

# SUSTAINABILITY STATEMENT

## ABOUT THIS SUSTAINABILITY STATEMENT

Sustainability is fundamental at Berjaya Corporation Berhad ("BCorp"). The Group adheres to the highest social and environmental performance standards, accountability and transparency. This Sustainability Statement reflects the Group's dedication. Balancing profit with purpose creates a positive impact on society and the planet. BCorp strives to build a sustainable future for all within its diverse portfolio.

BCorp's Sustainability Statement 2024 outlines the Group's sustainability strategy and details performance and progress towards targets. BCorp reinforces its commitment to building trust and accountability with all stakeholders through open and honest disclosure.

References to 'BCorp' and 'the Group' throughout this statement refer to Berjaya Corporation Berhad or its business segments and operating companies. When a particular company within the Berjaya Corporation Berhad group of companies undertakes an initiative, it clearly states the entity's name.

This annual Sustainability Statement and reporting period follows BCorp's financial year ("FY2024") from 1 July 2023 to 30 June 2024. It covers BCorp and its four core business segments: Retail, Services, Property Development and Hospitality. Please refer to the Corporate Structure section on pages 28 and 29 of this Annual Report for more detailed information on BCorp's business segments and operating companies.

### Key Guidelines and Standards

Global Reporting Initiative (GRI) Standards:  
Core Option

- Ensuring comprehensive and transparent reporting

Bursa Malaysia Sustainability Guide

- Including enhanced sustainability reporting requirements and recommended disclosures from the Task Force on Climate-related Financial Disclosures ("TCFD")

United Nations 2030 Agenda for  
Sustainable Development

- Reflecting the Group's commitment and action plans for achieving these global goals

The management has incorporated feedback and input from various Environmental, Social, and Governance ("ESG") rating organisations, including the FTSE4Good Bursa Malaysia Index and other local and international sustainability ratings.

The Sustainability Committee thoroughly reviewed the Sustainability Statement before obtaining formal endorsement from the Board of Directors, underscoring BCorp's unwavering commitment to sustainability governance at the highest level.

This Sustainability Statement has undergone rigorous verification by SIRIM QAS International Sdn Bhd, ensuring its accuracy reliability, except for REDtone Digital Berhad, which was outside the scope of this verification. The scope and findings of this assurance process are detailed in the Annual Report, specifically on page 77. This assurance statement provides stakeholders with transparent insights and validates sustainability claims made in the text.

The Group values and encourages all feedback and suggestions regarding its sustainability efforts. Please direct any comments through the corporate website's 'Contact Us' section at [www.berjaya.com](http://www.berjaya.com).

## FORGING A SUSTAINABLE PATH FORWARD

Leveraging its diverse portfolio to drive sustainability initiatives across sectors and integrating sustainability into all operations reflects BCorp's commitment to responsible practices. Embedding sustainability principles into strategic planning and operations improves environmental and social sustainability and generates stakeholder value.

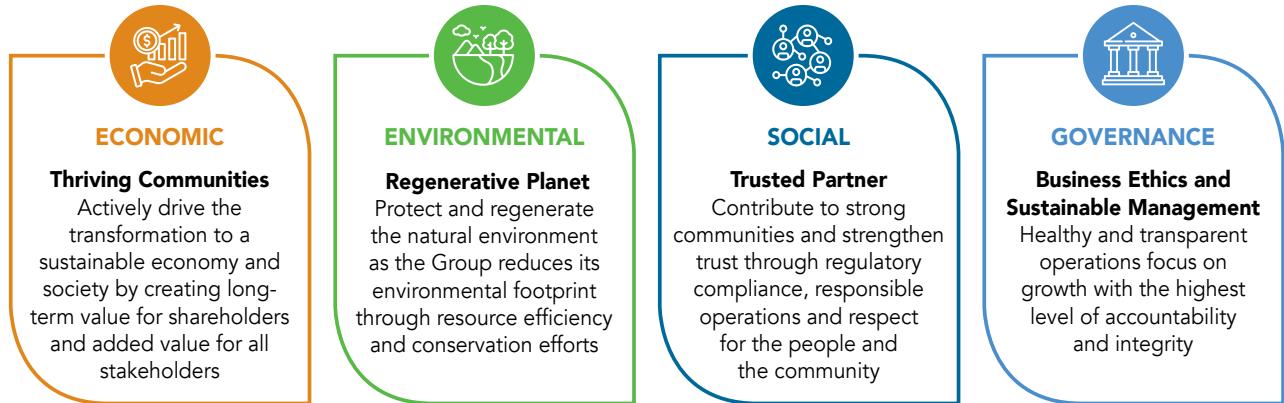
### SUSTAINABILITY GOVERNANCE

BCorp's sustainability strategy is the backbone of its sustainability governance, facilitating the integration of Economic, Environmental, Social, and Governance ("EESG") considerations into all aspects of its operations. This strategy provides a comprehensive framework guiding decision-making processes.

BCorp formalised and introduced various policies throughout the year to reinforce this strategy. Anchoring its governance framework in its sustainability strategy and implementing a suite of complementary policies strengthens BCorp's ability to create value for all stakeholders while advancing its vision to be an organisation that nurtures and carries on profitable and sustainable businesses in line with the Group's diverse business development and value creation aspirations and interests of all stakeholders.

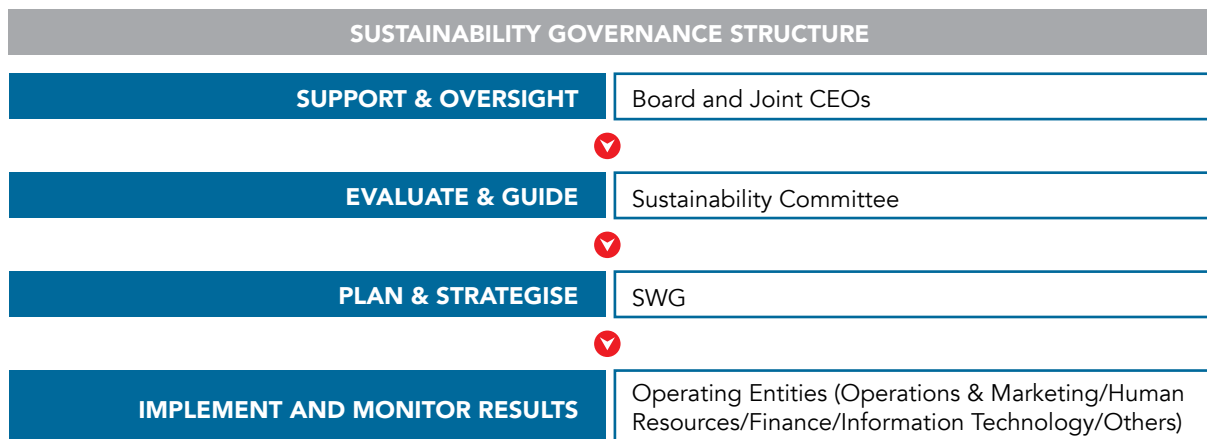
# SUSTAINABILITY STATEMENT

## Dimensions of BCorp's Sustainability Strategy



The Board of Directors ("Board") is responsible for overseeing the Group's sustainability strategy, addressing material EESG concerns, devising work plans, setting performance targets and managing sustainability communications. The Board receives support from the Sustainability Committee, which regularly updates BCorp's EESG performance, initiatives, and global and local EESG trends.

The Sustainability Working Group ("SWG"), consisting of members from all group functions, business segments and operating companies, ensures the effective integration of sustainability throughout the Group and monitors performance. All operating entities are accountable for their EESG performance, execution and implementation.



## FTSE4GOOD

Created by the global index company FTSE Group, FTSE4Good is an equity index series designed to facilitate investment in companies that meet globally recognised sustainability standards. BCorp's consistently high performance on international benchmarks for EESG criteria has enabled the company to remain a constituent of the FTSE4Good Bursa Malaysia Index for the second consecutive time. Good governance builds the foundation for an effective, transparent and sustainable business.

# SUSTAINABILITY STATEMENT

## VALUE WE CREATE

BCorp's unwavering commitment to sustainability across its diverse portfolio drives its comprehensive value creation model. Drawing upon inputs such as a skilled workforce, substantial financial resources and collaborative stakeholder relationships, BCorp seamlessly integrates sustainability principles into its corporate strategy and operations.

### KEY INPUTS



#### Financial Capital

- RM22.4 billion of total assets
- RM6.48 billion of net equity



#### Manufactured Capital

- 680 gaming outlets nationwide
- 18 showrooms and 18 service centres in the United Kingdom
- 31 hotels and resorts locally and internationally
- 5 golf clubs and 1 equestrian club
- 3 fleets owned by Berjaya Aviation
- Prestigious properties locally and internationally



#### Human Capital

- 11,573 employees



#### Intellectual Capital

- Leading Number Forecast Operator ("NFO") since 1969
- H.R. Owen remains a luxury car distributor in the prestige and specialist car market
- Developer, Manager and Operator of major Malaysian-based and overseas signature hotels, resorts and clubs



#### Social and Relationship Capital

- Sustainable Supply Chain
- Supplier Relationship Management



#### Natural Capital

- 545 TJ energy consumed
- 3,682,483 m<sup>3</sup> water used

### SUSTAINABILITY COMMITMENT



#### Economic

Creating long-term value for shareholders and other stakeholders



#### Environmental

Reducing the Group's environmental footprint by improving the efficiency of resources and supporting conservation efforts



#### Social

Dealing with customers and communities according to good market practices and regulatory requirements, conducive workplace practices and community engagement through various initiatives involving the Group's monetary and non-monetary resources



#### Governance

- Ensuring healthy business practices by being fully compliant with approved policies, standard operating procedures, Malaysian and other governing laws, and local and international standards of corporate behaviour
- Promoting fair engagement, accountability and access to justice, internally and externally

# SUSTAINABILITY STATEMENT

BCorp's holistic value creation approach embraces six capitals identified by the International Integrated Reporting Council ("IIRC"): financial, manufactured, intellectual, human, social and relationship, and natural. Sector-specific initiatives, proactive stakeholder engagement and continuous improvement endeavours enhance financial performance, minimise environmental impact, foster social development, and promote innovation and leadership to solidify its position as a sustainable industry leader driving positive change.

## PROCESSES



### Sustainability interaction

BCorp embeds sustainability principles into its corporate strategy, governance and operations



### Sector-specific initiatives

BCorp introduced tailored sustainability initiatives across sectors



### Stakeholder engagement

BCorp actively engages with stakeholders to understand their sustainability expectations and needs



### Continuous improvement

BCorp continuously evaluates and enhances its sustainability practices through monitoring reporting and feedback mechanisms

## KEY OUTPUTS

- » RM10.1 billion in total revenue
- » RM398 million in net profit
- » Reduction in carbon footprint
- » Energy improvement
- » Increased trust, loyalty and reputation
- » Generated revenue from various business segments, including Hospitality, Property Development, Services and Retail
- » Zero fatalities and 0.29 Lost Time Incident Rate
- » 10,717 employees trained
- » 349,480 training hours completed
- » H.R. Owen has again been named as Rolls-Royce Global Dealer of the Year. The Company also won awards as Regional Sales Dealer of the Year and Regional Whispers Dealer of the Year.
- » Four Seasons Hotel and Hotel Residences Kyoto, (a joint investment by Berjaya Land Berhad and Berjaya Corporation Berhad), honored with One MICHELIN Key.
- » Mutual and respectful relationships with supply chain partners
- » Active involvement in society to enrich communities
- » Renewable energy portfolio at several entities under the Hotels and Resorts as well as Retail Segment
- » Green development at The Tropika Bukit Jalil

## SUSTAINABILITY STATEMENT

### TAILORED APPROACH TO STAKEHOLDER ENGAGEMENT: FOSTERING DIALOGUE AND COLLABORATION

A commitment to active listening, fostering two-way communication and responsiveness characterise stakeholder engagement. Insights gleaned from continuous engagement with diverse stakeholders have been instrumental in shaping BCorp's agenda on material EESG topics.

Recognising stakeholder diversity, BCorp customises its engagement efforts to reflect each group's unique interests and priorities. This tailored approach ensures that BCorp listens to and values stakeholders' voices, driving meaningful dialogue and collaboration across the organisation.

| Stakeholder Group                                                                                                  | Value Created for Stakeholders                                                                                                                                                                          | Stakeholder Expectations                                                                                                           | BCorp's Commitment                                                                           | Key Input Resources                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <b>Government and Regulators</b> | BCorp will continue to diligently comply with regulations and engage with relevant authorities in the countries in which it operates                                                                    | Compliance with existing regulations on responsible business practices                                                             | Upholding regulatory compliance and actively engaging in policy development                  | <ul style="list-style-type: none"> <li>Ongoing meetings and interactions on policy matters, issues and concerns arising from the changing operating environment and topics related to customers and the general public</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|  <b>Customers</b>               | BCorp delivers high-quality products and services while helping customers meet the challenges of their operating and business environments                                                              | Outstanding customer experience, including excellent hospitality, fair pricing, quality product and consistent after-sales service | Delivering exceptional customer experiences and continuously improving products and services | <ul style="list-style-type: none"> <li>Attend regular networking activities and gatherings</li> <li>Formal and informal meetings to collect feedback, attend to grievances and disseminate information on the Group's products and services</li> <li>Conduct periodic customer surveys to understand customers' needs and expectations for the Group's products and services</li> <li>Make regular outlet and store visits to monitor customer behaviour and satisfaction</li> <li>Host online reservation/purchase channels</li> <li>Disseminate information and updates on products and services through company websites, printed materials and other communication channels</li> </ul> |
|  <b>Employees</b>               | BCorp offers employees career and personal development and promotes a working environment based on equality, merits, ethics and compassion, which is the premise of an open-door policy with management | A meaningful career path, fair treatment, fair wages and excellent development opportunities                                       | Prioritising employee well-being and career growth                                           | <ul style="list-style-type: none"> <li>Information and updates on products and services</li> <li>Internal engagement channels such as the intranet and corporate newsletters to communicate information on events, activities, staff promotions and key messages</li> <li>Orientation for new staff</li> <li>Training and development programmes</li> <li>Synergy meetings attended by representatives of the various operating companies ("OpCos")</li> <li>Employee commuting surveys</li> </ul>                                                                                                                                                                                         |

# SUSTAINABILITY STATEMENT

| Stakeholder Group                                                                                                                                                 | Value Created for Stakeholders                                                                                                                               | Stakeholder Expectations                                                                                                                                       | BCorp's Commitment                                                                                                  | Key Input Resources                                                                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <b>Contractors, consultants and vendors</b>                                     | BCorp employs fair practices and transparent procedures to ensure its suppliers enjoy mutual benefits for sustainable business partnerships                  | Fair procurement and transparent business dealings                                                                                                             | Promoting ethical and sustainable practices throughout the supply chain                                             | <ul style="list-style-type: none"> <li>Tender and procurement process</li> <li>Regular review of major contractors to provide feedback on service delivery and areas of improvement for the mutual benefit of both parties</li> </ul>                                                            |
|  <b>Communities, Non-Governmental Organisations ("NGOs") and Industry Groups</b> | BCorp works closely with the community to elevate their standard of living, create job opportunities, encourage talents and contribute positively to society | The positive impact of operations that benefit society and the industry                                                                                        | Being a responsible corporate citizen and contributing to community welfare                                         | <ul style="list-style-type: none"> <li>Focus groups and consultative meetings</li> <li>Community programmes in collaboration with NGOs and charities</li> </ul>                                                                                                                                  |
|  <b>Investors, shareholders and stock analysts</b>                             | As BCorp grows, it continues to deliver sustainable profits with due care and consideration for the environment, society and governance                      | Strategies and plans that mitigate current and future risks to the business model                                                                              | Providing transparent and timely information to foster investors' trust                                             | <ul style="list-style-type: none"> <li>Communicate via announcements to Bursa Malaysia Securities Berhad, annual reports, general meetings and the Group's corporate website</li> <li>Conduct briefings and updates for analysts, fund managers and potential investors when required</li> </ul> |
|  <b>Media</b>                                                                  | BCorp delivers timely, accurate, and engaging information, enhancing public awareness and fostering an informed community                                    | Timely, transparent, and accurate information through open communication channels, ensuring they can report comprehensively and fairly on company developments | Maintaining transparent and open communication, ensuring media stakeholders receive consistent and credible updates | <ul style="list-style-type: none"> <li>Regular engagement and updates with the mainstream media</li> <li>Press conferences</li> <li>Media releases and visits relating to critical business development and corporate social responsibility ("CSR") activities</li> </ul>                        |

# SUSTAINABILITY STATEMENT

## ENHANCING SUSTAINABILITY IMPACT WITH MATERIALITY

In the ever-evolving corporate sustainability landscape, understanding and addressing the most significant issues that impact the business and its stakeholders is critical. Materiality is a compliance exercise and a foundational element of its commitment to sustainable and responsible business practices. Especially with the Group's diverse businesses, it is crucial to understand and align the interests of stakeholders with the strategic objectives of the Group, ensuring a harmonious balance between business growth and stakeholder expectations.

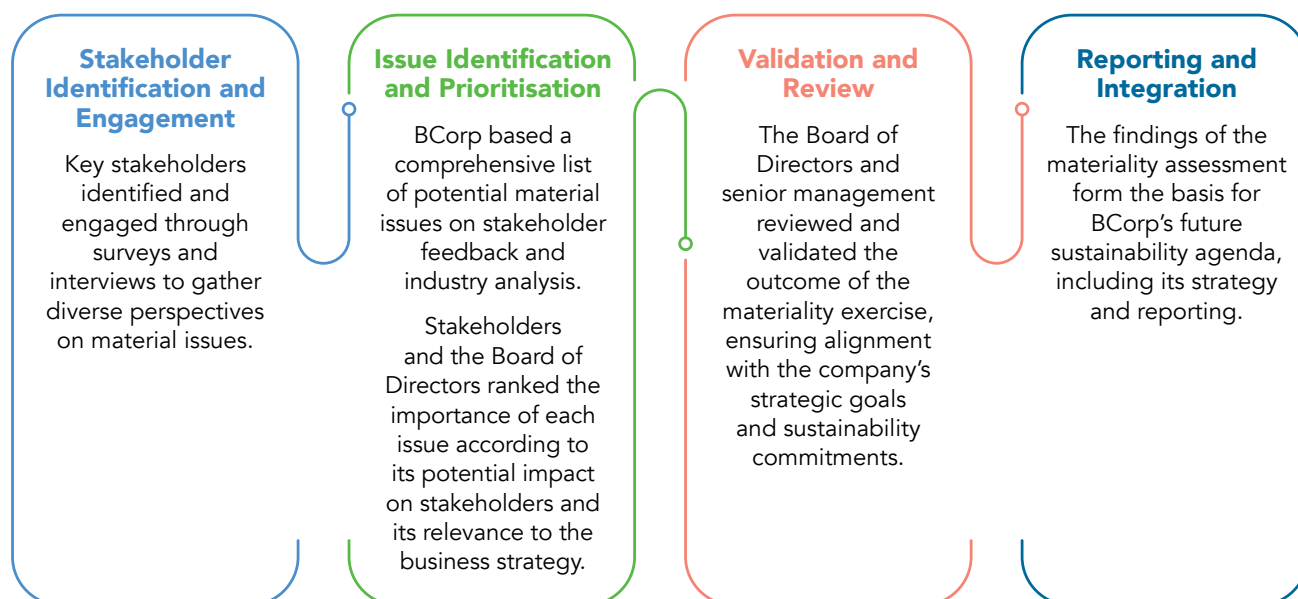
### MATERIALITY ASSESSMENT PROCESS

In the final quarter of FY2024, BCorp embarked on a comprehensive materiality assessment to identify and prioritise its most relevant sustainability issues. This process covered many material issues, including environmental impact, social responsibility, governance practices and economic performance.

The assessment aligns BCorp's sustainability strategy with the expectations and concerns of its stakeholders, ensuring that the company remains responsive to the evolving landscape of sustainability challenges and opportunities.

The Board of Directors also actively participated in the materiality study, providing strategic insights and demonstrating a commitment to integrating sustainability into the core of the Group's operations. This involvement ensured the identified issues were relevant and strategically significant for BCorp's long-term success and resilience.

BCorp engaged an external consultant to conduct the study to maintain impartiality and safeguard the anonymity of respondents. The assessment process involved several steps.



### Stakeholder Groups Involved in the Materiality Assessment



# SUSTAINABILITY STATEMENT

## MAPPING MATERIAL SUSTAINABILITY MATTERS

BCorp meticulously aligns each sustainability matter with the corresponding United Nations Development Goals (“UNSDGs”) to illustrate its contributions towards addressing global goals. In addition, it provides comprehensive mappings of the stakeholders involved and the capital deployed to address each sustainability challenge.

| Material Sustainability Matters    | Description                                                                                                                                                                                                                                                                              | Sustainability (EESG) Pillars | Capitals Used                                                                                       | Stakeholders Involved                                                                                                                                                                                              | UNSDG Indicators                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Economic                           |                                                                                                                                                                                                                                                                                          |                               |                                                                                                     |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Risk management                    | Managing product, supplier, business, environmental, social and brand risks across the value chain                                                                                                                                                                                       | Economic                      | <ul style="list-style-type: none"><li>Financial</li><li>Manufactured</li><li>Intellectual</li></ul> | <ul style="list-style-type: none"><li>Shareholders/ Investors</li><li>Customers</li><li>Suppliers</li><li>Employees</li><li>Communities, Non-Governmental Organisations, Peer Companies, Industry Groups</li></ul> | <div><div><div>3</div><div>GOOD HEALTH AND WELL-BEING</div><div></div></div><div><div>5</div><div>GENDER EQUALITY</div><div></div></div><div><div>6</div><div>CLEAN WATER AND SANITATION</div><div></div></div><div><div>8</div><div>DECENT WORK AND ECONOMIC GROWTH</div><div></div></div><div><div>10</div><div>REDUCED INEQUALITIES</div><div></div></div><div><div>13</div><div>CLIMATE ACTION</div><div></div></div><div><div>14</div><div>LIFE BELOW WATER</div><div></div></div><div><div>15</div><div>LIFE ON LAND</div><div></div></div><div><div>16</div><div>PEACE, JUSTICE AND STRONG INSTITUTIONS</div><div></div></div></div> |
| Supply chain management            | Sourcing materials responsibly and working with supply chain partners to deliver the highest quality products and services                                                                                                                                                               |                               |                                                                                                     |                                                                                                                                                                                                                    | <div><div>12</div><div>RESPONSIBLE CONSUMPTION AND PRODUCTION</div><div></div></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Compliance                         | Complying with legal (e.g. anti-corruption and anti-competition regulations) and other core operational regulations (e.g. environment, labour law, safety and health, Good Manufacturing Practices ("GMP") Halal, and Hazard Analysis and Critical Control Points ("HACCP") requirements |                               |                                                                                                     |                                                                                                                                                                                                                    | <div><div>3</div><div>GOOD HEALTH AND WELL-BEING</div><div></div></div> <div><div>17</div><div>PARTNERSHIPS FOR THE GOALS</div><div></div></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Environment                        |                                                                                                                                                                                                                                                                                          |                               |                                                                                                     |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Energy & climate change management | Introducing strategic measures to optimise energy use, reduce carbon emissions and mitigate environmental impact, ensuring sustainable and responsible business practices                                                                                                                | Environmental                 | <ul style="list-style-type: none"><li>Human</li><li>Natural</li><li>Financial</li></ul>             | <ul style="list-style-type: none"><li>Employees</li><li>Customers</li><li>Government and Regulators</li><li>Shareholders/ Investors</li></ul>                                                                      | <div><div><div>7</div><div>AFFORDABLE AND CLEAN ENERGY</div><div></div></div><div><div>8</div><div>DECENT WORK AND ECONOMIC GROWTH</div><div></div></div><div><div>11</div><div>SUSTAINABLE CITIES AND COMMUNITIES</div><div></div></div><div><div>13</div><div>CLIMATE ACTION</div><div></div></div></div>                                                                                                                                                                                                                                                                                                                                 |
| Resource management                | Conserving natural resources to address issues such as biodiversity, water quality and land preservation to minimise environmental impact and promote ecological balance                                                                                                                 |                               |                                                                                                     |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

# SUSTAINABILITY STATEMENT

| Material Sustainability Matters              | Description                                                                                                                                                                                            | Sustainability (EESG) Pillars | Capitals Used                                                                         | Stakeholders Involved                                                                                                                                                                                            | UNSDG Indicators                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|---------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Waste management                             | Systematically handling, collecting, disposing and recycling waste materials to minimise environmental impact, promote sustainability and ensure the responsible and efficient management of resources |                               |                                                                                       |                                                                                                                                                                                                                  | <div><div></div><div></div><div></div><div></div><div></div></div> |
| Water management                             | Using water efficiently and minimising its consumption throughout operations                                                                                                                           |                               |                                                                                       |                                                                                                                                                                                                                  | <div></div>                                                                                                                                                                                                                                                                                                                                                                                                    |
| Biodiversity                                 | Implementing measures to conserve and sustainably manage ecosystems, species and genetic diversity, safeguarding biodiversity and promoting environmental resilience for future generations            |                               |                                                                                       |                                                                                                                                                                                                                  | <div><div></div><div></div><div></div></div>                                                                                                                                                                                             |
| Preventing pollution                         | Minimising the release of harmful substances into the environment to protect human health and ecosystems for a cleaner and healthier planet                                                            |                               |                                                                                       |                                                                                                                                                                                                                  | <div><div></div><div></div></div>                                                                                                                                                                                                                                                                                       |
| Social                                       |                                                                                                                                                                                                        |                               |                                                                                       |                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Employee wellness, engagement & satisfaction | Prioritising employees' health and well-being through regular engagement to attract and retain the best talent                                                                                         | Social                        | <ul style="list-style-type: none"><li>Human</li><li>Social and Relationship</li></ul> | <ul style="list-style-type: none"><li>Employees</li><li>Shareholders/ Investors</li><li>Government and Regulators</li><li>Communities, Non-Governmental Organisations, Peer Companies, Industry Groups</li></ul> | <div></div>                                                                                                                                                                                                                                                                                                                                                                                                  |
| Occupational safety & health                 | Upholding workplace safety for injury prevention and eliminating workplace health and safety risks through safety assessments and initiatives                                                          |                               |                                                                                       |                                                                                                                                                                                                                  | <div><div></div><div></div><div></div></div>                                                                                                                                                                                       |
| Diversity, inclusion & talent development    | Empowering employees to grow by creating positive working relationships with our diverse employees and providing opportunities for career development                                                  |                               |                                                                                       |                                                                                                                                                                                                                  | <div><div></div><div></div><div></div><div></div></div>                                                                                       |
| Human rights                                 | Protecting the rights of all stakeholders by providing decent conditions for workers, such as eliminating excessive working hours and providing decent accommodation                                   |                               |                                                                                       |                                                                                                                                                                                                                  | <div><div></div><div></div><div></div></div>                                                                                                                                                                                       |

# SUSTAINABILITY STATEMENT

| Material Sustainability Matters            | Description                                                                                                                                                      | Sustainability (EESG) Pillars | Capitals Used | Stakeholders Involved | UNSDG Indicators                                                                                                                                                            |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|---------------|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Customer engagement</b>                 | Training staff regularly to improve customer service levels, rewarding customers through our loyalty programme and assessing their needs to improve satisfaction |                               |               |                       |                                                                                                                                                                             |
| <b>Integrated marketing communications</b> | Using various promotional methods and channels to convey an honest, transparent and balanced message about BCorp's products or services to its target audience   |                               |               |                       |       |
| <b>Data privacy &amp; security</b>         | Protecting customers and other users' data during all transactions and loyalty schemes                                                                           |                               |               |                       |                                                                                          |
| <b>Community and society</b>               | Strengthening local communities by organising multiple corporate social responsibility programmes and collaborating with partners to raise awareness             |                               |               |                       |   |

## Materiality Matrix



### Economic

1. Integrated Marketing Communication
2. Supply Chain Management
3. Resource Management
4. Customer Engagement



### Environment

5. Preventing Pollution
6. Water Management
7. Waste Management
8. Energy & Climate Change Management
9. Biodiversity



### Social

10. Occupational Safety & Health
11. Employee Wellness, Engagement & Satisfaction
12. Human Rights
13. Diversity, Inclusion & Talent Development
14. Community & Society



### Governance

15. Data Privacy & Security
16. Risk Management
17. Compliance

# SUSTAINABILITY STATEMENT



## ECONOMIC

A profound commitment to creating stakeholder value lies at the heart of BCorp's economic sustainability ethos. Whether through job creation, community development initiatives, or sustainable supply chain management, BCorp strives to make a positive impact beyond the financial bottom lines.

### FUELLING TOMORROW'S GROWTH WITH TALENT

Berjaya University College ("BUC") and Berjaya TVET College ("BTvet"), under BCorp's Services Segment (Others), nurture skilled professionals poised for success in their respective fields. BUC offers Foundation to PhD level programmes across four faculties: Hospitality & Tourism, Business, Culinary Arts, and Education & Arts. Accredited by the Malaysian Qualification Agency ("MQA"), these courses employ the BERJAYA Immersion Methodology, emphasising experiential learning and practical skills acquisition.

The involvement of industry leaders from BCorp group of companies and corporate partners enriches the curriculum with real-world insights. During the financial year, BUC was selected as a recipient of the Erasmus+ projects from the EU, making it one of only two private universities in Malaysia receiving funding for student and staff exchange programmes to European countries. This initiative enhances internationalisation efforts and promotes cultural exposure among its academic community. Achieving the "Berdaya Saing" Competitive Rating in Setara 2022 and ISO 9001:2015 certification for quality management in "The Delivery of Teaching & Learning Services" highlights BUC's dedication to maintaining high education and service delivery standards.

BTvet's diverse programmes range from Skill Certificates to Diplomas, offered through its School of Culinary Arts, School of Management & Technology and School of Professional Excellence. Accredited by esteemed institutions such as City & Guilds ("C&G") and NCC Education Limited, UK, BTvet empowers students with industry-based skills, theoretical knowledge and practical experience, enhancing their market employability. BUC & BTvet students gain invaluable industry exposure and real-world experience through exclusive career opportunities and internships within the BCorp group of companies.

BUC and BTvet are essential training providers for F&B and front office services, catering to the country's hospitality and culinary arts professions. This year, BTvet graduates secured job placements at Berjaya Times Square Hotel, underscoring their training programmes' effectiveness in meeting industry demands and offering students promising career prospects.

### NOW, EVERYONE CAN OWN A HOME

BCorp's Property Development Segment tailors each project to various market segments and locations. For example, the competitively priced Bayu Timur condominiums in Berjaya Park, Shah Alam and affordable homes in Subang Heights have attracted significant interest due to their appeal in the community.

#### BCorp's commitment to affordable housing

- Boosts the economy by addressing housing affordability challenges and stimulating economic activity
- Creates job opportunities in construction
- Improves residents' financial stability
- Supports local businesses
- Contributes to sustainable urban development by promoting mixed-income communities and reducing urban sprawl

### CUSTOMER-CENTRIC INNOVATION: CRAFTING SUCCESS THROUGH SERVICE

Customers seek experiences that are fun, attractive and hyped but also convenient and easy. They crave excitement and engagement, drawn to products and services that captivate their attention and create memorable moments. They value simplicity and efficiency, preferring hassle-free interactions and processes that fit into their busy lives. This dual desire for enjoyment and convenience shapes their expectations and influences their choices in today's dynamic marketplace.

In response to shifting consumer preferences, BCorp's Retail Segment (Food), epitomised by Berjaya Krispy Kreme Doughnuts, intensified its innovation to serve its customers better. Campaigns collaborating with the local blockbuster movie "Malbatt" and celebrity designer Christy Ng during Ramadan, featuring colourful and culturally-inspired doughnuts, have been exceptionally well-received. This strategic move significantly increased sales, underscoring customers' affinity for engaging and culturally relevant offerings.

Strategic partnerships with food delivery aggregators such as Food Panda and Grabfood and collaborations with telecom and banking giants underscore the company's commitment to convenience. Berjaya Krispy Kreme Doughnuts plans to maintain this momentum by introducing unique doughnut creations, thematic boxes and merchandise. BCorp ensures its continued relevance and appeal to its discerning customer base by:

- Capitalising on influencer partnerships
- Expanding presence through pop-up stores and Joy Patrol Food Trucks
- Exploring opportunities in the Delivery Fresh Daily business with hypermarkets

# SUSTAINABILITY STATEMENT

## BCORP'S HOSPITALITY SEGMENT THRIVES WITH TOURISM RESURGENCE AND STRATEGIC DEVELOPMENT

BCorp's Hospitality Segment (Hotels & Resorts) flourishes with the resurgence of tourism and supportive policies. Visa exemptions to Langkawi and currency advantages have spurred sales at Berjaya Langkawi Resort.

Promising growth lies ahead, fuelled by surrounding developments and facility upgrades. The completion of Gurney Bay Phase 1 in January 2024 sets the stage for growth at Berjaya Penang Hotel. Progress on Phase 2 and relocating the Gurney Drive Hawker Centre in 2025 should attract more tourists and increase revenue. Introducing more direct flights from Indonesia to Penang with reduced ticket prices holds significant potential for boosting medical tourism. Collaborative efforts by the Penang Centre of Medical Tourism (PMED), including outreach activities in Indonesia, are vital for tapping into this emerging market segment and ensuring sustained growth.

Incorporating Tioman Island into the Marine Park Zone is poised to stimulate future eco-tourism. The approved extension of the airport runway, outlined in Malaysia's Budget 2024, will accommodate larger aircraft and facilitate direct flights from neighbouring countries. This development should significantly improve the prospects of Berjaya Tioman Resort.

The Group's international hotels and resorts segment is also expanding rapidly. Following the success of its inaugural project, a Four Seasons Hotel and Hotel Residences in Kyoto, Japan, the Group is embarking on a new endeavour: a Four Seasons Resort and Private Residences Okinawa (Four Seasons Okinawa). The 32-acre resort and residence development has a gross development value of RM5.29 billion and is poised to be the most luxurious beach resort in Okinawa.

## BCORP'S TRANSFORMATIVE IMPACT: CATALYSING SOCIO-ECONOMIC GROWTH AND SUSTAINABLE DEVELOPMENT

BCorp boosts economic growth through job creation, local development and socio-economic advancement. Indirect economic impact extends beyond financial gains, driving broader socio-economic contributions. This presence enhances local and national economies, improving well-being, quality of life and thriving communities.

Establishing the Redang Island Resort in 1995 and The Taaras Beach & Spa Resort ("TTR") in 1996 brought about substantial infrastructure improvements and employment opportunities for residents. This development improved infrastructure and created many jobs for residents, boosting the region's socio-economic development.

Similarly, the inauguration of Berjaya Penang Hotel in 1996 on Penang Island created job opportunities for community annually. Many received training and progressed their careers within the hospitality industry, which boosted the local economy through job creation and facilitated skill development and career advancement within the community. Investing in human capital strengthened the local workforce and contributed to the region's socio-economic resilience.

BCorp's initiatives in these regions catalysed extensive socio-economic growth, reinforcing its commitment to fostering thriving communities and driving sustainable development.

## REDEFINING HOSPITALITY WITH PERSONALISED FLYING EXPERIENCES

BCorp, in its dedication to redefining hospitality, seamlessly integrates aviation services with its resorts and hotels, ensuring guests effortlessly reach their dream destinations. Unlike conventional airlines, Berjaya Air meticulously selects routes that cater to its resorts and hotels, leveraging a purpose-built customer base within the Berjaya Group. This strategic approach enhances the guest experience and underscores BCorp's commitment to luxury and convenience.

Based at Sultan Abdul Aziz Shah Airport, the current aircraft fleet includes the ATR 42-500 and ATR 72-500. Berjaya Air will introduce new ATR 72-600s. These aircraft are designed for VIP travel, featuring an exclusive All-Business Class layout as part of ATR's prestigious HighLine collection.

Aligned with its dedication to sustainability, Berjaya Air has equipped the ATR 72-600s with PW127XT engines, achieving an impressive 45% reduction in CO<sub>2</sub> emissions compared to similar regional jets. This initiative demonstrates the Group's environmental responsibility while ensuring exceptional service delivery.

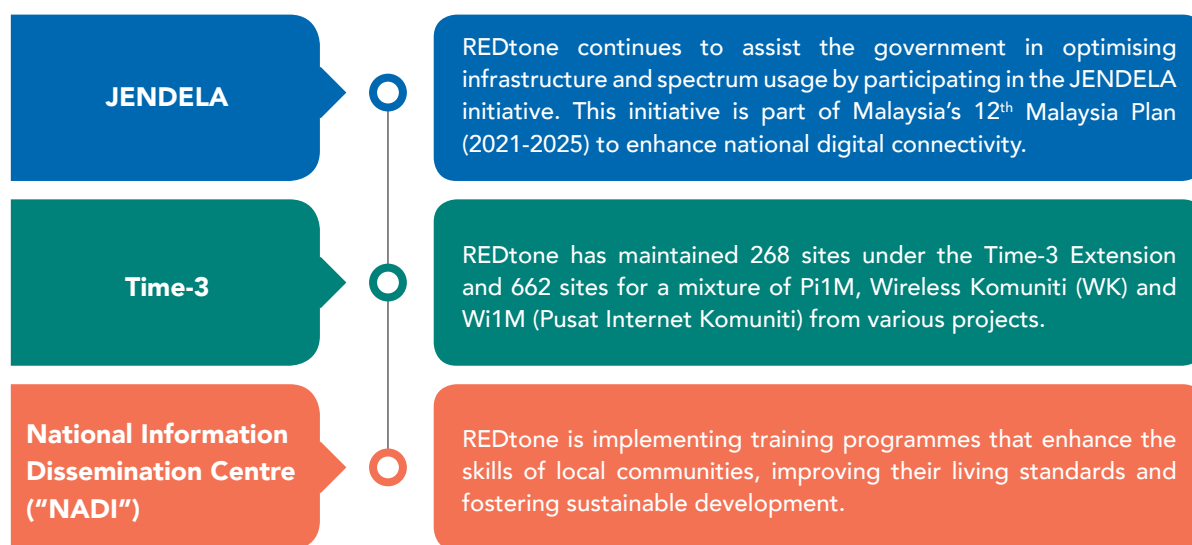
Recently, Berjaya Air expanded its flights to include direct routes from Seletar Airport in Singapore to Redang Airport, a collaboration with TTR providing travellers with direct access to the resort's luxurious experience.

As Berjaya Air continues exploring new opportunities and expands its network, its commitment remains to provide unparalleled luxury and a refined travel experience. Meticulously crafting each journey ensures guests enjoy exceptional service and comfort, making their experience memorable.

# SUSTAINABILITY STATEMENT

## REVOLUTIONISING CONNECTIVITY

BCorp Services Segment (Digital) is committed to supporting the Malaysian Government's initiatives that provide communication access to underserved areas and build a knowledge-based economy with ICT. Through participation in Universal Service Provision ("USP") projects such as JENDELA, Time-3 and Pusat Ekonomi Digital Keluarga Malaysia (PEDi), REDtone has played a pivotal role in enhancing digital connectivity. For example, T3 and JENDELA provided rural communities access to essential services like e-banking and telco prepaid top-ups. In contrast, students can access the internet conveniently from their homes, reducing the need to travel long distances for connectivity. Local businesses, such as homestays, have gained visibility through digital advertising, increasing their exposure and economic opportunities.



BCorp made infrastructure improvements to support its projects. REDtone repaired roads in Kampung Pulau Layak and Ulu Bertam in Kelantan to provide access and maintain telecommunication towers in rural areas. These improvements strengthened the infrastructure for REDtone's operations and connectivity between local and suburban communities, providing greater access to resources and opportunities.

## SHAPING THE FUTURE OF AGRICULTURE

Adopting smart farming technology represents the future of agriculture, integrating IoT platforms for sensor utilisation, smart gateways and monitoring systems. This technology collects and analyses real-time data for informed decision-making, empowering farm owners, smallholders and youths. Increasing crop growth and yield through automated processes reduces labour costs and ensures sustainability across the value chain.

BCorp Services Segment (Digital) collaborates with partners such as the Ministry of Agriculture and Food Security ("MAFS"), Department of Agriculture ("DOA"), Malaysia Digital Economy Corporation ("MDEC"), Agrobank, and Universiti Teknologi Malaysia and Universiti Teknologi MARA to drive digitalisation in farming. Big Data Analytics further enhances efficiency and resource planning.

REDtone's Smart Farming solutions focus on Remote Monitoring, Automation and Remote Control ("RAR"). It includes cloud-hosted Smart Control Panels for monitoring

water, soil and environmental conditions, automating irrigation, fertigation, pesticide application, greenhouse management, and employing ultrasonic animal intrusion detection, CCTV and product analytics. Pilot projects with MDEC increased yields significantly, lowering operational costs and crop damage rates.

Integrating satellite monitoring through REDtone Satellite IoT Solutions ("SIS") supports Malaysian government initiatives for forest and river monitoring, alongside NFC-based forest logging monitoring with support from the Forest Research Institute Malaysia ("FRIM").

The company plans to extend its IoT solutions to include smart forestry, smart manufacturing, smart building management, smart healthcare and other verticals. These initiatives involve ongoing enhancements such as integrating GIS data, developing aquaculture solutions, establishing a Nationwide Agriculture Dashboard, and exploring future Machine Learning and AI applications.

## COLLABORATIONS FOR INDUSTRY ADVANCEMENT

All Group companies advance their respective industries through strategic partnerships with membership organisations. These collaborations span the public and private sectors and cater to each industry's unique needs and challenges. These partnerships facilitate the exchange of innovative ideas and initiatives crucial for driving sustainability across industries by leveraging collective knowledge and capabilities.

# SUSTAINABILITY STATEMENT

These collaborations engage companies in dialogue and joint projects that address industry-specific challenges and promote best practices. These partnerships are pivotal in shaping industry standards, policies and regulations that underpin sustainable growth.

## Industry Organisation Memberships

| Segment                                                                                                         | Association                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <b>Retail</b>                 | <ul style="list-style-type: none"> <li>• Direct Selling Association Malaysia ("DSAM")</li> <li>• Ministry of Domestic Trade, Co-operatives and Consumerism ("KPDNKK")</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|  <b>Services</b>               | <ul style="list-style-type: none"> <li>• Malaysia Internet Exchange ("MylX")</li> <li>• Malaysian Technical Standards Forum Bhd ("MTSFB")</li> <li>• Fixed Line Number Portability Industry Working Group</li> <li>• Association For Tourism Training Institutes Of Malaysia ("ATTIM")</li> <li>• Institute of Hospitality</li> <li>• Malaysian Association of Hotels ("MAH")</li> <li>• International Management Institute Switzerland</li> <li>• Malaysian Association of Housekeepers ("MAHIR")</li> <li>• Council for Hospitality Management Education ("CHME")</li> <li>• Sommelier Association of Malaysia ("SOMLAY")</li> <li>• Malaysian Association of Convention &amp; Exhibition Organisers &amp; Suppliers ("MACEOS")</li> <li>• World Association of Chefs' Societies ("WORLDCHefs")</li> <li>• International Council on Hotel Restaurant and Institutional Education ("ICHRIE")</li> <li>• Pacific Asia Travel Association ("PATA") Malaysia Chapter</li> <li>• Persatuan Penggiat Festival Antarabangsa ("ALIFE")</li> <li>• Tourism Educators Association of Malaysia ("TEAM")</li> <li>• Malaysia Retailers Association ("MRA")</li> <li>• Asia Pacific Centre for Events Management ("APSEM")</li> <li>• CPA Australia</li> <li>• Association of Chartered Certified Accountants ("ACCA")</li> <li>• Chartered Institute of Management Accountants ("CIMA")</li> <li>• The Malaysian Institute of Chartered Secretaries and Administrators ("MAICSA")</li> <li>• Malaysia Retailers Association ("MRA")</li> <li>• Malaysia Retail Chain Association ("MRCA")</li> <li>• Malaysian Institute of Management ("MIM")</li> <li>• Institute of Hospitality ("IH") EMS Scheme</li> <li>• Malaysian Association of Private Colleges &amp; Universities ("MAPCU")</li> <li>• Persatuan Pustakawan Malaysia ("PPM")</li> <li>• Society for Malaysian High Education Institutions Quality Assurance Network ("MyQAN")</li> <li>• Waste Management Association of Malaysia ("WMAM")</li> <li>• Association of Environmental Consultants and Companies of Malaysia ("AECCOM")</li> <li>• Malaysia Automotive Recyclers Association ("MAARA")</li> <li>• Institution of Engineers Malaysia ("IEM")</li> <li>• World Lottery Association ("WLA")</li> <li>• Asia Pacific Lottery Association ("APLA")</li> <li>• Malaysian Employers Federation ("MEF")</li> </ul> |
|  <b>Property Development</b> | <ul style="list-style-type: none"> <li>• Ministry of Housing and Local Government (Kementerian Perumahan dan Kerajaan Tempatan) ("KPKT")</li> <li>• Real Estate and Housing Developers' Association Malaysia ("REHDA")</li> <li>• International Real Estate Federation ("FIABCI") Malaysian Chapter</li> <li>• Construction Industry Development Board Malaysia ("CIDB")</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|  <b>Hospitality</b>          | <ul style="list-style-type: none"> <li>• Seychelles Hospitality and Tourism Association ("SHTA")</li> <li>• Malaysian Association of Hotels ("MAH")</li> <li>• Malaysian Association of Hotel Owners ("MAHO")</li> <li>• Tourism Malaysia</li> <li>• Malaysian Golf Association ("MGA")</li> <li>• Malaysia Association of Golf &amp; Recreational Club Owners Berhad ("MAGRO")</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

## SUSTAINABLE SUPPLY CHAIN

BCorp, as a conglomerate, is steadfast in integrating sustainability throughout its supply chain by collaborating with a diverse range of suppliers. All suppliers must acknowledge BCorp's Trust Concept and comply with Anti-bribery and Anti-Corruption Laws through an Integrity Declaration Form, ensuring their subcontractors adhere to these stringent standards.

BCorp upholds the United Nations Global Compact principles across its supply chain, focusing on labour and human rights, safety, ethics and environmental considerations.

# SUSTAINABILITY STATEMENT

## BCorp's Suppliers' Environmental and Social Principles, Codes and Expectations

### Environmental Supply Chain

- The supplier sourcing assessment includes social and environmental elements such as energy use, climate change impact measurement including greenhouse gas emissions, water use, biodiversity impacts, pollution, waste reduction, resource use and other environmental issues
- Complying with applicable environmental laws & regulations and conducting business with respect and care for the local environment by utilising energy & natural resources efficiently & managing waste, emissions & discharges responsibly

### Social Supply Chain

- Ensuring supply chain partners adhere to all social standards stipulated by Malaysian Labour Law and the International Labour Organisation ("ILO"). These include policies and standards governing the prevention of child labour, forced labour, equal opportunities and non-discrimination, freedom of association, right to collective bargaining, and a safe & healthy workplace
- Eliminating excessive working hours by offering fair overtime pay & limiting working hours, meeting the nation's minimum wage and minimum legal working age

BCorp communicates the social and environmental conduct expected from major suppliers through its regular engagement channels, such as emails and meetings, written in the purchasing policy and our new supplier contracts. Moving forward, we intend to invest in training and capacity building of our supply chain to improve our collective social and environmental performance.

BCorp engages with its major suppliers in building capacity in social and environmental areas. The Group also shares other industry players' best practices for their development through these engagement sessions. During regular meetups with suppliers, all parties support each other by sharing best practices. Evaluating specific criteria based on industry requirements supports standard quality checks. For example, in the Retail (Food) Segment, suppliers' Halal availability, adherence to established principles regarding animal welfare, and product specifications undergo thorough scrutiny.

Similarly, in the Group's Services (Gaming) Segment, the thermal paper supplier holds certifications, including ISO 9001 and ISO 13485, for direct thermal and thermal transfer products manufactured in Southeast Asia. They also adhere to the KS I ISO 14001:2015/ISO 14001:2015 Environmental Management System Standards. The thermal ticket roll suppliers comply with international standards such as the Chain of Custody certification by the Forest Stewardship Council ("FSC").

The organic and wellness industry prioritises environmental protection. All organic produce is free from GMOs, pesticides, herbicides and other synthetic chemicals that harm the environment. A key example of a major supplier for Country Farm is São Francisco S.A., a Brazilian company who involved in the GreenCane Project, the world's largest sustainable cane farming initiative, reflecting Country Farm's commitment to minimising environmental impacts through partnerships with sustainable suppliers.

In the Hospitality (Aviation) Segment, vendors must also obtain approval from the Civil Aviation Authority of Malaysia ("CAAM"). Recent audit by Berjaya Air for one of their suppliers confirmed compliance with CCAM Civil Aviation Directives ("CADs") and Civil Aviation Guidance Material ("CAGMs"), demonstrating satisfactory performance across critical areas such as authority approval, facilities, contract adherence, manpower allocation, equipment availability, compliance with maintenance manuals and record-keeping.

BCorp's Retail (Non-Food) Segment conducts supplier audits through comprehensive physical inspection audits and on-site assessments using detailed checklists. These audits cover various aspects, including raw and packaging material specifications, QA processes, pest control, cleaning and sanitation programmes, premises cleanliness, personal hygiene and maintenance practices, consistently yielding satisfactory results. The segment also verifies certifications and licenses such as GMP licenses for supplements and personal care products and Halal/HACCP/MESTI certifications for Food & Beverage and health supplements. At Country Farms Sdn Bhd, stringent environmental standards, integral to operations, ensure that organic products are free from GMOs, pesticides, herbicides and other synthetic chemicals harmful to the environment. Country Farms Sdn Bhd also supports fair trade practices by sourcing IMC Coconut Sugar from Indonesia.

There has been a notable shift in the hospitality segment supply chain as one supplier of The Taaras Beach & Spa Resort transitioned to offering eco-friendly products. This transformation includes adopting biodegradable packaging and introducing L'Occitane eco-friendly products. These premium offerings enhance the guest experience and prioritise sustainability by utilising traceable, sustainably sourced ingredients. L'Occitane products feature packaging made from 94% recycled materials in plastic bottles and utilise 85% less plastic in refill packaging.

Environmental impact is managed by working closely with suppliers and encouraging them to report and take impact reduction action. From time to time, BCorp physically inspects and visits suppliers. This holistic approach underscores BCorp's commitment to sustainable practices and ethical standards across its diverse supply chain.

### GOING LOCAL

The Group prioritises local hiring and sourcing whenever feasible, ensuring suppliers meet stringent standards for product quality, price competitiveness and sustainability. Local supplies account across most BCorp businesses, with specific segments entirely relying on local sources.

## SUSTAINABILITY STATEMENT

For instance, BCorp's Retail (Non-Food) Segment, Country Farms Sdn Bhd actively supports local organic farmers by facilitating direct sales from farms to retailers, fostering community support and promoting sustainable agricultural practices.

In cases where operations require niche materials unavailable locally, the Group sources them internationally. Examples include golf buggies and spare parts for the Hospitality (Clubs and Recreation) Segment; spare parts of terminals such as touch displays, module chassis circuit boards and cables for the Services (Gaming) Segment; aircraft parts for the Hospitality (Aviation) Segment; ingredients such as brewless mix, stabiliser and shortening flakes sourced from the United States for the Retail (Food) Segment, and equipment and sensors for IoT smart farming solutions in the Services (Digital) Segment.

While BCorp remains committed to supporting local businesses wherever possible, collaboration with foreign suppliers for niche offerings underscores its dedication to delivering cutting-edge solutions that meet the unique demands of its diverse operations.

This strategic approach to procurement underscores BCorp's commitment to supporting local economies while maintaining operational efficiency and meeting global business needs.

### ETHICAL BUSINESS CONDUCT

BCorp upholds stringent ethical business standards, prioritising anti-corruption and anti-bribery measures. BCorp's Anti-Corruption Policy clearly outlines its stance against all forms of corruption and bribery, including embezzlement, unauthorised gifts and preferential treatment. BCorp's Board of Directors is responsible for the effectiveness of the anti-bribery and anti-corruption programmes. All employees must actively prevent, counter and report any instances of bribery, corruption, or suspicious activities through established whistleblowing channels.

Our employees receive a copy of BCorp's Adequate Procedures to Curb and Prevent Bribery and Corruption ("T.R.U.S.T. Concept") upon commencing employment and receive training on anti-corruption measures, including identifying and preventing bribery. All employees must comply with BCorp's Code of Conduct ("CoC"); BCorp communicates its contents during induction training. Familiarity with the CoC is mandatory from the start of service or employment with the Group.

A detailed understanding of corruption risk exposure is essential for an effective anti-corruption compliance programme. Corruption and bribery risks are integral elements of the Group's risk register. This understanding helps identify and assess potential corruption and bribery risks, implement appropriate measures to mitigate these risks and continuously monitor and improve anti-corruption strategies.

BCorp conducts comprehensive anti-corruption and bribery risk assessments on its operations and intermediaries, including

contractors and agents, which is crucial for operations deemed "high risk". The Group communicates its anti-corruption policy to these intermediaries, ensuring they understand and adhere to its principles. BCorp encourages customers, suppliers, contractors, service providers, and other key stakeholders to refer to the CoC for guidance on dealing with the Group. This approach is an integral part of the Group's risk management strategy.

All contractors, subcontractors and third parties associated with BCorp are subject to corruption and bribery risk assessments. They must declare that they are not involved in misconduct, corrupt activities, unethical behaviour or illegal practices. The Group conducts thorough screenings of new and existing business partners to ensure compliance with anti-corruption and bribery standards. This rigorous due diligence process is essential for meeting BCorp's compliance requirements and maintaining the integrity of its operations.

### FAIR PRICING AND COMPETITION

BCorp is committed to maintaining fair competition practices throughout business operations. Upholding transparency and integrity ensures a level playing field within the markets it operates. This commitment includes adhering to competition laws and regulations that promote fair market practices and prevent anti-competitive behaviour.

In its Retail (Non-Food) Segment specifically, BCorp adheres to the Direct Selling and Anti-Pyramid Act 1993 and Price Control and Anti-Profiteering laws. Cosway, a prominent BCorp entity, consistently renews its Direct Sales licenses with the Ministry of Domestic Trade and Consumer Affairs (KPDNKKSH) with the current license valid for 10 years, demonstrating exemplary compliance in the direct sales industry. Random checks by authorities, performed at our selected outlets also affirms Cosway's commitment to regulatory requirements and operational integrity.

### WHISTLEBLOWING

BCorp's comprehensive Whistleblowing Policy allows employees and other individuals to raise grievances and report any suspected or actual wrongdoing, including corruption or bribery. This policy protects all whistleblowers under the Whistleblower Protection Act 2010. BCorp maintains strict confidentiality and safeguards whistleblowers' identities to the extent legally permissible and practicable.

Reports can be made via email or in writing to the Group Internal Audit, who are trained to handle such complaints. These officers review the complaints and determine the appropriate course of action. The Whistleblowing Policy covers various issues, including bullying, harassment, bribery, financial irregularities and other offences. BCorp addresses all concerns promptly and effectively.

BCorp sent a memo to all employees on 21 March 2024 to draw their attention to and remind them of the Group's Whistleblowing Policy and Procedures.

# SUSTAINABILITY STATEMENT



## ENVIRONMENTAL

BCorp is committed to environmental sustainability, adhering to the highest environmental standards. The Group strives to minimise its ecological footprint through rigorous green practices and comprehensive decarbonisation efforts. This approach spans all sectors, ensuring every aspect of operations aligns with sustainability goals.

BCorp encourages each business segment to participate in this green journey, including:

- Constructing green buildings in its property division
- Conserving biodiversity at its resorts
- Adopting renewable energy across assets
- Fostering green innovation in its services segment
- Supporting sustainable produce and consumption in its retail segment

The Group has integrated environmental stewardship into its core values.

### ENVIRONMENTAL GOVERNANCE

BCorp cannot centralise its Environmental Committee due to the diverse nature of its business operations. Each subsidiary-level Environmental Committee is responsible for reviewing environmental policies and activities to comply with all relevant legislation, including the Environmental Quality Act 1974, Department of Environment ("DOE") standards, and requirements set by the Environmental Impact Assessment ("EIA") and Environmental Management Plan ("EMP").

BCorp conducts biodiversity risk assessments for potential new operations and existing projects as part of its due diligence process. Segments within the Group appoint consultants for expert advice on projects relevant to their business, including environmental monitoring, routine water analysis, Task Force on Climate-related Financial Disclosures ("TCFD") and renewable energy.

The management discusses environmental matters in management meetings for discussion. They are an essential agenda item in Board meetings, where the Board receives updates on the Group's milestones, plans and challenges.

### PIONEERING SUSTAINABLE PROPERTY DEVELOPMENT

BCorp integrates green building design concepts, elements and features into its projects. The Tropika Bukit Jalil is in the process of obtaining the GreenRE green building certification. It is currently under review by REDHa for its commitment to environmentally sustainable construction practices. Forthcoming developments prioritise sustainability by incorporating community-focused spaces, initiatives to reduce carbon emissions, water-efficient fixtures and energy-efficient technologies. This holistic approach enhances environmental performance and promotes healthier and more resource-efficient living environments for residents and stakeholders.

BCorp prioritises green concrete in its construction projects. This innovative material requires less energy for production and incorporates waste and residual materials from various industries, significantly reducing carbon dioxide emissions. Green concrete is more cost-effective and durable than traditional concrete.

BCorp further enhances sustainability by incorporating fly ash, a recycled material, into its construction practices. This approach reduces the Group's environmental impact, lowers energy requirements and minimises CO<sub>2</sub> emissions in concrete production.

### EMBRACING ECO-FRIENDLY HOSPITALITY

Promoting eco-friendliness is a top priority across BCorp's Hospitality (Hotels & Resorts) Segment. The Group is committed to implementing sustainable practices that minimise environmental impact while enhancing guest experiences.

Berjaya Hills Resort Berhad ("BHills") exemplifies this commitment through its proactive approach to eco-friendly practices. BHills has entirely phased out plastic straws and actively promotes recycling. Guests are greeted with a "Loving Earth" Tent Card in their rooms, educating them about the resort's sustainable efforts and encouraging responsible behaviour during their stay.

Bamboo, chosen for its strength and aesthetic appeal, is prominent in BHills' landscaping. It is used creatively for fences and decorative elements at venues like the Japanese tea house. This versatile material aligns with BHills' sustainability ethos, being one of the planet's fastest-growing plants. Coconut husks enrich soil quality in flower beds and support plant health by providing consistent nutrients and moisture. BHills also employs clay soil to cultivate and revive flowering plants at its renowned Chateau and Colmar Nursery, ensuring long-term soil fertility. Strategically using pebble stones as mulch in gardens encourages beneficial bacteria growth while acting as a natural barrier against weeds and erosion. Organic waste from vegetables and chicken dung is composted and repurposed as fertiliser.

These initiatives represent BCorp's broader commitment to environmental stewardship in hospitality.

### ENERGY AND EMISSIONS MANAGEMENT

BCorp emphasises effective energy management as part of its commitment to sustainability. Optimising energy use across operations minimises environmental impact and enhances efficiency. Understanding the diverse nature of energy consumption is crucial for implementing targeted strategies that reduce reliance on conventional energy sources and promote renewable alternatives.

## SUSTAINABILITY STATEMENT

Most of BCorp's energy consumption is purchased electricity, which powers operations. Electricity is essential for lighting, heating, cooling and running critical equipment and machinery. Operations require petrol and diesel for backup generators, machinery and company-owned vehicles, ensuring operational continuity and flexibility. BCorp also consumes petrol for its vehicles and some natural gas and LPG for specific operational needs, contributing to its overall energy portfolio.

This section will highlight exemplary energy conservation initiatives implemented by the Hospitality and Retail segments.

BCorp's Hospitality Segment (Hotels & Resorts) has introduced proactive energy-saving measures to enhance sustainability and reduce costs. Initiatives include transitioning to LED lighting to lower energy consumption and implementing policies to power down lights and air conditioning in inactive areas such as ballrooms and back offices. Berjaya Langkawi Resort converted diesel-powered shuttles to electric and installed solar water heaters in guest rooms. BHills reduced energy consumption by implementing lighting timers and replacing yellow street lights with energy-efficient LEDs in designated areas. Recreation Clubs under the Group's Hospitality Segment have adopted similar measures, such as installing LED lighting, replacing large air conditioners with smaller units, and implementing controls for lighting and appliances. BCorp minimises energy waste through regulated lighting in sports facilities and solar spotlights outdoors.

BCorp's overseas hospitality operations manage energy use by turning off central boilers and hotel radiators during summer and experimenting with solar lighting installations. Several group entities, including Berjaya Tioman Resort, The Taaras Beach & Spa Resort, Berjaya Langkawi Resort and Staffield Country Resort, embrace solar energy for gardens, pole and perimeter lighting, and water heating systems. H.R. Owen's Hatfield site, part of the Group's Retail (Non-Food Segment), continues to generate 100,000 kWh annually from its photovoltaic system, approximately 7% of its electricity consumption. For the FY2024, the photovoltaic system at H.R. Owen contributed a total of 76,694 kWh of renewable electricity, further demonstrating the Group's commitment to sustainable energy practices and reducing its carbon footprint.

BCorp's Retail (Non-Food) segment favours energy-saving products when purchasing new electronics. Cosway's warehouse operations have transitioned all trucks from diesel to electric, replacing diesel forklifts with cleaner battery-operated alternatives. Engine shutdown policies for arriving lorry vehicles further contribute to energy efficiency. Periodic maintenance for office air conditioners and chill rooms saves energy.

### INNOVATIVE SOLUTIONS FOR POLLUTION CONTROL

As a general practice in addressing pollution and avoiding its impact, any development subject to EIA and EMP approvals must comply with DOE standards and guidelines to safeguard the environment. At BHills, comprehensive monitoring includes regular water quality assessments and Sewerage Treatment Plant Effluent analysis. An EIA consultant conducts routine water analyses and surveys at

Sungai Tanglir. Quarterly reports document the results and findings from these environmental monitoring activities.

BHills employs the Bio-Mate Composting System as an efficient on-site organic waste management technology. This system processes organic waste, including fish, meat, and vegetables, by mixing it in a compartment for continuous composting for several days. Initially, the waste is separated and rinsed to remove oils, then mixed with sawdust, water and enzymes. The system regularly rotates and mills the mixture; enzymes also accelerate composting. A blower introduces fresh air to aerate the compost and regulate heat. After completion, Organic Farm uses the compost as fertiliser. Daily collections eliminate food waste transportation to landfills, significantly reducing air pollution.

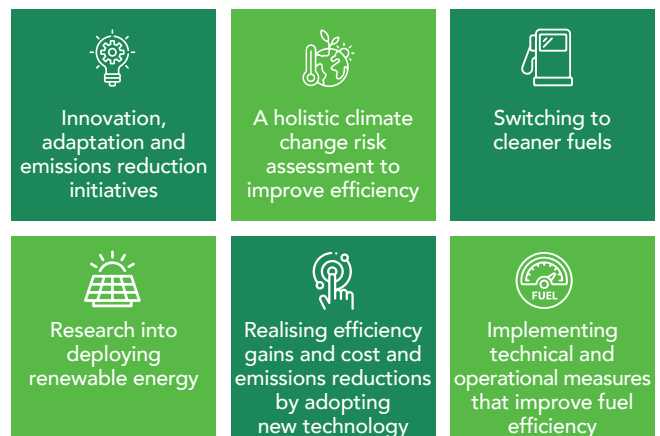
BHills mitigates air pollution by transitioning from smoking diesel engines to green engine technology. Diesel engines emit particulate matter (PM), nitrogen oxides (NOx) and hydrocarbons, which form smog and pose health risks. Green engine technology minimises these emissions, enhancing air quality in safari areas. This transition benefits wildlife and visitors by reducing environmental impact and improving regional air quality.

### BCORP'S CLIMATE COMMITMENT

BCorp recognises the growing international concern regarding the risks posed by climate change and the urgent need to reduce its impact. The Board oversees BCorp's steadfast commitment to combating climate change by improving efficiency. The Company continuously refines its climate change strategy to operate in a manner that safeguards people, the environment and local communities. Mitigating the risks associated with climate change is a significant aspect of this commitment.

BCorp acknowledges the devastating effects of climate change and the potential short and long-term business risks involved. Its robust strategy includes adaptation and enhancing operational efficiency to reduce the company's environmental impact. BCorp collaborates closely with employees and supply chain partners to implement energy-saving practices and adopt holistic climate risk management strategies.

### Combating Climate Change



## SUSTAINABILITY STATEMENT

BCorp has integrated climate-related risk management into its company-wide risk scorecard, a foundational component for shaping business strategy and guiding future research and development ("R&D") and technological investments. This comprehensive approach includes initiatives to mitigate greenhouse gas emissions, explore climate engineering solutions and increase understanding of climate systems.

Climate change significantly impacts businesses' financial landscape, affecting operating costs ("OPEX") and capital expenditures ("CAPEX"). For example, for Retail and Hospitality Segments, rising OPEX is driven by increased energy expenses for heating and cooling due to more extreme temperatures, alongside higher costs resulting from supply chain disruptions caused by severe weather events such as floods. Maintenance costs also escalate as climate-related damage requires more frequent repairs to infrastructure and

equipment. CAPEX increases with investments in resilient infrastructure such as flood-resistant facilities, storm-proofing measures, advanced technologies for enhanced supply chain management and compliance with evolving environmental regulations. These financial challenges underscore BCorp's need to implement proactive strategies and invest in climate resilience to mitigate risks, uphold operational efficiency and sustain growth amidst shifting environmental conditions.

BCorp is committed to addressing climate change through proactive adaptation measures by adopting new green technologies and initiatives to improve fuel efficiency across its operations. The Group has implemented a robust tracking system to monitor emissions, energy consumption, water usage and waste, reinforcing its efforts to enhance sustainability and resilience in the face of climate challenges.

### TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES ("TCFD")

BCorp is committed to supporting the TCFD and integrating its recommendations into the Group's reporting practices, ensuring transparency and accountability in its financial disclosures.

| Recommended Disclosure                                                                                         | BCorp's Approach                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <b>Governance</b>          | The Board of Directors and management, under the leadership of Ms Nerine Tan Sheik Ping, Chairman of Sustainability Committee and Joint CEO at BCorp, regularly identify and review critical ESG factors, including climate action and environmental management. These factors are closely monitored and managed, with the Board overseeing their integration into the Group's strategic direction and policies.                                                                                                                                                                                                                                                                                                                                                                                        |
|  <b>Strategy</b>            | The Group's strategy for managing climate-related risks and opportunities addresses short-term challenges and long-term impacts on operational resilience and financial performance. BCorp outlines specific actions and initiatives to mitigate climate risks, enhance sustainability efforts and create long-term value.                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|  <b>Risk Management</b>     | <p>The Group acknowledges climate change risks and opportunities as integral to its operations, encompassing physical and transitional risks arising from climate impacts and environmental management practices. These factors present significant risks and opportunities for BCorp.</p> <p>Aligned with the Group's Enterprise Risk Management ("ERM") Framework, a Sustainability Risk Framework helps identify, assess and manage sustainability-related risks and opportunities. Critical business units adhere to the ISO 14001 Environmental Management System, which provides guidelines for identifying, managing, monitoring and controlling environmental issues. This certification ensures that BCorp maintains robust processes for sustainability management across its operations.</p> |
|  <b>Metrics and Targets</b> | BCorp adheres to global standards such as the GHG Protocol Corporate Standard and Corporate Value Chain, comprehensively addressing its scopes 1, 2, and 3 emissions. The Group actively pursues targets to reduce its carbon emissions intensity and overall carbon footprint to support climate change mitigation efforts.                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

# SUSTAINABILITY STATEMENT

## CARBON FOOTPRINT DISCLOSURE

BCorp manages and measures its carbon emissions using the internationally recognised Greenhouse Gas ("GHG") Protocol established by the World Business Council for Sustainable Development ("WBCSD") and the World Resources Institute ("WRI"). The Group's emissions accounting follows the GHG Protocol classification of direct and indirect emissions.

The performance data table on pages 72 and 73 of this Annual Report details the Group's emissions performance. The methodologies used to calculate these figures are as follows:

### SCOPE 1

BCorp uses petrol, diesel, LPG and natural gas to power company-owned vehicles and machinery. Generators also require small amounts of diesel and aviation consumes jet kerosene. The Group derives the CO<sub>2</sub> emissions from fuel consumption from the emission factor published by the IPCC Guidelines for National Greenhouse Gas Inventories. BCorp used the UK Government GHG Conversion Factors for Company Reporting to calculate UK natural gas, refrigerants and other fugitive emissions.

### SCOPE 2

As a large consumer group, BCorp uses significant electricity throughout its operations.

#### CO<sub>2</sub> Emissions from Electricity Use

|                 |                                                                                                             |
|-----------------|-------------------------------------------------------------------------------------------------------------|
| Malaysia        | Emission factor published by the Energy Commission for the Peninsular Grid 2021                             |
| The Philippines | Combined margin emission factor published by the DOE for the Luzon-Visayas Grid 2015-2017                   |
| United Kingdom  | The UK Government GHG Conversion Factors for Company Reporting                                              |
| The Seychelles  | The International Financial Institutions Technical Working Group On Greenhouse Gas Accounting [IFI] in 2021 |
| Sri Lanka       | The Sustainable Energy Authority in Sri Lanka Energy Balance 2018                                           |
| Japan           | The Operating Margin Grid Emission Factor by JICA Climate-FIT Version                                       |
| Iceland         | The total CO <sub>2</sub> intensity/electricity produced and distributed by Reykjavik Energy                |
| China           | The emission factor for China by Enerdata, 2021                                                             |

## SCOPE 3: BUSINESS TRAVEL

BCorp used the transport vehicle distance and stationary combustion emission factors for cross-sector tools compiled for the WRI Greenhouse Gas Protocol to calculate the CO<sub>2</sub> emissions from business travel.

## SCOPE 3: EMPLOYEE COMMUTING

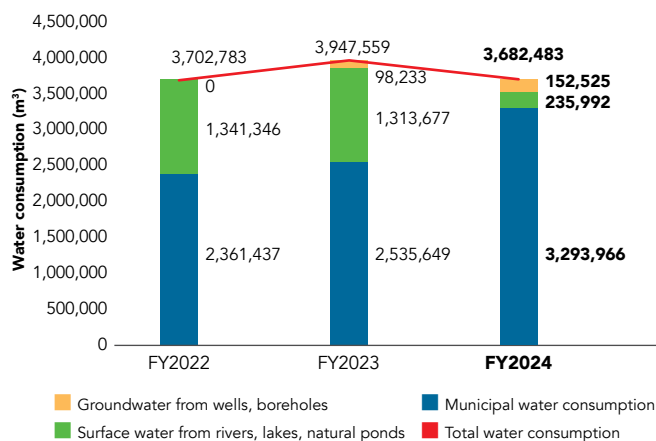
BCorp launched a survey during the last quarter of FY2024 to estimate the:

- Travel methods, such as bicycle, LRT and own vehicle
- Approximate total daily distance travelled each day to work and back
- The vehicle characteristics if employees used their vehicles

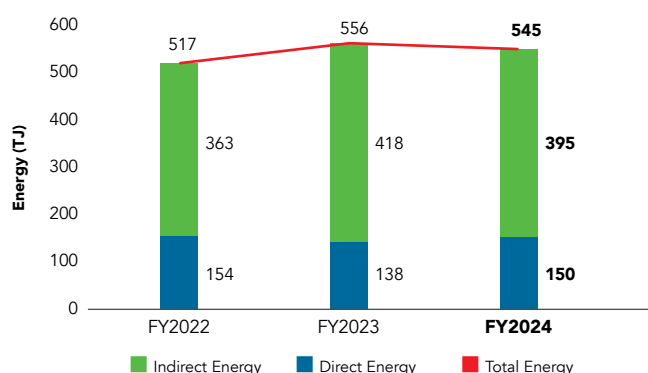
BCorp used the transport vehicle distance emission factors for cross-sector tools compiled for the WRI Greenhouse Gas Protocol to calculate the CO<sub>2</sub> emissions from employee commuting.

In FY2024, 4,225 employees responded to the survey, representing 37% of the total workforce.

#### Water Consumption (m<sup>3</sup>)



#### Energy Consumption (TJ)



# SUSTAINABILITY STATEMENT

## Distance and Emissions for Employee Commuting

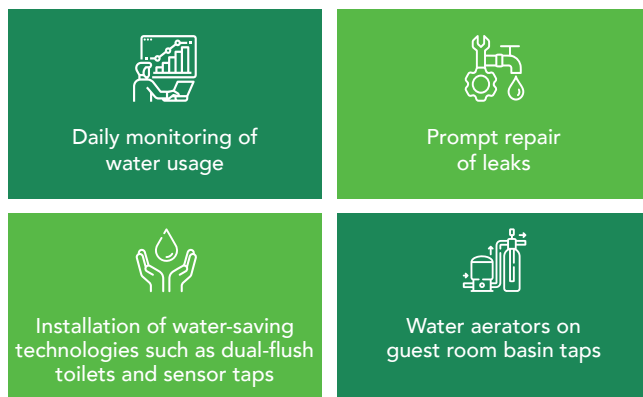
| Method of Transport                      | Number of Employees in Sample | Estimated Total Annual Distance Travelled by All Employees (km) | Estimated Total Yearly Emissions (tCO <sub>2</sub> e) of BCorp |
|------------------------------------------|-------------------------------|-----------------------------------------------------------------|----------------------------------------------------------------|
| Bicycle                                  | 34                            | 381,013                                                         | 0                                                              |
| Bus                                      | 136                           | 1,355,068                                                       | 90                                                             |
| Car pool                                 | 4                             | 66,956                                                          | 8                                                              |
| Company Vehicle                          | 302                           | 3,288,830                                                       | 0                                                              |
| e-bike/<br>e-scooter<br>(non-owned)      | 16                            | 216,014                                                         | 1                                                              |
| Overground Train                         | 31                            | 881,592                                                         | 101                                                            |
| Own Vehicle                              | 3,037                         | 48,379,920                                                      | 9,839                                                          |
| Taxi/E-hailing                           | 76                            | 558,766                                                         | 80                                                             |
| Train (LRT/KTM/<br>Monorail/MRT/<br>ERL) | 375                           | 7,183,456                                                       | 728                                                            |
| Walking                                  | 211                           | 451,158                                                         | 0                                                              |
| Work from home                           | 3                             | 2,391                                                           | 0                                                              |
| Total                                    | 4,225                         | 62,765,164                                                      | 10,847                                                         |

In FY2024, BCorp employees travelled an estimated 62,765,164 km to and from work. The total yearly CO<sub>2</sub> emissions for employees commuting in FY2024 was 10,847 tonnes.

\* Emissions from company vehicles are accounted for in Scope 1

## WATER MANAGEMENT

BCorp prioritises responsible water stewardship with comprehensive policies and initiatives to optimise resource use and improve water consumption efficiency. The Group has no operations in water-stressed or water-scarce regions. However, recognising its significant impact on natural water resources, BCorp introduced robust water conservation and reduction measures throughout the Group.



Visible signage promoting water conservation encourages responsible practices among employees, customers, guests and the public.

In the Hospitality Segment, The Taaras Beach & Spa Resort ("TTR") invested in sustainable water sources such as tube well drilling and drew surface water from hill waterfalls. The Resort is in the process of installing water meters at each borehole. The Resort completion, TTR will submit the water meter readings to the local authority, Jabatan Sumber Air Terengganu, regularly to ensure continuous license validity.

Berjaya Langkawi Resort demonstrates its commitment through innovative approaches, including using river water from mobile tanks for tree irrigation. Similarly, properties like Berjaya Tioman Resort and recreation clubs such as Bukit Kiara Resort Berhad collect rainwater in catchment ponds for golf course maintenance and other uses. Bukit Jalil Golf & Country Resort irrigates with river water. Staffield Country Resort and Bukit Banang Golf & Country Club employ rainwater reservoirs and ponds.

Overseas operations at Berjaya Praslin Resort and Berjaya Hotel Colombo also prioritise sustainable water practices by utilising well water. These initiatives underscore BCorp's dedication to responsible water management and environmental stewardship across its diverse portfolio.

BCorp's Services (Digital) Segment innovates smart IoT solutions for Malaysian farmers, optimising water and other resource use through integrated platforms. These solutions employ sensors, gateways, and monitoring systems to collect and analyse real-time farm data, automating irrigation and enhancing crop management for increased productivity and sustainability.

## WASTE MANAGEMENT

BCorp's robust waste management strategy reduces landfill waste and improves waste management efficiency throughout its operations. Proactive waste reduction, recycling and efficient disposal protocols minimise its environmental footprint. BCorp collaborates closely with waste management partners and local authorities to explore advanced technologies and practices.

# SUSTAINABILITY STATEMENT

BCorp has implemented diverse waste minimisation initiatives across its business segments:

|                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <b>Hospitality</b> | <ul style="list-style-type: none"> <li>• Paperless: check-in, dining menu, hotels and resorts information, feedback form</li> <li>• Repurposing old linen and towels as rags and floor mats</li> <li>• Banning single-use plastic straws</li> <li>• Placing recycle bins in common areas</li> <li>• Complementing water bottles in rooms with water dispensers</li> <li>• Using recycled paper wrapping for in-room amenities</li> <li>• Using glass bottles at cafes</li> <li>• Recycling stained linen and towels for cleaning work</li> <li>• Recycling old curtain fabric in guest rooms for staff quarters</li> <li>• Recycling recycled tires for growing plants</li> </ul> | <ul style="list-style-type: none"> <li>• Recycling spent lubricating oil and used cooking oil</li> <li>• Transitioning to biodegradable plastic</li> <li>• Using key tags in rooms</li> <li>• Directing food waste to a composting machine, processing it into fertiliser, or utilising it at an organic farm, otherwise sending it to a food waste collector as animal feed</li> <li>• Daily waste food collection by local animal farmers (Berjaya Praslin Resort)</li> <li>• Obtained a licence for disposing of laundry water to the main drainage system (Berjaya Hotel Colombo)</li> </ul> |
|  <b>Services</b>    | <ul style="list-style-type: none"> <li>• Theme-based recycling campaign among employees</li> <li>• Encouraging punters to purchase advance draws with the same numbers to minimise receipt printing</li> <li>• Hazardous waste such as paint, motor oil, batteries, polish, wax and contaminated rags are handled by an approved hazardous waste disposal company</li> </ul>                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>• Reducing ticket size</li> <li>• Migrating to cloud-based storage and electronic document management systems</li> <li>• Uses 30% recyclable materials for all bottles across Cosway's product range</li> </ul>                                                                                                                                                                                                                                                                                                                                           |
|  <b>Retail</b>    | <ul style="list-style-type: none"> <li>• Strict hazardous waste management such as paint waste, motor oil, batteries, polish, wax and contaminated rags</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>• Eliminated single-use plastic bags for its merchandise retail and replaced them with H.R.Owen branded paper bags, complying with the United Kingdom Government's waste disposal regulations</li> </ul>                                                                                                                                                                                                                                                                                                                                                  |
|  <b>Property</b>  | <ul style="list-style-type: none"> <li>• Landasan Lumayan Berjaya Sdn Bhd ("LLBSB") collects waste from the river using a log boom, which traps it and channels it into a chamber where an excavator collects it and sends it to a landfill. Another method involves using an interceptor, a mobile waste collector that moves around the river to gather waste, which is also sent to a landfill. The plan includes implementing waste sorting and segregation at Sg. Kandis</li> </ul>                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>• Most construction waste is non-hazardous and is disposed of according to proper waste management practices. This typically involves transporting the waste to designated landfills or recycling facilities to be sorted, processed, and reused or recycled</li> </ul>                                                                                                                                                                                                                                                                                   |

## JOM RECYCLE

BCorp fostered a recycling culture among its employees, customers, guests and the general public. BCorp Corporate Office organised ESG Month for all employees, featuring a variety of activities to promote environmental awareness and sustainable practices. Two workshops on waste management were conducted, along with sustainability quizzes focusing on the 3Rs (Reduce, Reuse, Recycle). BCorp held an exhibition for upcycled vendors and a recycling activity in collaboration with Thanam Industry. The Group also organised monthly E-waste and plastic waste collection initiatives for all employees.

The Taaras Beach & Spa Resort, a Hospitality (Hotels & Resorts) Segment company, protects the environment donating RM30,000 to Terengganu Turtle Conservation Fund. This initiative supports marine conservation, particularly protecting, preserving and rehabilitating turtle populations. Similarly, the Hospitality (Aviation) Segment promotes

internal recycling practices among its employees. Since 2022, one of the Group's recreational clubs has allocated space to the Tzu Chi Recycling Centre, actively supporting domestic waste recycling efforts within the surrounding township.

### SAY NO TO SINGLE-USE PLASTIC

- Eliminating the use of single-use plastic straws at all hotels and resorts
- Gifting jute and non-woven bags to customers to discourage single-plastic bag use
- Collaborating with the Association of Social Services and Community Development of Gombak Selangor (PSPK) to convert recycled plastic waste into flower pots, coasters and handphone stands

# SUSTAINABILITY STATEMENT

## EXAMPLES OF BCORP RANGE OF GREEN PRODUCTS

|                                                                                                              |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------------------------------------------------------------------------------|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <b>Retail (Food)</b>       | Berjaya Food Berhad ("BFood") | <p>As part of the Group's efforts to improve access to better nutrition, BCorp's Retail (Food) Segment continues to expand its menu with environmentally and socially friendly food and beverage choices at attractive prices. Today, all stores offer plant-based food and beverage menu items:</p> <ul style="list-style-type: none"> <li>• Berjaya Starbucks Coffee Company Sdn Bhd ("BStarbucks") offers plant-based milk options such as almond, soy, oat and macadamia.</li> <li>• Berjaya Roasters (M) Sdn Bhd ("BRoasters") plant-based menu offers classic dishes with a twist: traditional meat ingredients are replaced with OmniMeat, plant-based meatless cutlets.</li> <li>• Joybean's fresh daily-made soymilk and pudding are 100% plant-based menu. The ingredients uses Grade A, non-GMO, identity-preserved Canadian soy beans to ensure the highest quality of its products each time.</li> <li>• Berjaya Paris Baguette ("BPB") offers plant-based milk such as soy and almond milk as alternative for their beverages.</li> <li>• SALA dishes are 100% plant-based, which are lower in calories and cholesterol while being higher in clean protein.</li> <li>• Kelava produces and distributes premium handcrafted micro-batch ice creams, which are rich, creamy and entirely plant-based.</li> </ul> |
|  <b>Retail (Non-Food)</b>  | Cosway                        | <ul style="list-style-type: none"> <li>• Biodegradable, environmentally-friendly beauty face towels made from plant-based Eucalyptus fibres.</li> <li>• Xylin eco-green toothbrush, which uses 100% compostable materials for its handle.</li> <li>• Rolled out PETG labels, which are 100% recyclable, on its liquid detergents on its Ecomax product lines.</li> <li>• Launched Nn Hibernite health beverage, which uses recycled packaging materials.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|  <b>Services (Gaming)</b> | STM Lottery Sdn Bhd           | <p>STM Lottery Sdn Bhd sources the highest quality and most sustainable thermal ticket rolls. The company emphasises efficient, heat-sensitive printing alongside eco-friendly practices. Transitioning to wood-free materials, STM Lottery Sdn Bhd now uses a premium grade of wholly recycled materials from renewable fibres by International Paper Mills. STM Lottery Sdn Bhd extends its eco-friendly practices to include using recycled paper for bet slips at sales outlets.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |



Cosway launched Ecomax products such as bathroom cleaner, dishwash and fabric wash with PETG labels



Ms Vivienne Cheng with representatives from all exhibitors for the Berjaya ESG Month Exhibition July 2023

# SUSTAINABILITY STATEMENT

## BIODIVERSITY CONSERVATION AND HABITAT PRESERVATION AT HOTELS, RESORTS AND RECREATION CLUBS

BCorp's Hospitality Segment is renowned for its luxurious resorts, hotels, and recreation clubs in some of the most breathtaking worldwide locations. From pristine islands and stunning coastlines to lush green golf courses, BCorp provides unparalleled experiences and demonstrates a deep commitment to environmental conservation and biodiversity.



### BCorp Hospitality (Hotels and Resorts)

**Nature Walk Programme:** Berjaya Langkawi Resort hired a naturalist to lead the Nature Walk programme, providing guests with opportunities to explore and appreciate local flora and fauna.

**Educational Experiences:** Guests at Berjaya Langkawi Resort craft organic products from natural ingredients, fostering a deeper understanding and appreciation of the environment.

**Beach Cleaning Activities:** Berjaya Praslin Resort organises beach clean-ups with tenants and guests, helping maintain the shoreline's pristine beauty and protect marine ecosystems. Similarly, The Taaras Beach & Spa Resort conducts beach clean-ups, collecting approximately 200 bags of marine debris, including plastic bottles, glass bottles, and polystyrene.

**Marine Park Conservation:** The Taaras Beach & Spa Resort preserves marine ecosystems in a Gazetted Marine Park regulated by the Fishery Act 1985. The resort promotes marine conservation on Redang Island through its Artificial Coral Reef Project.

**Underwater Clean-Up Mission:** On 28 September 2023, The Taaras Beach & Spa Resort team removed 35 kg of ghost nets, 25 kg of plastic bottles and other debris from the Bahagia shipwreck, Teluk Dalam and Teluk Kerma.

**Artificial Reef Restoration:** Cleaning and repairing reef structures and planting coral contribute to marine biodiversity restoration.

**Support for Terengganu Turtle Conservation Fund:** The Taaras Beach & Spa Resort donated RM30,000 to the Terengganu Turtle Conservation Fund, supporting ecotourism, environmental resource protection, biodiversity preservation and local community livelihoods.



### BCorp Hospitality (Recreation Clubs)

**Eco-friendly Fertilisation:** The Bukit Banang Golf & Country Club uses decomposed plant material from tree trimming as fertiliser. This practice reduces waste and enriches the soil, fostering healthier ecosystems.

**Tree Planting Activities:** In 2022 and 2023, Bukit Jalil Golf & Country Club planted 225 paulownia seedlings to increase habitat value and promote biodiversity within the club.

## TRANSFORMING THE KLANG RIVER: THE SELANGOR MARITIME GATEWAY PROJECT

Landasan Lumayan Berjaya Sdn Bhd ("LLBSB"), an essential entity under the BCorp Property Development Segment, spearheaded the Selangor Maritime Gateway ("SMG") project.

### River Monitoring and Data Collection

- ▶ LLBSB has implemented advanced sensors along the Klang River to gather critical water level and quality data. This technology-driven approach aids in:
  - Real-time Monitoring: Continuous data collection on water levels prevents flooding and manages water resources effectively
  - Water Quality Assessment: Regularly monitoring water quality ensures it meets environmental standards

### Water Quality Improvement

- ▶ Efforts to clean and rehabilitate the Klang River have yielded significant results.
  - Water Quality Index ("WQI"): Improving from Class V (contaminated and dangerous) to Class III (moderately good) reflects the positive impact of ongoing cleanup efforts



The Taaras Beach Spa and Resort conducted beach clean up initiatives

### FACTS

- The total amount of rubbish removed from the river is decreasing each year, reflecting the reduction in the amount of rubbish present in the river (16,407 tonnes in 2016 vs 5,389 tonnes in 2023)
- The WQI has seen significant improvement, rising from Class V in 2016 to Class III or better by 2023 (55% of the total days in 2023, the river quality is at Class III or above)
- A total of 1,050 passengers in the River Educational Trip and 25 collaborations with various organisations

# SUSTAINABILITY STATEMENT



## SOCIAL

### DRIVING POSITIVE CHANGE IN COMMUNITIES

As a diverse conglomerate operating across multiple segments, BCorp leverages its varied resources and expertise to make a meaningful impact on communities in unique ways relevant to each business area. Each BCorp segment focuses on specific community stakeholders, effectively using its resources to address their needs. BCorp invests in worthy causes that align with the Group’s values and business strategy.

#### Primary Focus Areas of Community Investments

##### Caring for the Underprivileged

Providing support and resources to improve the lives of those in need

##### Environmental Protection

Committing to sustainable practices and initiatives that protect and preserve the environment

##### Cultivating Potential through Education and Talent Development

Enhancing educational opportunities and nurturing skills and talents within communities

##### Partnering for Impact with Society

Engaging in activities that contribute to society’s overall development and well-being

In FY2024, BCorp contributed RM47,194,725 million to non-profit organisations to support various worthy causes. These contributions reflect BCorp’s ongoing commitment to making a positive difference and growing alongside the communities it serves.

#### Caring for the Underprivileged

Various Group entities supported the underprivileged through community engagement and Corporate Social Responsibility (“CSR”) initiatives. These efforts benefitted old folks’ homes, welfare homes, the elderly and sick, and people with disabilities. The following paragraphs examine contributions from different entities under BCorp:

##### Berjaya Langkawi Resort (“BLR”)

During Ramadhan, BLR exemplified community spirit by preparing and distributing 500 containers of Bubur Lambuk to passers-by and the local community at Felcra Kampung Kok, Jalan Ewa, Langkawi. The resort also hosted a special *iftar* for 157 special needs students and orphans, ensuring they enjoyed a memorable meal during the holy month.

##### Berjaya Times Square Hotel, Kuala Lumpur

The Berjaya Times Square Hotel engaged in CSR activities in partnership with Rumah Kita, an NGO that supports women who are pregnant with illegitimate children or victims of sexual assault. These initiatives provide shelter, support and hope to these women, reaffirming the hotel’s dedication to social causes.

##### Berjaya Penang Hotel

BCorp upholds children’s rights, especially their rights to happiness and safety, following the Children’s Rights and Business Principles. On 12 December 12, Berjaya Penang Hotel organised a Christmas Wishing Tree event for 25 children from the Children Protection Society. The event featured a buffet dinner and distributed gifts, bringing joy and festive cheer to the children. Continuing their community care efforts on 26 February 2024, the hotel distributed 100 packed meals to the homeless at Pusat Transit Gelandangan. During Ramadhan, the hotel hosted a Malam Amal Mesra for Pertubuhan Anak Kesayangan and Persatuan Anak Yatim Balik Pulau, where children received *duit raya* and goodie bags, along with a cash donation of RM500 to each home.

##### Kelab Darul Ehsan Golf & Recreation (“KDE”)

KDE upheld its annual tradition by hosting a Buka Puasa event with orphans during Ramadhan in collaboration STM Lottery Sdn Bhd. This event contributed to the orphans and raised public awareness about the importance of spreading love and support to the less fortunate community.

# SUSTAINABILITY STATEMENT

## Cosway

Cosway actively spreads joy and support during the festive seasons:

- **Christmas CSR at Yayasan Sunbeams Home:** Children and teachers from Yayasan Sunbeams Home were treated to a fun day at Berjaya Times Square Theme Park on 6 December 2023, followed by lunch at the Cosway Experience Centre. The event included cake decorating, singing and dancing. Santa distributed Christmas goodie bags, leaving the children with happy memories.
- **CSR activities at Joy Garden Old Folks Home, Semenyih:** Volunteers from Cosway cleaned and decorated the homes for Chinese New Year. The company provided lunch and arranged free Adcas health check-ups for all residents.

## STM Lottery Sdn Bhd

STM Lottery Sdn Bhd collaborated with Strategic Methods and Ongoing Achievements Bhd ("SEMOA") to organise a special Christmas event with Christian Orang Asli communities in Selangor and Pahang. Ten employees volunteered as part of the Helping Hands team. The Company contributed RM35,000 to this event.

The Company also made several charitable donations, including a Ramadan contribution during a breaking fast event with 50 children from Nur Hati Home.

### Cultivating Potential through Education and Talent Development

#### Bukit Kiara Riding ("BKR")

The BKR for Disabled Programme offers special needs children opportunities for horse-riding and related activities. As a partner of the Riding for the Disabled Association ("RDA") Malaysia, BKR aligns with RDA's mission to provide stimulating, healthy and therapeutic experiences through horse riding. Held every Tuesday and Thursday, these sessions offer horse riding to disabled individuals in Kuala Lumpur, Petaling Jaya and Damansara.

The club continues to support the Malaysian Association of Golf and Recreational Club Owners Bhd. by contributing RM1,000 annually.

#### Technical and Vocational Education and Training ("TVET")

TVET sponsored the Language Confidence Workshop, organised by BERJAYA Toastmasters Club for teenage students.

## Berjaya University College ("BUC")

BUC hosted the High Five Fiesta 2023 on 10 July 2023 to raise funds and collect books for Yayasan Chow Kit.

On 20 October 2023, college students organised a special baking workshop for refugee students from The Peace Education Centre ("T-PEC") as part of their social responsibility project. BUC donated the proceeds to T-PEC.

## Berjaya Hills ("BHills")

BHills supports the unemployed and underprivileged groups, including those from deprived backgrounds and with no formal qualifications. The Company provides employment opportunities to visually impaired individuals and the local *Orang Asli* community. The resort hosts an in-house massage centre where two masseurs offer services to guests and the public. BHills also provides accommodation and meals to these employees without rental or facility charges to improve their livelihoods and promote inclusivity.

## REDtone Digital Berhad ("REDtone")

REDtone has proudly served as the title sponsor of the REDtone Kuala Lumpur International Junior Championships, Asia's largest junior squash event and the second-largest globally, for ten consecutive years. This platform underscores its commitment to supporting and nurturing aspiring athletes representing Malaysia's sport's future.

### Environmental Protection

The Taaras Beach & Spa Resort ("TTR") protects the environment by donating RM30,000 to Terengganu Turtle Conservation Fund. This initiative supports marine conservation, particularly protecting, preserving and rehabilitating biodiverse habitat turtle populations. TTR engages in sea turtle conservation efforts with SEATRU at Universiti Malaysia Terengganu ("UMT") to reduce biodiversity loss.

### Partnering for Impact with Society

BCorp and its various entities have demonstrated a solid commitment to societal impact through the following monetary and non-monetary support.

This year, the Group supported The Lost Food Project ("TLFP") by participating in the sorting, cleaning, and distribution of fresh vegetables and Fast-Moving Consumer Goods ("FMCGs") on 6 June 2024. TLFP is a leading sustainability-focused food bank in Malaysia, dedicated to rescuing quality, nutritious surplus food that would otherwise end up in landfills and distributing it to those in need. The project successfully rescued 4,652 kg of food, equivalent to 13,291 meals, and supported 18 charities. This initiative also prevented 11,630 kg of gases from being released.

# SUSTAINABILITY STATEMENT

## The Taaras Beach & Spa Resort ("TTR")

TTR extended its support in multiple ways:

- Culinary Team Sponsorship: TTR sponsored preparing meals for school field trips, camping trips, Pre School Graduation Day .
- Bring Our Turtles Back Programme: TTR donated RM30,000 to Terengganu Turtle Conservation Fund.

## Berjaya Praslin Hotel

- Annual Culinary and Art Festival: This event promotes culinary delights, artistic expression and local culture, featuring food and beverage competitions to showcase community talent.

## Berjaya Colombo Hotel

- Berjaya Colombo Hotel Community Care: Provided lunch and essential medical items to the Mith Sevana state home for children with special needs. The hotel's engineering team repaired broken electrical items at the home.

## Bukit Jalil Golf & Country Resort

- Café Initiative: This initiative houses a café run by the deaf, with rental rates below market level, empowering the deaf community and providing a platform to develop skills in coffee brewing and work towards self-sustainability.

## Cosway

Cosway organised a Blood Donation Campaign on 18 December 2023. Seventy-eight donors gave blood that could each save three lives. On 27 January 2024, Cosway participated in Chinese New Year community service activities as part of its ongoing commitment to community welfare.

## Country Farms

Country Farms donated nearly-expiry food to the NGOs such as Kechara Soup Kitchen and Fungates Superflow Foundation to reduce food waste and support needy individuals.

## BERJAYA University College ("BUC")

Various faculties in BUC actively engaged in the following community CSR initiatives:

- Cook with Pride - Christmas Edition on 15 December 2023: The Faculty of Culinary Arts supported the Breast Cancer Foundation through this initiative, demonstrating their commitment to community welfare.
- ERASMUS+ Exchange: Five students from the Faculty of Hospitality and Tourism participated in an exchange programme as part of the Bulgaria Programme from January to April 2024 to enrich their academic and cultural experiences.
- Youth Empowerment Fair: On 3 and 4 February 2024, BUC played a significant role in this fair by engaging and empowering youth and promoting personal growth and leadership skills.

- Unity Parade on 24 February 2024: The BUC Student Council, faculty staff and students actively participated in this event organised by an NGO, promoting unity and community cohesion.

## STM Lottery Sdn Bhd

Since July 2021, STM Lottery Sdn Bhd has collaborated closely with Kechara Soup Kitchen ("KSK") to support its food bank project. This year, the Company began sponsoring shops to store bulk items. Given the substantial amount of food stored and the rapid turnover, this initiative will benefit approximately 180,000 people.

The Company also sponsored storybooks for 20 small Chinese primary schools in rural areas as part of the STM Lottery Sdn Bhd "Reading My Companion" programme, benefitting 2,515 students.

## BStarbucks

Every April, Starbucks partners (employees) from around the world unite to advance the company's mission and promises by positively impacting the planet and their communities during Global Month of Good. In 2024, marking the 14<sup>th</sup> Global Month of Good ("GMOG"), the celebration involved collaborating with local community organisations to leverage the company's scale for positive change.

### 14TH GMOG HIGHLIGHTS

- With WaW, 68 partners volunteered and contributed 544 community service hours to prepare 1,420 packs of *bubur lambuk* made with rescued ingredients for distribution to B40 communities in Puchong, Selangor.
- BStarbucks collaborated with Soroptimist International Region of Malaysia ("SIROM") to establish an organic farm in Kampung Tegudon, Kota Belud, Sabah, funded by The Starbucks Foundation. BStarbucks partners worked with local villagers to assist farmers with essential tasks. Additionally, BStarbucks donated 250 kg of used coffee grounds collected from its stores to support all 25 farmers involved.
- Since 2016, Starbucks Malaysia has partnered with The Society of Interpreters for the Deaf ("S.I.D") to support their Community Service Center for the Deaf ("CSCD"). Founded in 1995, CSCD focuses on education and skills training for Deaf and Hard of Hearing children and youths. S.I.D. has restored the centre with private and corporate donations, including proceeds from Starbucks' Jumbo Chocolate Chip Cookie sales since 2018. The new CSCD building will include a café operated by Deaf individuals and continued educational programmes. Starbucks Malaysia donated unused furniture for the café and classrooms. Twenty-eight employees volunteered 84 hours for clean-up and furniture donation.

# SUSTAINABILITY STATEMENT



## TOGETHER, WE CAN BERJAYA

BCorp prioritises people management by fostering a safe, inclusive, and equitable workplace where employees thrive. Our Diversity, Equity and Inclusion ("DEI") Policy implemented across all entities ensures a professional environment based on mutual respect, trust, openness, inclusivity and safety.

Globally, BCorp adheres to comprehensive policies on diversity, inclusion, health, safety, and human rights, following local laws and effectively communicating its position to all employees. BCorp launched its Human Rights and Labour Standards Policy in June 2024 as part of its commitment to ensure that Human Rights are respected and recognised at the workplace. All business partners and suppliers must also adhere to the terms of the Group's Code of Conduct. BCorp conducts risk assessments regarding labour issues for existing and potential operations.

The Group's recruitment strategy prioritises hiring locals whenever possible, emphasising equal opportunities and non-discrimination by actively seeking talent from

underrepresented and disadvantaged groups, including individuals with disabilities. BCorp's people strategy includes robust policies on compensation, benefits, staggered working hours arrangement, continuous learning and development, and initiatives to promote diversity and inclusion.

BCorp is committed to maintaining high labour standards and regularly participates in workshops and conference to keep abreast with latest industry updates and best practices. Throughout the reporting period, BCorp complied with labour standards across its operations without any non-compliance.

### COMPETITIVE REMUNERATION

BCorp prioritises fair compensation and benefits as they enhance employee satisfaction and retention. It adheres to the principle of equal pay for equal work and has formalised its code of practice.

### Comprehensive Package Tailored to Meet Employees' Needs

|                                                                                                           |                                                                                                               |                                                                                                                                        |                                                                                                                      |                                                                                                                                  |
|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| B-Infinite Card        | Berjaya Hotels Discounts   | Group Hospitalisation & Surgical Insurance ("GHS")  | Group Term Life ("GTL")         | Group Personal Accident Insurance ("GPA")   |
| Flexi Benefits Scheme  | Staff Purchase Privileges  | Sick Leave Without Medical Certificate              | Ongoing Training Opportunities  | Car or Car Allowance for Senior Management  |
| Dental Claims          | Increments                 | Yearly Bonuses                                    |                                                                                                                      |                                                                                                                                  |

BCorp also provides hostel accommodation, transportation for foreign workers, festive gifts, birthday vouchers and exclusive staff rates at Berjaya Hospitality Group globally.

In BCorp's Hospitality Segment, employees enjoy perks like staff duty meals and shuttle transfers. Additional amenities such as laundry services, festival cash advances and recognition programmes such as Employee of the Month contribute to a supportive work environment.

In BCorp's Retail (Non-Food) segment, all employees, including new hires, benefit from annual medical examinations. Cosway implements a distinctive Paywatch remuneration management system. Employees can access earned wages and withdraw advance salaries for financial emergencies or festive expenses. The company also launched a programme to help employees earn supplementary income. The Sustainability Café at Wisma Kak warehouse offers subsidised meals to employees and is a safe venue for those generating extra income through food sales.

# SUSTAINABILITY STATEMENT

## A PROMISE TO CAREER GROWTH

Investing in employees' development helps employees achieve meaningful careers. Prioritising lifelong learning, including personal growth, the conglomerate allocates resources to bridge skill gaps through in-house learning and personalised development programmes. With diverse businesses under its umbrella, BCorp offers employees opportunities to gain cross-functional expertise and broaden their professional horizons.

BCorp also champions graduate placement and internship initiatives to cultivate future leaders and address youth unemployment. These candidates across various entities to gain functional expertise and expand their professional horizons.

### Examples of Training Programmes in FY2024

#### Technical Training

- ERT and Safety Training
- Bar Skill Training
- Food Handler Training
- Food Product Labelling
- Halal Competency Training
- Certified Hospitality Manager
- HACCP
- Chemical Knowledge – Chempro Technology
- Chemical Usage – Hazards and Precautions
- Controlling Traffic Crowd
- Patrolling During Night Time
- ATR Pilot Recurrent

- Aviation Security Awareness/Recurrent Training
- Human Factors Training for Engineering and Ground Personnel
- Forklift training
- GMP Training
- ISO Awareness
- ISO Internal Audit
- OSHA Training
- Organic Certification Training
- Allergen Awareness Training
- Jellyfish Removal

#### Soft Skills and Personal Development Training

- Maximising Efficiency with Artificial Intelligence
- Sales Techniques & Strategies
- Coaching Skills for High Performance
- Effective Safety
- Vision Solution
- EQ Management for Successful Leadership
- Critical, Analytical, Thinking and Problem-solving
- Nature Awareness
- Guest Greeting Standard
- My Service My Pride
- Mandarin and English Languages
- Global Diseases such as TB and HIV/AIDS
- Berjaya Wellbeing Training
- Effective Communication
- Speak & Write Confidently With Better English
- Business Writing Skills



Berjaya Group Human Resources launched Berjaya Wellbeing Training for employees

# SUSTAINABILITY STATEMENT

## PROVIDING OPPORTUNITIES FROM WITHIN

### COSWAY EMPOWERS INDIVIDUALS TO LAUNCH AND GROW THEIR CAREERS

Cosway's Leader Centre initiative helps individuals start businesses and advance their careers. Instead of requiring a brand-new store investment, the programme expanded to allow new Business Owners to start their venture from home or through the store-in-store/kiosk ("SIS") concept. Participants receive an 18-month sales target guideline, with additional incentives awarded to subsidise respective overhead costs upon achieving the target.

### COSWAY MOBILE2U

Cosway's Mobile2U Centre introduces mobile leader centres for a convenient, engaging and hassle-free shopping experience. Strategically stationed where consumers frequent, Cosway's mobile trucks offer a range of bestsellers across various product categories for easy selection, payment and immediate purchase. This initiative serves existing members while attracting new customers. Cosway collaborates with MARA to support Bumiputera entrepreneurs in launching their first truck/store-on-wheels business. The Company is pitching to the education and government sectors to expand our outreach to young adults.

This business model offers the opportunity to be an entrepreneur with minimal start-up costs. It helps expand the business to untapped markets such as rural areas, estates and plantations, with lower investment costs than a physical store.

## DIVERSITY MAKES US STRONGER

BCorp embraces diversity as a cornerstone of its workforce strategy. Its diverse array of businesses and stakeholders requires various perspectives and talents. Upholding the Berjaya Code of Conduct, the company ensures fair and respectful treatment for all employees, valuing each individual's unique contributions. BCorp maintains a strict policy against all bullying, intimidation, discrimination or harassment. As an equal opportunity employer, BCorp values and respects employees irrespective of age, ethnicity, gender, race, religion, beliefs, nationality, sexual orientation, family status, or physical disability, cultivating an inclusive and supportive workplace environment.

The performance data table on pages 73 to 75 provides detailed data on BCorp's diverse team composition.

## EMPOWERMENT AND ENGAGEMENT

Each Group entity has a mechanism for employee engagement and communication with management. BCorp celebrates achievements and fosters unity through birthday celebrations, town hall meetings, festive gatherings, sports tournaments, communal meals and religious observances like Majlis Bacaan Yasin & Doa Selamat and Ramadhan Iftar. Other events include friendly matches, Staff Appreciation Nights and community clean-up events (*gotong-royong*) that promote togetherness. BCorp encourages employees to participate and recognises volunteerism.

BCorp collaborates internally and with relevant parties to employees' welfare and interests. In the Hospitality Segment (Hotels & Resorts), BCorp works closely with the National Union of Hotel, Bar & Restaurant Workers, providing nearly 169 employees with a collective platform to negotiate and advocate effectively for their rights and interests.

Similarly, collective bargaining and employee involvement in BCorp's Hospitality Segment (Recreation Clubs) is through Kesatuan Pekerja Pekerja Kelab Semanjung Malaysia (Club Employee Union Peninsular Malaysia) membership. This membership fosters positive labour-management relations and ensures employees' welfare within the Recreation Clubs division, empowering them to address workplace concerns collectively.

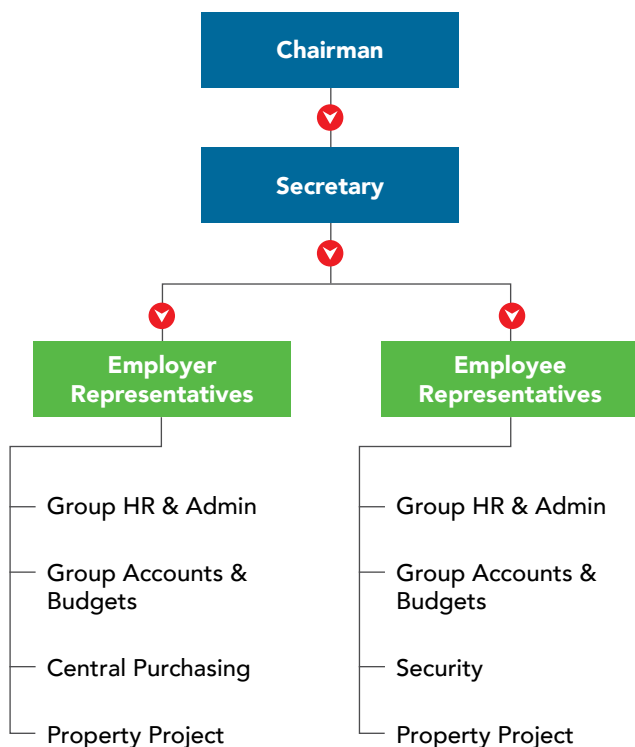
## PRIORITISING WELLNESS, HEALTH AND SAFETY

The Group's health and safety policy applies to contractors and stakeholders, strictly complying with the Occupational Safety and Health Act ("OSHA") 1994, FMA 1967, EQA 1974, and other relevant regulations mandated by DOSH. The Occupational Health, Safety, and Environmental ("OHSE") Committee, chaired by Ms Yong Chai Ming, General Manager of Human Resource and Administration, oversees these issues. The committee includes equal representation from employers and employees, reflecting BCorp's commitment to collaborative decision-making and safety management.

The Committee convenes four times a year to review safety performance and develop strategies to prevent incidents from recurring.

# SUSTAINABILITY STATEMENT

## Occupational Health, Safety and Environmental ("OHSE") Committee



Health and safety discussions are integral in highlighting BCorp's dedication to ensuring a safe and secure workplace environment.

The Group conducts health and safety risk assessments for existing operations and potential new projects as part of its due diligence process. Hazard identification, risk assessment and control are fundamental safety measures for all business segments. Each business line adheres to national safety regulations and aligns its operational processes with industry standards to ensure safe practices.

BCorp rigorously manages the impact of global health issues, such as dengue and malaria. Regular fogging around its construction sites, property perimeters and staff quarters protects employees and communities. Enforcing rigorous standards in every segment continuously improves safety and health across all operations.

## WELLBEING AND HEALTHY MINDS

BCorp fosters mental well-being among its employees, recognising that a healthy mind contributes to overall wellness. The company supports this through initiatives such as subsidised gym memberships, which encourage physical activity known to benefit mental health.

BCorp organises health screening days to promote preventive care and early detection. Hosting regular blood donation drives benefits the community and fosters a sense of purpose among employees.

Cosway, part of the Group's Retail (Non-Food) Segment, launched the 1hour2wellness lunchtime health talk initiative towards the end of FY2023. This programme improves employees' understanding of overall well-being and raises awareness of health maintenance practices. Due to their positive reception and growing popularity, Cosway now conducts these health talks twice a month. Each session focuses on specific health topics. Nutritionists lead these sessions, offering expert guidance and insights to assist employees in achieving better health and well-being.

These efforts underscore BCorp's commitment to supporting its workforce's holistic health and well-being.

Customised safety training addresses specific risks and hazards related to each business segment. However, mandatory training in essential safety protocols is standardised across all segments, encompassing common office hazard, fire safety, fire prevention, first aid, emergency response plans, evacuation drills, chemical spillage control and toolbox meetings. The Group occasionally engages external parties, including experts and regulators, to conduct specialised safety training sessions.

Examples of safety collaborations involving BCorp's Hospitality Segment (Hotels & Resorts) with various expert parties include partnering with:

- The National Institute of Occupational Safety & Health ("NIOSH") on basic scaffolding, Authorised Gas Tester & Entry Supervisor for Confined Space Courses ("AGTES") and working safely at height courses
- The Malaysian Institute of Road Safety Research ("MIROS") on Work-related Road Safety Occupational Safety & Health
- YN Safety & Health Consultancy on a chemical handling management course
- MIROS on Work Related Road Safety Occupational Safety & Health ("WRRS OSH-C")

# SUSTAINABILITY STATEMENT



## BCORP'S COMMITMENT TO HUMAN RIGHTS

BCorp is committed to upholding human rights across all operations. Specific policies and principles address these issues in line with local laws. BCorp's Code of Conduct and Principles on Labour Practices and Human Rights encapsulates its dedication to human rights, which it communicates to all business suppliers and suppliers.

The Group's social charter articulates its commitment to safeguarding the dignity and self-respect of every individual, encompassing human rights, ethical conduct, diversity and inclusion and fostering a healthy work-life balance. BCorp briefs all new staff on relevant policies and codes to ensure their understanding of their rights and upholding human rights.

Respecting internationally recognised human rights principles, BCorp derives its policies from principles such as those defined in the following:

- United Nations' Universal Declaration of Human Rights
- International Labor Organisation's ("ILO") Declaration on Fundamental Principles and Rights at Work

BCorp continuously assesses its human rights impacts as part of its core business processes. Rigorous screening, comprehensive training, consistent internal operations and supply chain partner monitoring, and formal mechanisms for reporting violations help address and mitigate human rights issues. The Group has remedial action in place in the event of any breaches remedies affected parties when it has caused or contributed to that may have human rights impacts.

The Board of Directors, supported by the Group Internal Audit Team and Human Resources in their day-to-day responsibilities, ensures strict compliance with the Human Rights Policy. This collaborative effort underscores BCorp's steadfast commitment to upholding and promoting human rights.

### BCorp's Principles and Codes Concerning its Commitment to Human Rights

#### Prevention of Child Labour

Complies with local labour laws and zero tolerance for child labour.

**Action taken:** The company thoroughly scrutinises all legal paperwork during recruitment to ensure individuals are not underage and meet the minimum age requirements for employment.

#### Working Hours

Complies with local working hours and overtime laws and reduce excessive overtime.

**Action taken:** The division head approves requests for overtime. BCorp allows the amount of overtime workers can perform in accordance to the labour law.

#### Wages and Benefits

Worker compensation complies with all applicable wage laws and the legally mandated minimum living wages, benefits and overtime pay.

**Action taken:** The company regularly reviews its pay and benefits with industry standards to ensure that it offers competitive wages and attractive benefits.

#### Humane Treatment

Treat workers humanely and protect them from actual or threatened sexual harassment, corporal punishment, mental or physical coercion or verbal abuse.

#### Equality and Non-discrimination

Recruitment and employment practices safeguard against discrimination based on race, colour, religion, age, gender, sexual orientation, ethnicity or nationality, disability, pregnancy, religion, political affiliation, union membership, covered veteran status, protected genetic information or marital status.

**Action taken:** The Group has improved workforce diversity and equal opportunities and reduced discrimination, including those based on the following:

**Race, Traits and Nationality:** BCorp does not base recruitment, promotion, and recognition on race, traits, sexual orientation and nationality.

**Religion:** Designated prayer rooms at the workplace accommodate various religious practices. Vegan menus are available for employees at some establishments of the Group's Hospitality Segment (Hotels & Resorts).

**Gender:** A breastfeeding room in the workplace supports nursing mothers.

**Age:** Equal training, promotion and appraisal opportunities for employees regardless of age.

**Disabilities:** BCorp eliminates discrimination in disability hiring, providing feasible assistance and an inclusive work environment.

# SUSTAINABILITY STATEMENT

## Freedom of Association and Collective Bargaining

BCorp complies with local laws on freedom of association and collective bargaining, maintains an open-door policy and allows workers to openly communicate their ideas and concerns with management regarding working conditions and management practices without fear of intimidation or reprisal. BCorp also respects the right of all workers to collective bargaining, including forming and joining trade unions of their choice and bargaining collectively.

### SALIENT HUMAN RIGHTS ISSUES

BCorp is committed to addressing key human rights issues across its operations. This commitment includes engaging with stakeholders to identify these issues and ensuring that fundamental rights are respected and upheld. The Group focuses on several key areas to safeguard the well-being and dignity of all individuals associated with its business.

- **Right to Life:** BCorp prioritises the safety and health of its employees, implementing robust safety protocols and health measures to protect lives.
- **Right to Freedom of Movement:** The Group respects the freedom of movement, ensuring that employees can travel and relocate without undue restriction, in alignment with legal and ethical standards.
- **Right to Work:** BCorp fosters an inclusive work environment, offering fair employment opportunities and combating discrimination to ensure everyone has the right to work.

- **Right to an Adequate Standard of Living:** The Group strives to provide its employees with fair wages and benefits, promoting an adequate standard of living through comprehensive remuneration packages and support systems.
- **Right to Health:** BCorp implements health and wellness programmes, providing access to medical care, mental health support and safe working conditions to ensure the overall well-being of its workforce.
- **Right to Enjoy Just and Favourable Conditions of Work:** The Group is committed to creating a safe, respectful and equitable workplace where employees enjoy fair treatment, reasonable working hours and fair compensation.
- **Right to Participate in Public Life:** BCorp neither discourage or restrict employee engagement and participation in public life, fostering a culture of involvement and contribution to societal development.
- **Right to Social Security, including Social Insurance:** The Group provides social security benefits, including social insurance, to safeguard employees' financial security and support them in times of need.

### BULLYING AND HARASSMENT

BCorp creates a safe and respectful workplace environment free from bullying, harassment and intimidation. Recognising the detrimental impact that bullying can have on individuals and the overall work culture, BCorp implemented comprehensive measures to address and prevent such behaviour.

### Measures to Address and Prevent Bullying



### ENSURING THE RIGHTS AND WELL-BEING OF FOREIGN WORKERS

Despite concerted efforts to promote local employment and reduce dependence on overseas labour, the nature of the hospitality industry - marked by seasonal fluctuations and demand for diverse skill sets - has led to an ongoing need for foreign workers. The Group provides these workers with safe and clean living conditions following Act 446: Employees' Minimum Standards of Housing, Accommodations, and Amenities Act 1990.

# SUSTAINABILITY STATEMENT



## RESPONSIBLE OPERATIONS

BCorp achieves excellence through responsible operations, exceptional quality and customer satisfaction. The Group conducts business responsibly for the environment and society, adhering to sustainable practices and ethical conduct. Rigorous quality control processes ensure operations meet the highest standards while continuous improvement initiatives drive innovation. This commitment to excellence underscores BCorp's leadership and growth.

### EXCELLENCE AND EXCEPTIONAL EXPERIENCE ACROSS SEGMENTS

BCorp delivers a blissful experience across its Hospitality, Retail, Services and Property segments. Each segment adheres to detailed Standard Operating Procedures ("SOPs") designed to achieve excellence in service delivery. BCorp prioritises safety and quality to create a flawless experience. Every interaction in hospitality, retail, services, and property management meets high customer satisfaction and operational efficiency standards.



#### Safety at Sites

Enclosing construction sites with hoarding prevents unauthorised access and potential hazards. Water barriers cordon off machinery, transportation and work areas that extend beyond the hoarding perimeter. Traffic management includes clear signage. Designated signalmen and flagmen direct vehicles and personnel around the site safely, minimising accidents and ensuring operational efficiency. Prominent safety signage and speed-reducing carpark humps further improve safety within the work areas.

Enforcement of the Permit to Work ("PTW") system requires contractors and employees to obtain a PTW before starting any low-risk or high-risk work. Both parties must strictly adhere to all requirements specified in the PTW throughout the work.

LLBSB, renowned for revitalising the Klang River, prioritises public safety by installing warning signs and barricades at river cleaning sites. Hoarding covers the site perimeter, and water barriers secure machinery, transport and work areas beyond the hoarding limits during operations.



#### Safety at Properties

Safety measures prioritise the well-being of guests, visitors and employees. At the Hospitality Segment, duty managers oversee every shift, supported by around-the-clock security personnel.

A trained emergency response team capable of handling various incidents supports comprehensive security measures such as surveillance cameras, fire alarm systems, speed bumps and access control. BCorp ensures compliance with DOSH legislation and other regulatory standards.

Health and safety precautions include fogging, pest control, disinfection of high-traffic/touchpoint areas and periodic swab tests for all employees, particularly those in customer-facing roles. With a medical assistant on-site, guests and visitors can promptly receive initial treatment as necessary.

At its tropical island resorts, BCorp enhances guest safety with cautionary signs at beach areas, advising about sand flies and insect repellents, colour-coded stair markings and alerts for hazardous slope areas. Strategic signage also warns about wild animals and venomous snakes across the resort premises.



Safety precautions at properties such as fogging

# SUSTAINABILITY STATEMENT



## Pool Safety and Golf Course Safety

All properties within the Group's Hospitality Segment feature swimming pools that undergo meticulous maintenance to uphold stringent safety standards. A certified lifeguard is always on duty to adhere to pool safety regulations. Regular water quality testing and daily pH checks maintain optimal conditions.

Across the Group's recreation clubs, golf courses receive comprehensive weekly maintenance and landscaping, including annual soil testing, to ensure a safe and enjoyable experience for all visitors.

Selected recreation clubs offer swimming classes and rigorously screen potential coaches before finalising their appointments. Prioritising qualifications and experience ensures that outsourced coaches meet the highest safety and service excellence standards.



## Food Safety

Food safety is a top priority, particularly within the Hospitality and Retail Segments. All food handlers receive typhoid inoculations as a standard hygiene measure. Selected entities, including BStarbucks under the Group's Retail (Food) Segment, have achieved Halal certification from JAKIM, with ongoing efforts to expand this certification across more entities. A dedicated Halal Committee oversees every aspect of food handling at Berjaya Penang Hotel, ensuring strict compliance with health regulations and guidelines. These standards rigorously inspect quality when receiving raw materials, production, packing, handling and documenting product safety. Country Farms follows similar protocols, including daily inspections during production and packing and requiring Certificates of Analysis ("COA") for all incoming shipments to maintain high food safety standards. 372 of 408 or 91% of Starbucks stores have achieved Halal certification to date, with 33 new stores applying for Halal certification.

BCorp's hospitality (aviation) facilities and operations

## Successfully Passed the Audit

conducted by the Civil Aviation Authority of Malaysia ("CAAM")



Berjaya Construction Engineering Sdn. Bhd. obtained **ISO 9001:2015** **Quality Management System** Certification



## CONNECTING DESTINATIONS FOR ENHANCED CONVENIENCE

The Group prioritises public well-being by strategically locating its projects near public transportation hubs and essential amenities, ensuring accessibility and convenience for guests, visitors, residents, customers and the public. For instance, in the Hospitality (Hotels & Resorts) segment, ANSA Hotel KL benefits from a central location near monorail and MRT stations. Berjaya Times Square Hotel, Kuala Lumpur links to a monorail station via a pedestrian walkway.

Many establishments enhance convenience by offering shuttle services to their guests:

- Berjaya Beau Vallon Bay Resort & Casino in Seychelles provides shuttle services to Victoria Town, its capital city.
- Berjaya Penang Hotel provides complimentary shuttles to major hospitals in Penang, recognising its medical hub status.
- Berjaya Tioman Resort also offers shuttle services between the jetty and the resort.

BHills provides shuttle services from Kuala Lumpur to the resort. 'Safaris' transport guests to attractions such as the Japanese Tea House, Rabbit Park and Hose Trails. Guests gather at a designated bus depot before being shuttled to specific locations according to a schedule.

## PLACEMAKING: INTEGRATING AMENITIES AND ACCESSIBILITY

The Tropika Bukit Jalil embodies accessibility, strategically near major highways and public transport routes, including Rapid KL buses and Light Rail Transit ("LRT") services. BCorp goes beyond its commitment to placemaking by integrating extensive amenities and infrastructure into its developments, significantly enhancing residents' quality of life. The Tropika boasts healthcare services, Anytime Fitness and Osso Bone Care fitness centres, popular retail outlets including Jaya Grocer and Starbucks, and dining options like Oomph Café & Bar. Together, these components create a dynamic and cohesive community environment.

# SUSTAINABILITY STATEMENT

## QUALITY CUSTOMER EXPERIENCE

BCorp's service philosophy prioritises customer satisfaction through rigorous internal service quality standards. Cultivating positive word-of-mouth and exceeding customer expectations creates memorable experiences and fosters strong customer relationships. Various platforms monitor guest satisfaction, including the TrustYou App, customer feedback forms, and Google reviews.



The average TrustYou score achieved by BCorp Hospitality (Hotels & Resorts) for FY2024 was 85.31

The Aviation Segment promptly informs customers of any changes affecting their travel plans, such as schedule adjustments, maintenance issues or weather-related delays, through email notifications. Other segments maintain customer communication through newsletters, e-newsletters, social media, the company website, customer hotlines and on-ground activities.

In the Hospitality (Hotels & Resorts Segment), the Guest Service Manager or Resort Manager oversees guest satisfaction, ensuring a courtesy call within 30 minutes of check-in and facilitating Guest Departure Surveys upon check-out. Similarly, the Liaison Committee is a vital link between members and management at recreation clubs to address member welfare, feedback and grievances. The Clubs managers often attend meetings between the Committee and club management for effective communication and response to member needs.

### WHAT IS THE 10/5 RULE IN HOSPITALITY?

When within ten feet of a guest, staff members must make eye contact and warmly smile to acknowledge them. As they approach within approximately five feet of the guest, this gesture should be accompanied by a sincere greeting or friendly acknowledgement, reinforcing a welcoming atmosphere.

## AN INCLUSIVE BERJAYA

Unwavering in its commitment to inclusivity, BCorp ensures that its hotels, resorts and recreation clubs prioritise accessibility and comfort for all guests. These facilities feature specially designed rooms with wheelchair-accessible amenities such as widened doorframes, ramps and designated parking spaces. Spacious washrooms and bathrooms provide ease of movement for guests using wheelchairs. Disabled chair ramps are available throughout all hotels, resorts, and recreation clubs.

During this financial year, the Retail (Food) Segment through BStarbucks inaugurated its first Signing Store in Vivacity Megamall, Kuching, in Borneo. This store is the third Signing Store in Malaysia after Kuala Lumpur and Penang. The Starbucks Signing Store is an innovative concept designed to meet the needs of the Deaf and Hard of Hearing community. Currently, three Signing Stores across Malaysia employ 22 Deaf and Hard of Hearing employees (partners). These stores foster a supportive environment where experienced Deaf partners and store managers provide on-the-job training on Standard Operating Procedures ("SOPs") and protocols to new Deaf baristas.

## BCORP RETAIL (FOOD)'S COMMITMENT TO STAR QUALITY AND JOLLY CONSUMPTION

BCorp Retail (Food) ensures all food products comply with safety regulations. Additionally, the Group rigorously reviews and verifies product specifications, ingredients, and nutritional information to ensure accuracy and adherence to Malaysia's Food Regulations. Similarly, Cosway, an entity under the Group's Retail (Non-Food) ensures that ingredients and products are formulated with no artificial flavouring and coloring.

The Group also considers the needs of vulnerable groups, including children, the elderly, individuals with allergies, and those with special dietary requirements. In addition, the Company's innovative ingredient enhancements enable the customisation and personalisation of crafted beverages, offering greater flexibility in delivering the Starbucks experience to customers. Customers can now reduce sweetness while maintaining the full flavour of their chosen products. Additionally, beverages can be customised with three sweetness levels: "not sweet," "less sweet," or "regular." This strategic initiative reflects the Company's commitment to promoting healthier choices by reducing sugar intake.

## RESPONSIBLE GAMING

BCorp's Services (Gaming) promotes responsible gambling beyond mere compliance with regulations. Collaborative efforts with all stakeholders create a safer and more enjoyable gaming experience. The following table summarises actions taken to address the negative impact of gambling, especially for Muslims, the underaged, those with gambling addictions and other vulnerable groups.

### Initiatives with Employees

- STM Lottery Sdn Bhd delivers mandatory Responsible Gaming ("RG") training to all employees, including Customer Service Assistants ("CSAs"), lottery retailers and agents.
- Distributing RG handbooks to all retailers, sales assistants, regional managers and employees equips them with knowledge to educate customers, communities and stakeholders.

# SUSTAINABILITY STATEMENT

## Initiatives with Regulators

- STM Lottery Sdn Bhd supports the government’s efforts to combat illegal gambling by collaborating with authorities and key stakeholders such as the Ministry of Finance, Royal Malaysia Police, local authorities, Ministry of Communications and the Ministry of Digital to uphold the integrity of gaming regulations and promote RG practices.

## Initiatives with Players

- STM Lottery Sdn Bhd distributes RG handbooks to all customers to help them educate customers, communities and stakeholders.
- An online self-assessment tool helps players understand their gaming habits.
- STM Lottery Sdn Bhd launched the new toto4green IG account, which provides RG information.
- Continuous awareness campaigns encourage purchasing betting tickets from licensed lotteries and avoiding illegal operators.
- The “Play Responsibly” tagline is prominently displayed to market gambling responsibly.
- Displaying RG stickers on glass panels in outlets raises public awareness.
- Sharing RG tips on the website promotes responsible play with information on addiction symptoms.
- STM Lottery Sdn Bhd promotes rehab centre services on its website, social media and customer care.
- STM Lottery Sdn Bhd refers problem players to professional bodies such as the Gambler Rehab Centre Malaysia (“GRC”) for counselling.

- STM Lottery Sdn Bhd released a short video raising RG awareness on TV, YouTube and social media.
- Promotional materials, including websites, videos and social media, feature the “Play Responsibly” tagline.

STM Lottery Sdn Bhd is an active member of the World Lottery Association (“WLA”) and the Asia Pacific Lottery Association (“APLA”). The Company works through these memberships to promote gambling safety.

STM Lottery Sdn Bhd exemplifies top-tier customer service by conducting annual training for all frontline employees at sales outlets. These sessions equip staff with the latest skills and knowledge to provide exceptional service. Training encompasses communication techniques and product expertise to empower employees to address customer inquiries and guide players experiencing gaming problems. All players must receive the necessary support to gamble responsibly and maintain a healthy balance in their gaming activities.

## INTEGRITY IN DATA HANDLING

BCorp is deeply committed to respecting and adhering to stringent data privacy and cybersecurity standards, recognising the critical importance of safeguarding sensitive information in today’s digital landscape. Developing a robust framework of policies, practices and technologies protects data integrity and confidentiality.

BCorp’s approach to data privacy and cybersecurity is multifaceted, incorporating state-of-the-art technologies, rigorous procedural controls and a culture of continuous improvement. A comprehensive set of measures and policies protects sensitive data from unauthorised access and breaches and handles it in compliance with all relevant legal and regulatory requirements.

|                                                      |                                                                                                                                                                                                                                                                                                |                                                      |                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Comprehensive Network Security Policy</b>         | BCorp manages digital risks through a comprehensive Network Security Policy which aligns with industry standards such as CIS and NIST frameworks. This Policy involves rigorous process for identifying and assessing risks and robust security controls to protect their network and systems. | <b>Collaboration</b>                                 | BCorp companies work closely with industry partners, cybersecurity experts and regulatory bodies to stay abreast of the latest cyber threats, trends and regulatory requirements. This collaborative effort ensures its defences are adaptive and resilient against evolving threats. |
| <b>Multi-layered Protocols</b>                       | BCorp deployed a comprehensive suite of cybersecurity measures, comprising firewalls, intrusion detection systems and encryption technologies, to fortify its digital assets and protect sensitive information from cyber threats.                                                             | <b>Compliance with the Data Protection Framework</b> | The company adheres rigorously to stringent data protection standards and regulations, such as Personal Data Protection Act (“PDPA”) and General Data Protection Regulation (“GDPR”).                                                                                                 |
| <b>Continuous Monitoring and Threat Intelligence</b> | BCorp’s digital infrastructure and networks undergo regular monitoring to detect potential vulnerabilities or suspicious activities promptly. This proactive approach effectively mitigates risks.                                                                                             | <b>Regular Audits and Assessments</b>                | The Group conducts regular security audits and vulnerability assessments to identify and mitigate potential risks, including internal assessments and third-party audits.                                                                                                             |

# SUSTAINABILITY STATEMENT

## RESPONSIBLE MARKETING

BCorp upholds the highest responsible marketing standards by providing accurate and transparent information. Stakeholders receive consistent and reliable details about products, services and activities across all critical communication channels, including the official website, marketing materials and social media.

BCorp's focus on responsible marketing and accurate labelling is crucial in its Food and Retail Segment. In this area, the Group ensures that all product labelling undergoes necessary screening following advertising, marketing and labelling guidelines. This rigorous screening process ensures that product claims and ingredient listings are accurate and fall within permissible claims and dosages.

Within BCorp's Retail (Non-Food) segment, Cosway must submit all communications regarding health supplements to the Ministry of Health ("MoH") for screening and approval before making them publicly available. This process guarantees that all health claims are substantiated and approved by the relevant authorities, adhering to regulatory standards and ensuring consumers can trust the advertised health benefits. For products sold in Singapore, Cosway adheres to the NutriGrade Beverage Labeling system, which assigns grades A, B, C, or D based on sugar and fat content.

The Group's Retail (Food) Segment also ensures that all items carry comprehensive nutritional labelling. In Malaysia, advertising is governed by the 'Malaysia Code of Advertising,' which is self-regulated by the industry and overseen by MCMC. In addition, the Group engages in voluntary labelling practices, detailing aspects such as sourcing, content with allergens and nutritional information clearly displayed on packaging and menus. Special menus for specific dietary needs feature prominent warning labels. The Group also reveals ingredient origins to enhance food safety and uphold responsible sourcing goals.

The BCorp Services (Gaming) Segment adheres strictly to marketing and advertising principles in line with the Communication and Multimedia Act 1998, the Common

Gaming Houses Act 1953, the Betting Act 1953, and other relevant legislation. Our efforts include:

- Sensitivity to religious and age considerations, avoiding promotion to Muslims or minors
- Avoiding appeals to persons under 21 or targeting specific ethnic groups
- Ensuring no false or misleading claims that violate gaming laws
- Not misrepresenting the probability of winning
- Avoiding the promotion of gambling as an alternative to work or a reasonable financial strategy

## TRANSFORMING HOSPITALITY: ELEVATING GUEST EXPERIENCES THROUGH DIGITAL INNOVATION

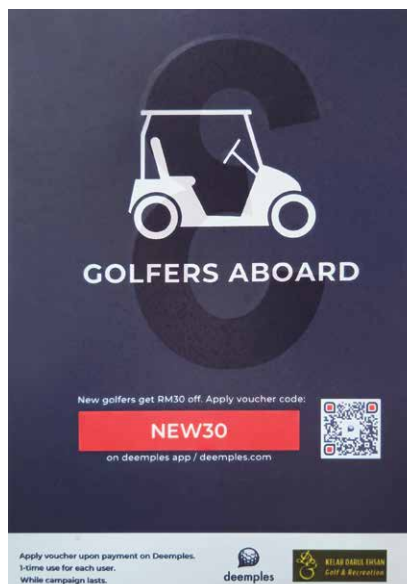
BCorp introduced various innovative solutions across its properties as part of its digital transformation initiative to enhance guest and customer experiences. Hotels and resorts introduced digital menus and provide hotel information through the in-room TV interface. BStarbucks in the Retail (Food) Segment adopted digital menus. These digital enhancements offer a seamless and interactive guest experience, allowing them to easily explore hotel amenities and access relevant information conveniently from their devices or room TVs.

Recreation clubs, KDE Recreation Berhad, formed a strategic collaboration with Deemples, an esteemed online booking platform. This collaborative endeavour will broaden the reach of the clubs' golf facilities, enticing a broader demographic of local and international golf enthusiasts. Leveraging the convenience and accessibility offered by Deemples will attract a steady influx of outsiders and visitors, expanding their revenue streams and fortifying their financial resilience in the competitive leisure industry landscape.

BCorp embraces this digital approach to improve the overall guest experience, minimise paper waste, improve efficiency and reduce processing time.



KDE Recreation Berhad golf course surrounded by the serene natural environment



KDE Recreation Berhad formed a strategic collaboration with Deemples, an esteemed online booking platform for golf enthusiasts

# SUSTAINABILITY STATEMENT

## BURSA SUSTAINABILITY PERFORMANCE TABLE

| Indicator                                                                                                           | Measurement Unit | 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       | 0.00          | 11.08         | 6.61          |
| Middle management                                                                                                   | Percentage       | 0.79          | 8.44          | 7.24          |
| Junior management                                                                                                   | Percentage       | 0.32          | 2.32          | 5.08          |
| Non-executive                                                                                                       | Percentage       | 0.58          | 4.75          | 0.51          |
| Bursa C1(b) Percentage of operations assessed for corruption-related risks                                          | Percentage       | 61.11         | 33.33         | 3.35          |
| Bursa C1(c) Confirmed incidents of corruption and action taken                                                      | Number           | 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              | 27,987,312.00 | 38,711,420.00 | 47,194,725.00 |
| Bursa C2(b) Total number of beneficiaries of the investment in communities                                          | Number           | 7,410         | 20,015        | 59,061        |
| <b>Bursa (Health and safety)</b>                                                                                    |                  |               |               |               |
| Bursa C5(a) Number of work-related fatalities                                                                       | Number           | 0             | 0             | 0             |
| Bursa C5(b) Lost time incident rate ("LTIR")                                                                        | Rate             | -             | -             | 0.29          |
| Bursa C5(c) Number of employees trained on health and safety standards                                              | Number           | 1,739         | 1,941         | 1,341         |
| <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       | 0.81          | 1.01          | 0.60          |
| Senior management Between 30-50                                                                                     | Percentage       | 41.73         | 44.33         | 39.94         |
| Senior management Above 50                                                                                          | Percentage       | 57.45         | 54.66         | 59.46         |
| Middle management Under 30                                                                                          | Percentage       | 12.35         | 6.63          | 4.54          |
| Middle management Between 30-50                                                                                     | Percentage       | 70.90         | 69.25         | 69.30         |
| Middle management Above 50                                                                                          | Percentage       | 17.11         | 24.52         | 26.16         |
| Junior management Under 30                                                                                          | Percentage       | 65.02         | 26.72         | 24.89         |
| Junior management Between 30-50                                                                                     | Percentage       | 29.52         | 58.71         | 58.61         |
| Junior management Above 50                                                                                          | Percentage       | 5.58          | 14.20         | 16.50         |
| Non-executive Under 30                                                                                              | Percentage       | 54.65         | 65.30         | 60.31         |
| Non-executive Between 30-50                                                                                         | Percentage       | 34.16         | 26.93         | 30.52         |
| Non-executive Above 50                                                                                              | Percentage       | 11.05         | 7.08          | 9.17          |

Internal assurance

External assurance

No assurance

(\*)Restated

# SUSTAINABILITY STATEMENT

| Indicator                                                                                                          | Measurement Unit | 2022         | 2023         | 2024         |
|--------------------------------------------------------------------------------------------------------------------|------------------|--------------|--------------|--------------|
| <b>Bursa (Diversity)</b>                                                                                           |                  |              |              |              |
| Gender Group by Employee Category                                                                                  |                  |              |              |              |
| Senior management                                                                                                  | Percentage       | 65.04        | 62.47        | 59.76        |
| Male                                                                                                               |                  |              |              |              |
| Senior management                                                                                                  | Percentage       | 34.96        | 37.78        | 40.24        |
| Female                                                                                                             |                  |              |              |              |
| Middle management                                                                                                  | Percentage       | 49.65        | 50.05        | 49.95        |
| Male                                                                                                               |                  |              |              |              |
| Middle management                                                                                                  | Percentage       | 50.35        | 49.95        | 50.05        |
| Female                                                                                                             |                  |              |              |              |
| Junior management                                                                                                  | Percentage       | 49.00        | 47.94        | 48.62        |
| Male                                                                                                               |                  |              |              |              |
| Junior management                                                                                                  | Percentage       | 51.00        | 52.06        | 51.38        |
| Female                                                                                                             |                  |              |              |              |
| Non-executive Male                                                                                                 | Percentage       | 56.07        | 55.79        | 56.90        |
| Non-executive Female                                                                                               | Percentage       | 43.93        | 44.20        | 43.10        |
| Bursa C3(b) Percentage of directors by gender and age group                                                        |                  |              |              |              |
| Male                                                                                                               | Percentage       | 42.86        | 0.00         | 58.06        |
| Female                                                                                                             | Percentage       | 57.14        | 100.00       | 41.94        |
| Under 30                                                                                                           | Percentage       | 0.00         | 0.00         | 0.00         |
| Between 30-50                                                                                                      | Percentage       | 28.57        | 62.50        | 38.71        |
| Above 50                                                                                                           | Percentage       | 71.43        | 37.50        | 61.29        |
| <b>Bursa (Labour practices and standards)</b>                                                                      |                  |              |              |              |
| Bursa C6(a) Total hours of training by employee category                                                           |                  |              |              |              |
| Senior management                                                                                                  | Hours            | 446          | 1,318        | 2,014        |
| Middle management                                                                                                  | Hours            | 2,638        | 4,968        | 10,238       |
| Junior management                                                                                                  | Hours            | 2,671        | 7,198        | 20,973       |
| Non-executive                                                                                                      | Hours            | 5,575        | 10,038       | 316,248      |
| Bursa C6(b) Percentage of employees that are contractors or temporary staff                                        |                  |              |              |              |
|                                                                                                                    | Percentage       | 24.44        | 25.39        | 23.82        |
| Bursa C6(c) Total number of employee turnover by employee category                                                 |                  |              |              |              |
| Senior management                                                                                                  | Number           | 27           | 48           | 40           |
| Middle management                                                                                                  | Number           | 148          | 213          | 185          |
| Junior management                                                                                                  | Number           | 926          | 413          | 390          |
| Non-executive                                                                                                      | Number           | 1,034        | 3,423        | 3,692        |
| Bursa C6(d) Number of substantiated complaints concerning human rights violations                                  |                  |              |              |              |
|                                                                                                                    | Number           | 0            | 0            | 0            |
| <b>Bursa (Supply chain management)</b>                                                                             |                  |              |              |              |
| Bursa C7(a) Proportion of spending on local suppliers                                                              | Percentage       | 74.61        | 79.06        | 59.79        |
| <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            |
| <b>Bursa (Energy management)</b>                                                                                   |                  |              |              |              |
| Bursa C4(a) Total energy consumption                                                                               | Megawatt         | 143,561.45   | 154,396.68   | 151,332.36   |
| <b>Bursa (Water)</b>                                                                                               |                  |              |              |              |
| Bursa C9(a) Total volume of water used                                                                             | Megalitres       | 3,702.780000 | 3,947.560000 | 3,682.480000 |
| Internal assurance External assurance No assurance (*)Restated                                                     |                  |              |              |              |

# SUSTAINABILITY STATEMENT

## SUSTAINABILITY PERFORMANCE DATA

| Indicator                                                                                  | Unit    | FY2022     | FY2023      | FY2024             |
|--------------------------------------------------------------------------------------------|---------|------------|-------------|--------------------|
| <b>Economic</b>                                                                            |         |            |             |                    |
| <b>Supply Chain</b>                                                                        |         |            |             |                    |
| Proportion of spending on local suppliers                                                  | %       | 74.61      | 76.06       | <b>59.80</b>       |
| <b>Corruption</b>                                                                          |         |            |             |                    |
| Total cost of fines, penalties or settlements in relation to corruption                    | RM      | 0          | 0           | <b>0</b>           |
| Total amount of political contributions                                                    | RM      | -          | -           | <b>0</b>           |
| Number of staff disciplined or dismissed due to non-compliance with anti-corruption policy | No.     | 0          | 0           | <b>0</b>           |
| Provisions for fines and settlements specified for ESG issues in audited accounts          | RM      | 0          | 0           | <b>0</b>           |
| Total costs of environmental fines and penalties                                           | RM      | 0          | 0           | <b>0</b>           |
| Total employees who have received training on anti-corruption                              | No. (%) | 59 (0.48%) | 630 (4.84%) | <b>224 (1.94%)</b> |
| Total non-executive employees who have received training on anti-corruption                | No. (%) | 35 (0.58%) | 462 (4.75%) | <b>43 (0.51%)</b>  |
| Total junior management who have received training on anti-corruption                      | No. (%) | 15 (0.32%) | 44 (2.32%)  | <b>92 (5.08%)</b>  |
| Total middle management who have received training on anti-corruption                      | No. (%) | 9 (0.79%)  | 84 (8.44%)  | <b>67 (7.24%)</b>  |
| Total senior management who have received training on anti-corruption                      | No. (%) | (0.00%)    | 44 (11.08%) | <b>22 (6.61%)</b>  |
| Total confirmed incidents of corruption                                                    | No.     | 0          | 0           | <b>0</b>           |
| Percentage of operations assessed for corruption-related risks                             | %       | 61.11%     | 33.33%      | <b>3.35%</b>       |

## Environment

### Energy

|                                              |     |             |             |                    |
|----------------------------------------------|-----|-------------|-------------|--------------------|
| Non-renewable electricity consumption (grid) | kWh | 100,878,397 | 115,996,880 | <b>109,597,979</b> |
| Renewable electricity [solar] consumption    | kWh | 0           | 0           | <b>76,694</b>      |
| Total electricity consumption                | kWh | 100,878,397 | 115,996,880 | <b>109,674,673</b> |
| Direct energy *                              | TJ  | 154         | 138         | <b>150</b>         |
| Indirect energy                              | TJ  | 363         | 418         | <b>395</b>         |
| Total energy                                 | TJ  | 517         | 556         | <b>545</b>         |

\* Energy conversion coefficients are derived from the IPCC Guidelines for National Greenhouse Gas Inventories

## GHG Emissions

### Scope 1 †

|                         |                    |        |       |               |
|-------------------------|--------------------|--------|-------|---------------|
| CO <sub>2</sub>         | tCO <sub>2</sub> e | 10,051 | 9,856 | <b>10,595</b> |
| CH <sub>4</sub>         | tCO <sub>2</sub> e | 37     | 37    | <b>39</b>     |
| N <sub>2</sub> O        | tCO <sub>2</sub> e | 21     | 21    | <b>22</b>     |
| CO <sub>2</sub> e       | tCO <sub>2</sub> e | 10,110 | 9,914 | <b>10,656</b> |
| Fugitive emissions      | tCO <sub>2</sub> e | -      | -     | <b>2,981</b>  |
| Total scope 1 emissions | tCO <sub>2</sub> e | 10,110 | 9,914 | <b>13,637</b> |

### Scope 2 ††

|                             |                    |        |        |               |
|-----------------------------|--------------------|--------|--------|---------------|
| Total scope 2 (electricity) | tCO <sub>2</sub> e | 68,838 | 78,944 | <b>73,936</b> |
|-----------------------------|--------------------|--------|--------|---------------|

# SUSTAINABILITY STATEMENT

| Indicator                     | Unit               | FY2022 | FY2023 | FY2024        |
|-------------------------------|--------------------|--------|--------|---------------|
| <b>Environment</b>            |                    |        |        |               |
| <b>GHG Emissions</b>          |                    |        |        |               |
| <b>Scope 3 <sup>†††</sup></b> |                    |        |        |               |
| Business travel               | tCO <sub>2</sub> e | -      | 1,306  | <b>415</b>    |
| Employee travel               | tCO <sub>2</sub> e | -      | 16,661 | <b>10,847</b> |

<sup>†</sup> CO<sub>2</sub> emissions from fuel consumption derived from the emission factor published by the IPCC Guidelines for National Greenhouse Gas Inventories. The UK Government GHG Conversion Factors for Company Reporting were used to calculate the emissions from natural gas, refrigerants, and other fugitive emissions.

<sup>††</sup> The emission factor published by the Energy Commission for the Peninsular Grid 2021 were used to derive Scope 2 emissions for Malaysia; the combined margin emission factor published by the DOE for the Luzon-Visayas Grid 2015-2017 for the Philippines; the UK Government GHG Conversion Factors for Company Reporting for the United Kingdom; the International Financial Institutions Technical Working Group On Greenhouse Gas Accounting [IFI] in 2021 for the Seychelles; the Sustainable Energy Authority in Sri Lanka Energy Balance 2018 for Sri Lanka; the Operating Margin Grid Emission Factor by JICA Climate-FIT Version for Japan; the total CO<sub>2</sub> intensity/electricity produced and distributed by Reykjavik Energy for Iceland; and the emission factor for China by Enerdata, 2021.

<sup>†††</sup> The transport vehicle distance emission factors for cross-sector tools compiled for the WRI Greenhouse Gas Protocol were used to calculate the CO<sub>2</sub> emissions from employee commuting and business travel.

|                                                 |                |            |            |                   |
|-------------------------------------------------|----------------|------------|------------|-------------------|
| <b>Water</b>                                    |                |            |            |                   |
| Municipal water consumption                     | m <sup>3</sup> | 2,361,437  | 2,535,649  | <b>3,293,966</b>  |
| Surface water from rivers, lakes, natural ponds | m <sup>3</sup> | 1,341,346  | 1,313,677  | <b>235,992</b>    |
| Groundwater from wells, boreholes               | m <sup>3</sup> | 0          | 98,233     | <b>152,525</b>    |
| Total water consumption                         | m <sup>3</sup> | 3,702,783  | 3,947,559  | <b>3,682,483</b>  |
| Effluent discharge                              | m <sup>3</sup> | 0          | 10,405     | <b>155,390</b>    |
| <b>Waste</b>                                    |                |            |            |                   |
| Total solid waste disposed                      | kg             | 32,480,217 | 17,739,276 | <b>2,498,631*</b> |
| Non-recyclable waste                            | kg             | 28,754,010 | 17,005,327 | <b>1,325,814*</b> |
| Total recycled waste                            | kg             | 380,826    | 508,297    | <b>699,700</b>    |
| Total scheduled waste disposed                  | kg             | 66,088     | 17,047     | <b>34,453</b>     |

\* Change of scope of Sports Toto Berhad business entities under review in FY2024.

|                                            |         |                 |                 |                       |
|--------------------------------------------|---------|-----------------|-----------------|-----------------------|
| <b>Social</b>                              |         |                 |                 |                       |
| <b>Diversity, Equality &amp; Inclusion</b> |         |                 |                 |                       |
| Total number of employees                  | No.     | 12,223          | 13,007          | <b>11,573</b>         |
| Number of full time employees              | No. (%) | 9,266 (75.81%)  | 9,704 (74.61%)  | <b>8,816 (76.18%)</b> |
| Number of contractors/temporary staff      | No. (%) | 2,987 (24.44%)  | 3,303 (25.39%)  | <b>2,757 (23.82%)</b> |
| Number of new hire employees               | No. (%) | 5,320 (43.52%)  | 7,213 (55.45%)  | <b>4,954 (42.81%)</b> |
| <b>Employees by Nationality</b>            |         |                 |                 |                       |
| Total Malaysian Staff                      | No. (%) | 10,085 (82.51%) | 10,516 (80.85%) | <b>9,264 (80.05%)</b> |
| Total Non-Malaysian Staff                  | No. (%) | 2,138 (17.49%)  | 2,491 (19.15%)  | <b>2,309 (19.95%)</b> |
| <b>Employees by Gender</b>                 |         |                 |                 |                       |
| Female                                     | No. (%) | 5,738 (46.94%)  | 5,933 (45.61%)  | <b>5,193 (44.87%)</b> |
| Male                                       | No. (%) | 6,485 (53.06%)  | 7,074 (54.39%)  | <b>6,380 (55.13%)</b> |
| <b>Employees by Age Group</b>              |         |                 |                 |                       |
| <30                                        | No. (%) | 6,497 (53.15%)  | 6,925 (53.24%)  | <b>5,621 (48.57%)</b> |
| 30-50                                      | No. (%) | 4,393 (35.94%)  | 4,597 (35.34%)  | <b>4,431 (38.29%)</b> |
| >50                                        | No. (%) | 1,333 (10.91%)  | 1,485 (11.42%)  | <b>1,521 (13.14%)</b> |

# SUSTAINABILITY STATEMENT

| Indicator                       | Unit       | FY2022          | FY2023          | FY2024                 |
|---------------------------------|------------|-----------------|-----------------|------------------------|
| <b>Social</b>                   |            |                 |                 |                        |
| <b>Employees by Category</b>    |            |                 |                 |                        |
| Non-executive employees         | No. (%)    | 6,075 (49.70%)  | 9,721 (74.74%)  | <b>8,503 (73.47%)</b>  |
| Junior management               | No. (%)    | 4,645 (38.00%)  | 1,894 (14.56%)  | <b>1,812 (15.66%)</b>  |
| Middle management               | No. (%)    | 1,134 (9.28%)   | 995 (7.65%)     | <b>925 (7.99%)</b>     |
| Senior management               | No. (%)    | 369 (3.02%)     | 397 (3.05%)     | <b>333 (2.88%)</b>     |
| <b>Gender by Category</b>       |            |                 |                 |                        |
| Non-executive: Female           | No. (%)    | 2,669 (43.93%)  | 4,297 (44.20%)  | <b>3,665 (43.10%)</b>  |
| Non-executive: Male             | No. (%)    | 3,406 (56.07%)  | 5,423 (55.79%)  | <b>4,838 (56.90%)</b>  |
| Junior management: Female       | No. (%)    | 2,369 (51.00%)  | 986 (52.06%)    | <b>931 (51.38%)</b>    |
| Junior management: Male         | No. (%)    | 2,276 (49.00%)  | 908 (47.94%)    | <b>881 (48.62%)</b>    |
| Middle management: Female       | No. (%)    | 571 (50.35%)    | 497 (49.95%)    | <b>463 (50.05%)</b>    |
| Middle management: Male         | No. (%)    | 563 (49.65%)    | 498 (50.05%)    | <b>462 (49.95%)</b>    |
| Senior management: Female       | No. (%)    | 129 (34.96%)    | 150 (37.78%)    | <b>134 (40.24%)</b>    |
| Senior management: Male         | No. (%)    | 240 (65.04%)    | 248 (62.47%)    | <b>199 (59.76%)</b>    |
| <b>Age by Category</b>          |            |                 |                 |                        |
| Non-executive:<30               | No. (%)    | 3,320 (54.65%)  | 6,348 (65.30%)  | <b>5,128 (60.31%)</b>  |
| Non-executive: 30-50            | No. (%)    | 2,075 (34.16%)  | 2,618 (26.93%)  | <b>2,595 (30.52%)</b>  |
| Non-executive: >50              | No. (%)    | 671 (11.05%)    | 758 (7.80%)     | <b>780 (9.17%)</b>     |
| Junior management:<30           | No. (%)    | 3,020 (65.02%)  | 506 (26.72%)    | <b>451 (24.89%)</b>    |
| Junior management:30-50         | No. (%)    | 1,371 (29.52%)  | 1,112 (58.71%)  | <b>1,062 (58.61%)</b>  |
| Junior management:>50           | No. (%)    | 259 (5.58%)     | 269 (14.20%)    | <b>299 (16.50%)</b>    |
| Middle management:<30           | No. (%)    | 140 (12.35%)    | 66 (6.63%)      | <b>42 (4.54%)</b>      |
| Middle management:30-50         | No. (%)    | 804 (70.90%)    | 689 (69.25%)    | <b>641 (69.30%)</b>    |
| Middle management:>50           | No. (%)    | 194 (17.11%)    | 244 (24.52%)    | <b>242 (26.16%)</b>    |
| Senior management:<30           | No. (%)    | 3 (0.81%)       | 4 (1.01%)       | <b>2 (0.60%)</b>       |
| Senior management:30-50         | No. (%)    | 154 (41.73%)    | 176 (44.33%)    | <b>133 (39.94%)</b>    |
| Senior management:>50           | No. (%)    | 212 (57.45%)    | 217 (54.66%)    | <b>198 (59.46%)</b>    |
| <b>Union Membership</b>         |            |                 |                 |                        |
| Union members                   | No. (%)    | 1,135 (9.29%)   | 1,234 (9.49%)   | <b>1,271 (10.98%)</b>  |
| Non-union members               | No. (%)    | 11,088 (90.71%) | 11,773 (90.51%) | <b>10,302 (89.02%)</b> |
| <b>Disability</b>               |            |                 |                 |                        |
| Total number of disabled staff  | No. (%)    | 20 (0.16%)      | 20 (0.15%)      | <b>27 (0.23%)</b>      |
| <b>Employee Turnover Rates*</b> |            |                 |                 |                        |
| Total Turnover                  | No. (rate) | 2,135 (20.46%)  | 4,097 (32.48%)  | <b>4,307 (35.04%)</b>  |
| <b>By gender</b>                |            |                 |                 |                        |
| Female                          | No. (rate) | 1,069 (22.22%)  | 1,953 (33.47%)  | <b>2,132 (38.35%)</b>  |
| Male                            | No. (rate) | 1,066 (18.95%)  | 2,144 (31.62%)  | <b>2,175 (32.31%)</b>  |
| <b>By age group</b>             |            |                 |                 |                        |
| <30                             | No. (rate) | 1,366 (26.55%)  | 2,799 (41.71%)  | <b>3,114 (49.64%)</b>  |
| 30-50                           | No. (rate) | 642 (15.72%)    | 1,087 (24.18%)  | <b>976 (21.62%)</b>    |
| >50                             | No. (rate) | 127 (10.54%)    | 211 (14.98%)    | <b>217 (14.44%)</b>    |

# SUSTAINABILITY STATEMENT

| Indicator                                                                                                           | Unit       | FY2022         | FY2023         | FY2024                |
|---------------------------------------------------------------------------------------------------------------------|------------|----------------|----------------|-----------------------|
| <b>Social</b>                                                                                                       |            |                |                |                       |
| <b>By employees category</b>                                                                                        |            |                |                |                       |
| Non-executive employees                                                                                             | No. (rate) | 1,034 (21.31%) | 3,423 (43.34%) | <b>3,692 (40.52%)</b> |
| Junior management                                                                                                   | No. (rate) | 926 (22.27%)   | 413 (12.63%)   | <b>390 (21.05%)</b>   |
| Middle management                                                                                                   | No. (rate) | 148 (13.60%)   | 213 (20.01%)   | <b>185 (19.27%)</b>   |
| Senior management                                                                                                   | No. (rate) | 27 (7.99%)     | 48 (12.53%)    | <b>40 (10.96%)</b>    |
| Total voluntary turnover (full time staff)                                                                          | No.        | 421            | 557            | <b>475</b>            |
| Total involuntary turnover (full time staff)                                                                        | No.        | 289            | 301            | <b>369</b>            |
| * Turnover rates = number of employees leaving/average number of employees for each category                        |            |                |                |                       |
| <b>Women Representatives in Management</b>                                                                          |            |                |                |                       |
| Female employees in management                                                                                      | No. (%)    | 718 (48.48%)   | 1,486 (49.50%) | <b>1,528 (49.77%)</b> |
| Female employees in top management                                                                                  | No. (%)    | 129 (34.96%)   | 128 (24.29%)   | <b>134 (40.24%)</b>   |
| <b>Director Diversity</b>                                                                                           |            |                |                |                       |
| <b>Directors by gender</b>                                                                                          |            |                |                |                       |
| Female                                                                                                              | No. (%)    | 8 (57.14%)     | 8 (100.00%)    | <b>13 (41.94%)</b>    |
| Male                                                                                                                | No. (%)    | 6 (42.86%)     | 0 (0.00%)      | <b>18 (58.06%)</b>    |
| <b>Directors by age group</b>                                                                                       |            |                |                |                       |
| <30                                                                                                                 | No. (%)    | 0 (0.00%)      | 0 (0.00%)      | <b>0 (0.00%)</b>      |
| 30-50                                                                                                               | No. (%)    | 4 (28.57%)     | 5 (62.50%)     | <b>12 (38.71%)</b>    |
| >50                                                                                                                 | No. (%)    | 10 (71.43%)    | 3 (37.50%)     | <b>19 (61.29%)</b>    |
| <b>Training &amp; Development</b>                                                                                   |            |                |                |                       |
| Total number of employees attending training                                                                        | No.        | 3,578          | 4,416          | <b>10,717</b>         |
| Total number of hours spent on employee development training to enhance knowledge or individual skills              | Hrs.       | 15,169         | 24,417         | <b>349,480</b>        |
| Total number of hours spent on employee development training for non-executive employees                            | Hrs.       | 5,575          | 10,038         | <b>316,248</b>        |
| Total number of hours spent on employee development training for junior management                                  | Hrs.       | 2,671          | 7,198          | <b>20,973</b>         |
| Total number of hours spent on employee development training for middle management                                  | Hrs.       | 2,638          | 4,968          | <b>10,238</b>         |
| Total number of hours spent on employee development training for senior management                                  | Hrs.       | 446            | 1,318          | <b>2,014</b>          |
| Average training hours per employee                                                                                 | Hrs.       | 1.24           | 1.88           | <b>30.20</b>          |
| Average training days per employee                                                                                  | Days       | 0.16           | 0.23           | <b>3.77</b>           |
| <b>Community</b>                                                                                                    |            |                |                |                       |
| Total Amount of corporate or group donations/ community investments made to registered not-for-profit organisations | RM         | 27,987,312     | 38,711,420     | <b>47,194,725</b>     |
| Total beneficiaries of the investment in communities                                                                | No.        | 7,410          | 20,015         | <b>59,061</b>         |

## SUSTAINABILITY STATEMENT

| Indicator                                                                                                                    | Unit   | FY2022 | FY2023 | FY2024 |
|------------------------------------------------------------------------------------------------------------------------------|--------|--------|--------|--------|
| <b>Social</b>                                                                                                                |        |        |        |        |
| <b>Health and Safety</b>                                                                                                     |        |        |        |        |
| Fatalities (employees)                                                                                                       | No.    | 0      | 0      | 0      |
| Fatalities (third-party contractors)                                                                                         | No.    | 0      | 0      | 0      |
| Lost time incident rate (employees)                                                                                          | LTIR * | -      | -      | 0.29   |
| Lost time incident rate (third-party contractors)                                                                            | LTIR * | 0.00   | 0.00   | 0.00   |
| Employees trained on health and safety standards                                                                             | No.    | 1,739  | 1,941  | 262    |
| Employees receiving general training which includes safety                                                                   | No.    | 1,673  | 3,180  | 6,802  |
| * LTIR = number of lost time injuries in the reporting period/total number of hours worked in the reporting period x 200,000 |        |        |        |        |
| <b>Human Rights</b>                                                                                                          |        |        |        |        |
| Number of substantiated complaints concerning human rights violations                                                        | No.    | 0      | 0      | 0      |
| <b>Data Privacy and Security</b>                                                                                             |        |        |        |        |
| Total substantiated complaints concerning breaches of customer privacy and losses of customer data                           | No.    | 0      | 0      | 0      |
| <b>Certification</b>                                                                                                         |        |        |        |        |
| Percentage of sites covered by recognised environmental management systems such as ISO14001 or EMAS                          | %      | 0      | 0      | 0.00   |
| Percentage of sites with ISO 45001 certification                                                                             | %      | 0      | 0      | 0.00   |



# SIRIM QAS INTERNATIONAL SDN BHD INDEPENDENT ASSURANCE STATEMENT

## To Board of Directors, Stakeholders, and Interested Parties,

SIRIM QAS International Sdn. Bhd. was engaged by Berjaya Corporation Berhad (hereafter referred to as BCorp) to perform an independent verification and provide assurance of BCorp Sustainability Statement FY2024. The main objective of the verification process is to provide assurance to BCorp and its stakeholders on the accuracy and reliability of the information as presented in this statement. The verification by SIRIM QAS International applied to all sustainability performance information (subject matter) as listed below, within the assurance scope which is included in BCorp Sustainability Statement FY2024. The content disclosed in this Sustainability Statement includes BCorp and its four core business segments: Retail, Services, Property Development and Hospitality. However, it is to note that this assurance statement excludes information reported for REDtone Digital Berhad.

The management of BCorp was responsible for the preparation of the Sustainability Statement FY2024. The objective and impartiality of this statement is assured as no member of the verification team and no other employee of SIRIM QAS International was involved in the preparation of any part of the BCorp Sustainability Statement and the Annual Report 2024.

The assurance engagement was designed to provide limited assurance in accordance with International Standard on Assurance Engagements (ISAE) 3000, Assurance Engagements other than Audits or Reviews of Historical Financial Information, and BURSA Sustainability Reporting Guide, irrespective of the organization's ability to achieve its objectives, targets or expectations on their subject matter and sustainability-related issues. The assurance activity evaluates the adequacy of BCorp Sustainability Statement and its overall presentation against respective reporting frameworks such as UN-SDGs and GRI Standards. The assurance process involves verification of 17 material matters as presented in the Sustainability Statement (page 32 to 76 of the Annual Report) within these three sections i.e., Economic, Environmental and Social. Details are provided in the Report to Management.

The verification was carried out by SIRIM QAS International in September 2024, with the following methodologies:

- Reviewing and verifying the traceability, consistency and accuracy of information collected from various sources; internal and external documentation which are made available during the conduct of assessment.
- Verification of data presented in the Sustainability Statement includes a detailed assessment of the sampled data.
- Interviewing key personnel responsible for collating information and writing various parts of the statement in order to substantiate the veracity of the claims.

The verification process was subjected to the following limitations:

- The scope of the work did not involve verification of other information reported in BCorp's Annual Report 2024.
- The head office at Berjaya Times Square was visited as part of this assurance engagement. The verification process did not include physical inspections of any of BCorp's operations and assets; and,
- The verification team did not conduct any verification of the data and services provided by appointed contractors and third parties.

## Conclusion

SIRIM QAS International, a Conformity Assessment Body in Malaysia, is accredited to both ISO 17021-1:2015 and ISO 17065:2012 covering all our operational activities. The appointed assessors performing the assurance engagement were selected appropriately based on our internal qualifications, training and experience. The verification process is reviewed by management to ensure that the approach and assurance are strictly followed and operated transparently. During the verification process, issues were raised, and clarifications were sought from the management of BCorp relating to the accuracy of some of the information contained in the statement. In response to the raised findings, the Sustainability Statement was subsequently reviewed and revised by BCorp. It is confirmed that changes that have been incorporated into the final version of the statement have addressed all issues. Based on the scope of the assessment process and evidence obtained, the following represents SIRIM QAS International's opinion:

- The level of data accuracy included in BCorp Sustainability Statement FY2024, is fairly stated;
- The level of disclosure of the specific sustainability performance information presented in the statement was found to be properly prepared;
- The personnel responsible were able to demonstrate the origin(s) and interpretation of data contained in the statement;
- The Sustainability Statement FY2024 provides a reasonable and balanced presentation of the sustainability performance of Berjaya Corporation Berhad.

### List of Assessors.

|    |                                |   |             |
|----|--------------------------------|---|-------------|
| 1) | Ms. Aernida Abdul Kadir        | : | Team Leader |
| 2) | Ms. Kamini Sooriamoorthy       | : | Team Member |
| 3) | Ms. Suzalina Kamaralarifin     | : | Team Member |
| 4) | Ms. Aine Jamaliah Mohamad Zain | : | Team Member |
| 5) | Ms. Hazwani Yob                | : | Team Member |

Statement Prepared by:

Statement Approved by:



**AERNIDA BINTI ABDUL KADIR**

Team Leader  
Management System Certification Department  
SIRIM QAS International Sdn. Bhd.

Date: 19 October 2024



**Ts. MD ADHA BIN RAHMAT**

Senior General Manager  
Management System Certification Department  
SIRIM QAS International Sdn. Bhd

Date: 24 October 2024

Note 1: This Independent Assurance Statement has been issued based on the content verified prior to the approval date. SIRIM QAS International Sdn Bhd does not express an opinion on, nor guarantee the integrity and/or accuracy of the information provided with the view that the conclusion was conducted post verification assessment, hence not verified. SIRIM QAS International shall not be responsible for any changes or additions made after the referred date (19 October 2024).