Indicator	Unit	FY2020	FY2021	FY2022	FY2023	FY2024
<b>Community Partnership and Activities</b>						
Total amount invested in the community where the target beneficiaries are external to the listed issuer	RM	186,512	200,000	131,000	197,368	187,378
Total number of beneficiaries of the investment in communities		Approximately 230 families 180 individuals	Approximately 630 families 317 individuals	1,056 individuals	189 individuals	205 individuals

## SUSTAINABILITY STATEMENT

(cont'd)

## BURSA CONTENT INDEX

Bursa Sustainability Matters	Sentral's Material Matter	Bursa indicators		GRI	Location (Page)
<b>Common Sustainability Matters</b>					
Anti-corruption	Business ethics	C1 (a)	Percentage of employees that have received training on anti-corruption by employee category	205-2	116
		C1 (b)	Percentage of operations assessed for corruption-related risks	205-1	116
		C1 (c)	Confirmed incidence of corruption and action taken	205-3	116
Community/Society	Community partnership and activities	C2(a)	Total amount invested in the community where the target beneficiaries are external to the listed issuer	201-1	173
		C2(b)	Total number of beneficiaries of the investment in communities	201-1	173
Diversity	Diversity and equal employment	C3(a)	Percentage of employees by gender, age group for each employee category	405-1 405-2	158, 159
		C3(b)	Percentage of directors by gender and age group	405-1	66
Energy management	Energy and carbon footprint	C4(a)	Total energy consumption	302-1	133
Health and safety	Health and safety	C5(a)	Number of work-related fatalities	403-9	170
		C5(b)	Lost time incident rate	403-9	175, 180
		C5(c)	Number of employees trained on health and safety standards	403-5 404-1	170, 175, 180
Labour practices and standards	Employee engagement	C6(a)	Total hours of training by employee category	404	160, 161, 175, 183
		C6(b)	Percentage of employees that are contractors or temporary staff	401	175, 181
		C6(c)	Total number of employee turnover by employee category	401-1	157, 181
		C6(d)	Number of substantiated complaints concerning human rights violation		175, 183
Supply chain management	Supply chain management	C7(a)	Proportion of spending on local suppliers	204-1	126, 175, 178

# SUSTAINABILITY STATEMENT

(cont'd)

Bursa Sustainability Matters	Sentral's Material Matter	Bursa indicators		GRI	Location (Page)
<b>Common Sustainability Matters</b>					
Data privacy and security	Data privacy	C8(a)	Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	418-1	175,177
Water	Water management	C9(a)	Total volume of water used	303-3 303-4 303-5	138, 175, 180
Waste management	Waste management	C10(a)	Total waste generated, and a breakdown of the following: (i) Total waste diverted from disposal (ii) Total waste directed to disposal	306-3 306-4	137, 179
Emissions management	Energy and carbon footprint	C11(a)	Scope 1 emissions in tonnes of CO <sub>2</sub> e	305-1 302-1	130, 131, 179
		C11(b)	Scope 2 emissions in tonnes of CO <sub>2</sub> e	305-2 302-1	130, 131, 179
		C11(c)	Scope 3 emissions in tonnes of CO <sub>2</sub> e (at least on business travel and employee commuting)	305-3	130, 131, 179
<b>Sector Specific Sustainability Matters</b>					
Supply chain (Environmental)/ Supplier environmental assessment	Supply chain management	S6(a)	Percentage of new suppliers that were screened using environmental criteria	308-1	
		S6(b)	Number of suppliers assessed for environmental impacts	308-2	
		S6(c)	Percentage of the company's total property portfolio certified to a recognised building management standard for property		180
Supply Chain (Social)/Supplier Social Assessment	Supply chain management	S7(a)	Percentage of new suppliers that were screened using social criteria	414-1	
		S7(b)	Number of suppliers assessed for social impacts	414-2	

# SUSTAINABILITY STATEMENT

(cont'd)

## GRI CONTENT INDEX

<b>Statement of use</b>	Sentral REIT has reported in accordance with the GRI Standards for the period 1 January 2024 to 31 December 2024
<b>GRI 1 used</b>	GRI 1: Foundation 2021
<b>Applicable GRI Sector Standard(s)</b>	Not applicable

GRI Standard/ Other Source	Disclosure	Location (Page)	Omission			GRI Sector Standard Ref. No.
			Requirement(s) Omitted	Reason	Explanation	
<b>General Disclosures</b>						
<b>GRI 2: General Disclosures</b>	<b>The Organization and its Reporting Practices</b>					
	2-1 Organisational details	3-5, 99				
	2-2 Entities included in the organisation's sustainability reporting	95				
	2-3 Reporting period, frequency and contact point	95				
	2-4 Restatements of information	Restatement of GHG emissions and energy intensity in FY2024, pg 179				
	2-5 External assurance	95				
	<b>Activities and Workers</b>					
	2-6 Activities, value chain and other business relationships	124				
	2-7 Employees	158, 159				
	2-8 Workers who are not employees	158				
	<b>Governance</b>					
	2-9 Governance structure and composition	104				
	2-10 Nomination and selection of the highest governance body	69, 70, 104				
	2-11 Chair of the highest governance body	104				
2-12 Role of the highest governance body in overseeing the management of impacts	104					

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GRI 2: General Disclosures (cont'd)	2-13 Delegation of responsibility for managing impacts	104				
	2-14 Role of the highest governance body in sustainability reporting	104				
	2-15 Conflicts of interest	82, 91, 116				
	2-16 Communication of critical concerns	104				
	2-17 Collective knowledge of the highest governance body	64-70, 104				
	2-18 Evaluation of the performance of the highest governance body	71, 104				
	2-19 Remuneration policies	76, 116				
	2-20 Process to determine remuneration	87, 88				
	2-21 Annual total compensation ratio	Information not disclosed due to confidentiality constraints.				
	<b>Strategy, Policies and Practices</b>					
	2-22 Statement on sustainable development strategy	96-104				
	2-23 Policy commitments	116				
	2-24 Embedding policy commitments	116				
	2-25 Processes to remediate negative impacts	116				
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<b>GRI 2: General Disclosures</b> (cont'd)	<b>Stakeholder Engagement</b>					
	2-29 Approach to stakeholder engagement	105-111				
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<b>Material Topics</b>						
<b>GRI 3: Material Topics</b>	3-1 Process to determine material topics	112				
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<b>Material Topics: Economic</b>						
<b>GRI 201: Economic Performance</b>						
<b>GRI 3: Material Topics</b>	3-3 Management of material topics	115				
<b>GRI 201: Economic Performance</b>	201-1 Direct economic value generated and distributed	176				
<b>GRI 204: Procurement Practices</b>						
<b>GRI 3: Material Topics</b>	3-3 Management of material topics	124				
<b>GRI 204: Procurement Practices</b>	204-1 Proportion of spending on local suppliers	126, 175				
<b>GRI 205: Anti-corruption</b>						
<b>GRI 3: Material Topics</b>	3-3 Management of material topics	116-117				
<b>GRI 205: Anti-Corruption</b>	205-2 Communication and training about anti-corruption policies and procedures	116				
	205-3 Confirmed incidents of corruption and actions taken	174, 177				
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	303-5 Water consumption	138, 175, 179				
<b>GRI 305: Emissions</b>						
<b>GRI 3: Material Topics</b>	3-3 Management of material topics	127-131				
<b>GRI 305: Emissions</b>	305-2 Energy indirect (Scope 2) GHG emissions	130, 179				
	305-4 GHG emission intensity	130, 179				
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<b>GRI 3: Material Topics</b>	3-3 Management of material topics	136, 137				
<b>GRI 306: Waste</b>	306-1 Waste generation and significant waste-related impacts	136, 137				
	306-2 Management of significant waste-related impacts	136, 137				
	306-3 Waste generated	137, 179				
	306-4 Waste diverted from disposal	137, 179				
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<b>GRI 308: Supplier Environmental Assessment</b>						
<b>GRI 3: Material Topics</b>	3-3 Management of material topics	113, 116				

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			Requirement(s) Omitted	Reason	Explanation	
<b>GRI 308: Supplier Environmental Assessment</b>	308-1 New suppliers that were screened using environmental criteria				Information unavailable. Steps are being taken to obtain the information to be included in report.	
	308-2 Negative environmental impacts in the supply chain and actions					
<b>Material Topics: Social</b>						
<b>GRI 401: Employment</b>						
<b>GRI 3: Material Topics</b>	3-3 Management of material topics	152-161				
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	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	153				
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<b>GRI 402: Labour/ Management Relations</b>	402-1 Minimum notice periods regarding operational changes	121				
<b>GRI 403: Occupational Health and Safety</b>						
<b>GRI 3: Material Topics</b>	3-3 Management of material topics	162-170				
<b>GRI 403: Occupational Health and Safety</b>	403-2 Hazard identification, risk assessment, and incident investigation	162-170				
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<b>GRI 403: Occupational Health and Safety (cont'd)</b>	403-9 Work-related injuries	170, 175, 180				
	403-10 Work- related ill health	170, 175, 180				
<b>GRI 404: Training and Education</b>						
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<b>GRI 3: Material Topics</b>	3-3 Management of material topics	152				
<b>GRI 405: Diversity and Equal Opportunity</b>	405-1 Diversity of governance bodies and employees	157-159				
<b>GRI 406: Non-Discrimination</b>						
<b>GRI 3: Material Topics</b>	3-3 Management of material topics	152				
<b>GRI 406: Non- Discrimination</b>	406-1 Incidents of discrimination and corrective actions taken	153				
<b>GRI 413: Local Communities</b>						
<b>GRI 3: Material Topics</b>	3-3 Management of material topics	171-173				
<b>GRI 413: Local Communities</b>	413-1 Operations with local community engagement, impacts assessments, and development programs	171-173				

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GRI Standard/ Other Source	Disclosure	Location (Page)	Omission			GRI Sector Standard Ref. No.
			Requirement(s) Omitted	Reason	Explanation	
<b>GRI 414: Supplier Social Assessment</b>						
<b>GRI 3: Material Topics</b>	3-3 Management of material topics	124-126				
<b>GRI 414: Supplier Social Assessment</b>	414-1 New Suppliers that were screened using social criteria				Information unavailable. Steps are being taken to obtain the information to be included in report.	
	414-2 Negative social impacts in the supply chain and actions taken					
<b>GRI 418: Customer Privacy</b>						
<b>GRI 3: Material Topics</b>	3-3 Management of material topics	122-123				
<b>GRI 418: Customer privacy</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	123				