

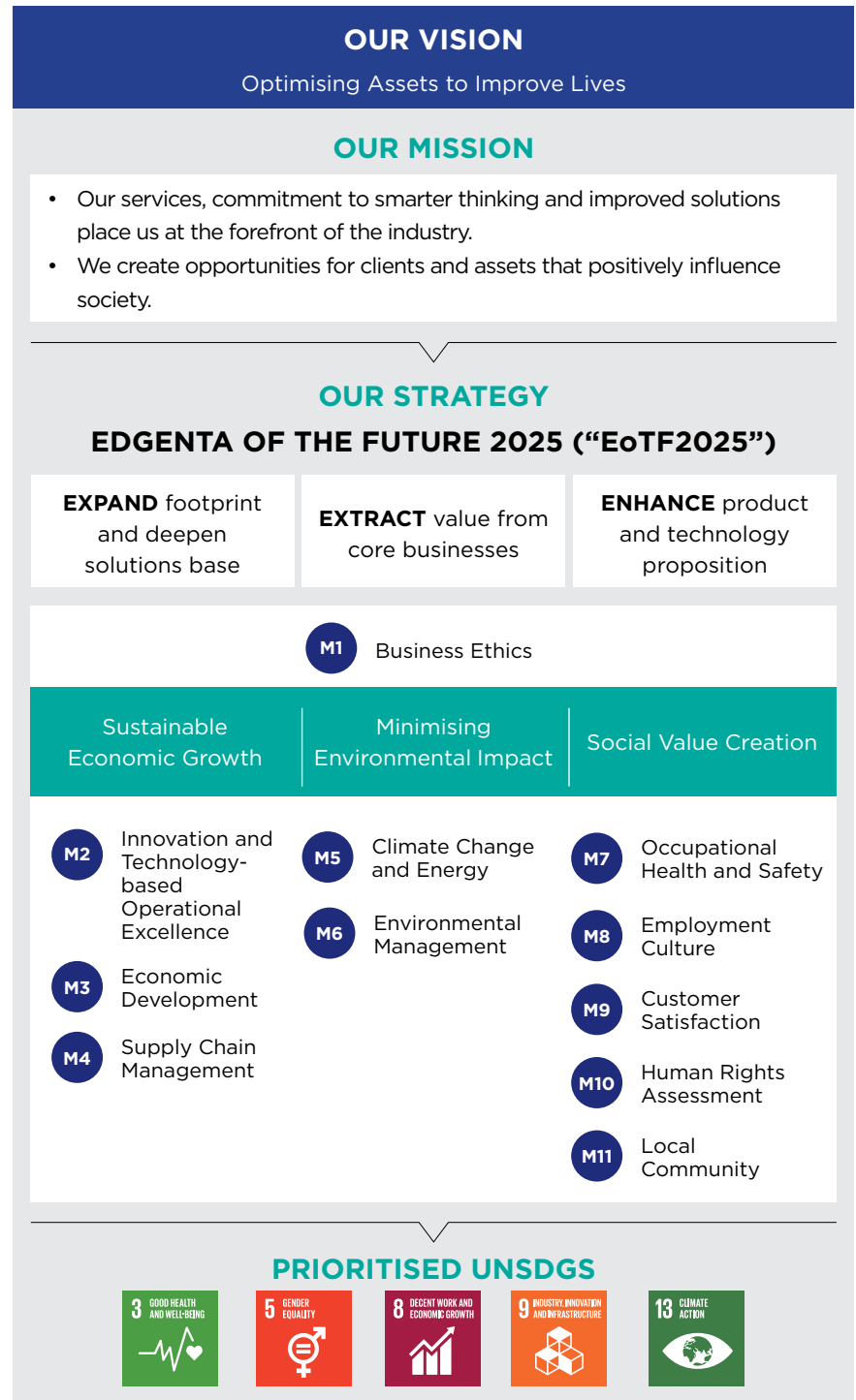
# SUSTAINABILITY AT UEM EDGENTA

At UEM Edgenta, we align ourselves with principles that matter to our stakeholders, actively managing and operating a responsible business while securing profits and driving long-term value creation. In this regard, we strive to create innovative solutions to tackle the most pressing challenges facing our planet and society.

Our dedication to sustainability is about driving long-term economic growth while making positive impacts on the world we all share. We envision the Edgenta of The Future 2025 (“EoTF2025”) as a means to deliver top-notch services to our customers fuelled by precision, cutting-edge technology, and unwavering safety standards.

Our sustainability goals are guided by our Sustainability Framework which underpins three core pillars - Sustainable Economic Growth, Minimising Environmental Impact and Social Value Creation. They serve as a roadmap guiding us towards making a meaningful difference that contribute to a brighter future for all.

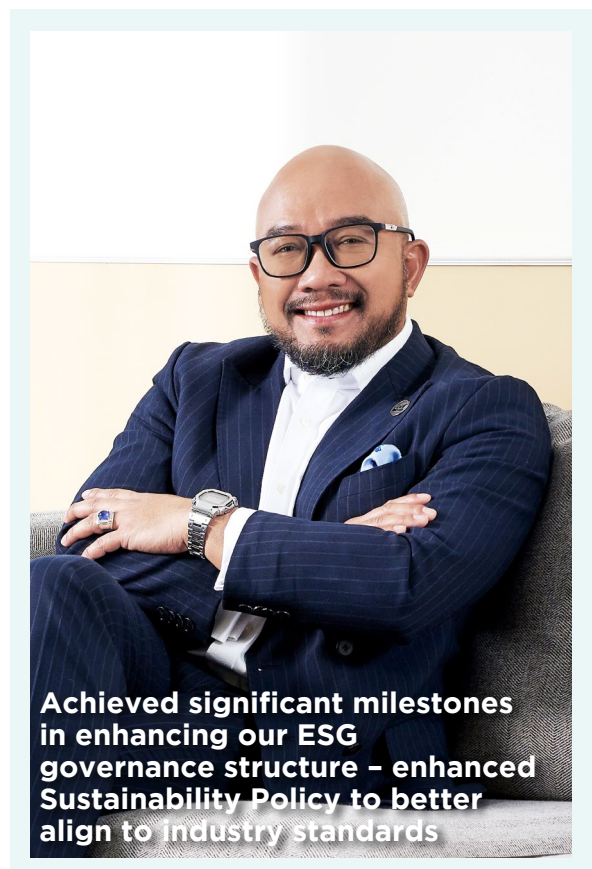
## UEM EDGENTA’s Sustainability Framework



► For more information on Sustainable Economic Growth, see page 116  
 For more information on Minimising Environmental Impact, see page 130  
 For more information on Social Value Creation, see page 144  
 For more information on our Sustainability Performance Data, see page 415

## SUSTAINABILITY AT UEM EDGENTA

### LEADERSHIP COMMITMENTS TO SUSTAINABILITY



#### DEAR STAKEHOLDERS

Reflecting on the past year, I am proud to share the strides UEM Edgenta has taken in advancing our sustainability agenda. Our journey towards sustainability is driven by the necessity to prioritise stakeholder expectations through our two-year Sustainability Roadmap (FY2022 – FY2024), which provides an overarching steer, outlining strategic initiatives and milestones, and shaping the trajectory of UEM Edgenta's sustainability journey.

In 2023, UEM Edgenta continued to address its material matters driven by our commitment to do business responsibly. During the year, we undertook several strategic initiatives as part of enhancing our sustainability commitments.

Firstly, we enhanced our Sustainability Policy for better alignment with Bursa Malaysia's Sustainability Disclosure guidelines, FTSE4Good and industry best practices. Through this enhancement, we expressed a greater commitment to adhere to evolving sustainability standards and practices across the Economic, Environment, Social and Governance ("EESG") spectrum and drive positive impact in our operations, value chain and services we offer.

In addition to promoting further transparency on sustainability performance, we continuously strive to enhance the quality of data disclosed in our sustainability statement. This has been achieved through aligning our disclosures with regulatory requirements and best practices, in compliance with Bursa Malaysia's sustainability reporting guidelines. For 2023, our sustainability statement includes a limited assurance statement based on a limited assurance exercise conducted by our internal audit team.

Through our Sustainability Roadmap, we have laid a solid foundation for an effective sustainability governance framework that prioritises ethics and transparency. The Board at UEM Edgenta plays a crucial role in setting the tone and overseeing the sustainability strategy of the Group. The Board Governance and Risk Committee ("BGRC") recommends and monitors sustainability programmes, while together with the Nomination and Remuneration Committee ("NRC"), it reviews performance against agreed KPIs. In this regard, the Board also oversees the monitoring of ESG targets and performance through the Company's corporate scorecard, which embeds relevant ESG metrics.

#### Net Zero Targets in 2023

With an interim target of **26%** reduction by 2030



#### DRIVEN BY SIX KEY LEVERS

- Green Materials
- Energy Efficiency
- Green Transport
- Green Building
- Clean and Renewable Energy
- Carbon Removal and Offsetting

## SUSTAINABILITY AT UEM EDGENTA

The ESG Steering Committee, led by the Managing Director/CEO, deliberates and provides steer on sustainability matters across the Company. The Managing Director/CEO also ensures that policies and practices are disseminated throughout the organisation. During the year under review, an ESG Department was formalised to execute sustainability initiatives, providing strategic guidance and operational support in implementing and monitoring ESG-related activities across the organisation.

The Board also takes continuous steps to enhance its knowledge on sustainability-related matters. In 2023, the Board underwent more than 130 hours of ESG-related training, covering important topics such as setting climate targets and ESG governance processes to facilitate deliberations and discussions of ESG matters.

UEM Edgenta continuously ensures compliance with local and international laws through a structured approach, with oversight from the Responsibility, Integrity, Compliance, and Diversity ("RICD") department.

UEM Edgenta's risk management policies and practices are guided by its Risk Management Framework ("RMF") and aligned with ISO 31000 guidelines. Other policies and frameworks, such as the Sustainability Policy, Anti-Bribery Management System, and Whistleblowing Policy, reflect UEM Edgenta's commitment to governance and ethics. The company continuously engages with external stakeholders, NGOs, and authorities to enhance anti-corruption efforts. Throughout the reporting year, more than 15 engagement activities, such as Vendor Day and Integrity Awareness Sessions were held in 2023 to educate our stakeholders on key risk matters.

Key milestones achieved in 2023 include obtaining the ISO 37001 Anti-Bribery Management Systems ("ABMS") certification, enhancing the e-declaration portal to include more integrity declarations, and developing the Organisational Anti-Corruption Plan ("OACP").

Moving forward, the Company will enhance its risk management framework to capture sustainability-related risks, such as the impact of climate change and other material matters to the business. In the interim, UEM Edgenta has already taken steps to identify and assess environmental, social, and governance-related risks, which are reported to the BGRC quarterly. The Company has also begun preparations to address the recommendations of the Task Force for Climate-Related Disclosure ("TCFD") and International Sustainability Standards Board ("ISSB") by undergoing TCFD awareness training in 2023 and developing a roadmap for the compliance process.

### OUR COMMITMENT TO THE CLIMATE AND ENVIRONMENT

During the year, UEM Edgenta completed several key sustainability initiatives, making further progress in two key material matters, namely Climate Change and Energy, and Environmental Management.

In response to climate change concerns and expectations from our stakeholders to address this material matter, we initiated the work to establish our Scope 1 and Scope 2 emissions inventory, which amounted to 17,577 tonnes of CO<sub>2</sub>-equivalent (tCO<sub>2</sub>e), comprising 10,356 tCO<sub>2</sub>e of Scope 1 emissions and 7,221 tCO<sub>2</sub>e of Scope 2 emissions. The exercise to establish our emissions inventory provided many learnings to the company – including data verification for completeness as well as the accuracy of calculating emission figures based on global standards – all of which provided further understanding of the nature of our emissions footprint and the correlation of our business activities to GHG emissions.

A notable achievement in 2023 was the launch of UEM Edgenta's groupwide Net Zero Targets and our commitment to achieve net zero GHG emission by 2050. Additionally, we established an interim reduction target of 26% by 2030 for Scope 1 and Scope 2 emissions, towards achieving Net Zero by 2050. These commitments align with the International Energy Agency's ("IEA") Net Zero Emissions by 2050 Global Pathway.

Our commitment to reducing emissions is predicated on our decarbonisation strategy which anchors on optimising energy consumption through energy efficiency solutions, leveraging on clean and renewable energy sources and electrification of our fleet of vehicles. Immediate initiatives undertaken during the year included the capacity optimisation of our Kamunting incinerator plant to generate optimum levels of heat and to reduce the reliance on natural gas. In addition, we piloted the use of Green Energy Tariffs from TNB as a means to offset our hard-to-abate sources of emissions. These initiatives had provided the initial momentum required to kick-start our decarbonisation journey. In 2023, we recorded a reduction of 777 tCO<sub>2</sub>e in our Scope 1 and Scope 2 emissions, translating into a 4.04% emission reduction from our 2022 baseline.

Moving forward, we are focused on establishing GHG reduction monitoring process to measure the performance of our net zero strategy and also to allow us to refine our climate targets as we progress. We are also embarking on an exercise to establish our Scope 3 emissions inventory and make a similar pledge to Net Zero by 2050.

## SUSTAINABILITY AT UEM EDGENTA

To manage our Environmental Management material matter, we remain committed to proactively reducing waste by implementing comprehensive waste-handling strategies. In 2023, we completed the construction of our Recycled Asphalt Pavement ("RAP") Premix plant in Tapah, Malaysia. The plant will help our clients in reducing milling waste from our pavement-related services and optimise raw material consumption by utilising up to 30% of recycled asphalt. Moving forward, UEM Edgenta remains dedicated to implementing environmental conservation practices in both its operations and its solutions. The company plans to compute its waste footprint to develop a comprehensive waste management programme while promoting recycling efforts.

### BUILDING OUR SUSTAINABILITY CULTURE

At UEM Edgenta, we understand that ESG factors are not just components of our operations but fundamental to our core values and overarching objectives. Cultivating the right culture, skills, and mindset is crucial to propelling our sustainability agenda forward and achieving our goals.



**WE ARE PROUD RECIPIENT OF THE STAR ESG AWARD**

**GOLD** for Energy Efficiency and

**SILVER** for Renewable Energy, Talent Management and Good Health and Wellbeing Practices

Sustainability culture is deeply embedded in our people in various aspects. Our employees undergo future-ready training to adapt to evolving challenges, ensuring they play an active role in enhancing operational efficiency and sustainability goals. During the year, we initiated a focused capability development programme for all our employees, called the Individual Development Programme ("IDP"), enabling the assessment of individual competencies and identification of areas for improvement. This initiative has empowered staff to pursue tailored training to address both their core and job-specific competency requirements. These learning initiatives resulted in staff recording a total of 295,702 learning hours during the year.

Fostering an inclusive and diverse workplace is integral to who we are. In 2023, we took steps to advance this cause by introducing a Diversity, Equity, and Inclusivity ("DEI") Statement, advocating for these values in all our workplace practices. Ensuring equal opportunities is a priority in our HR processes, and the company adheres to Employment Acts in the markets it operates and aligns with international labour standards. Furthermore, we reaffirmed our commitment to recognising the rights of our employees by acknowledging the National Union of Hospital Support, Allied Services, and Government Agencies. This action underscores our dedication to upholding the right to freedom of association and collective bargaining. Efforts are currently underway to reach a first set of collective agreements on areas of mutual interest for both parties.

Moving forward, UEM Edgenta will continue to engage with employees through various initiatives tailored to fortifying leadership development, championing inclusivity and diversity, and optimising recognition and rewards frameworks. By nurturing a workplace culture that celebrates diversity, we aim to foster a thriving and empowered workforce.

Employee health, safety, and well-being are core aspects of our corporate culture, as demonstrated by our FIRST principles. To this end, UEM Edgenta is dedicated to ensuring the health, safety, and security of its workforce. The overarching goal is to achieve zero incidents, occupational illnesses, environmental events, non-compliance with legal requirements, and prioritising the physical and emotional well-being of employees. This commitment is embedded in our comprehensive Quality, Health, Safety, Security, and Environment ("QHSSE") Policy, which focuses on compliance with statutory and regulatory requirements and promotes a culture of continuous improvement in Health, Safety, Security, and Environment ("HSSE").



## SUSTAINABILITY AT UEM EDGENTA

During the year under review, Edgenta recorded several milestones in advancing its HSSE practices. The company successfully obtained the ISO 9001:2015, ISO 45001:2018 & ISO 14001:2015 (Quality, Occupational Health & Safety and Environmental Management Systems) Certifications, a demonstration of Edgenta's sound quality management system to ensure that the services and products offered meet international standards. In addition, the Company also operationalised its HSSE manuals, ensuring better adherence to health, safety and environmental practices. Assurance processes were carried out and intervention plans were identified for further improvements. As a result of these well-executed measures, we became the proud recipient of the Star ESG Award – Silver for our outstanding Health and Well-being practices, highlighting our dedication to creating a sustainable and thriving workplace for our employees.

Looking ahead, UEM Edgenta is committed to continually improving its HSSE management system, nurturing a robust safety culture, and striving for zero incidents, occupational illnesses, and environmental events through ongoing training, awareness sessions and monitoring processes. The organisation aims to instil a workplace ethos where safety is deeply ingrained in the culture, spanning from top management to every employee, ensuring the highest standards of well-being and environmental stewardship.

In our dedication to maintaining a strong supply chain, fostering ethical procurement practices, and supporting local vendors, UEM Edgenta maintains a rigorous set of procurement standards outlined in our Strategic Vendor Management Framework ("SVMF"). Through this framework, we actively collaborate with our suppliers via our signature Vendor Development Programme ("VDP") to ensure their alignment with our sourcing criteria, ultimately improving our supply chain performance.

Our assistance includes providing training programmes covering health and safety regulations, ethical sourcing principles and procurement practices. During the year, we expanded these training initiatives to include sustainability-related discussions, aimed at boosting our vendors' understanding of ESG principles. In addition, we onboarded 9 new suppliers into our VDP. Other initiatives like the Supplier Financing Programme ("SFP"), in partnership with HSBC Amanah Malaysia Berhad, provides vital support to SME suppliers, helping them manage their cash flows while conducting business with us.

We consistently monitor our vendors' performance through our Vendor Performance Review and HSSE Performance Rating processes. During the year, we evaluated 93 vendors from our Infrastructure business and offered training and support for those who do not meet our minimum rating requirements to assist them in meeting our established standards.

Going forward, we aim to enhance our SVMF by integrating more sustainability-related considerations in our procurement practices. This includes supplier environmental and social assessments, incorporating green material sourcing principles, implementing stricter health and safety requirements, as well as human rights screening procedures for supplier evaluation. To better prepare our vendors for these changes, we plan to conduct a risk profiling exercise to assess our suppliers and subsequently, develop a supply chain engagement plan to assist our vendors in complying with our enhanced supply chain framework.

At UEM Edgenta, community contributions and development with a focus on education, community enrichment and well-being is very much aligned with our vision.

Through the "Saving Animals, Serving Community" CSR programme, the Company allocated approximately RM30,000 to support animal welfare and conservation efforts of the endangered Aldabra Giant Tortoises and a giraffe. Additionally, UEM Edgenta practiced circularity by rescuing 7,225 kg of surplus pet food, benefitting over 50 shelters, preventing the release of 20,230 kg of carbon dioxide into landfills.

In its community empowerment CSR endeavours, UEM Edgenta launched several initiatives such as 'Back-to-School Riang Ria' to aid underprivileged school children and provided flood relief assistance in Segamat, Johor and the "Jalinan Kasih Edgenta" programme which facilitated inclusive festive celebrations, enhancing community engagement and social cohesion during key cultural events such as Chinese New Year, Ramadan, Deepavali, and Christmas.

The establishment of the Arboretum Education Center in partnership with Universiti Putra Malaysia in December 2023 highlights the company's commitment to further extend educational and awareness platforms in the area of environmental sustainability.

These efforts led to UEM Edgenta receiving the prestigious "Company of the Year (Asset Management & Infrastructure Solutions)" award at the esteemed Sustainability and CSR Malaysia Awards 2023. Looking ahead, the organisation is poised to further solidify its role in sustainable development by continuing to work with communities in the markets it serves to promote education and community enrichment programmes.

**UEM Edgenta practiced circularity by rescuing 7,225 kg of surplus pet food, benefitting over 50 shelters, preventing the release of 20,230 kg of carbon dioxide into landfills.**

## SUSTAINABILITY AT UEM EDGENTA

### EXPANDING OUR ECOSYSTEM

Sustainability is a collective effort that spans our entire value chain. At UEM Edgenta, we are committed to supporting our partners and clients to achieve their ambition towards reducing their climate footprint. To this end, related sustainability services that the company undertakes as part of its comprehensive facilities management includes conducting ESG site audits, facilitating Green Building Index certification, and developing sustainability roadmaps in line with global standards.

To-date, our services have proven impactful, with energy management initiatives resulting in annual savings of approximately 81.4 million kWh recorded in assets that we manage. This translates to savings of approximately RM55 million in energy bills since 2017. In addition, we helped one of our key clients, the Ministry of Health Malaysia, in obtaining the Leadership in Energy and Environment Design ("LEED") certification recognised by the U.S. Green Building Council for 8 healthcare facilities, showcasing our clients' dedication to environmentally sustainable practices. Our efforts in promoting sustainability practices in assets we managed in turn saw us receive two 4-star ratings and four 3-star ratings under the Malaysian Carbon Reduction and Environmental Sustainable Tool ("MyCrest") rating system for the healthcare facilities we manage.

To fortify our market standing, we launched Opus Sustainability, serving as the one-stop solutions provider to help asset owners decarbonise their assets towards achieving a sustainable build environment. This strategic consolidation, complemented by our established success in energy performance contracting, led to us securing nine sustainability mandates from clients in Malaysia in 2023, bringing our total ongoing sustainability mandates to 21 contracts. Additionally, we have earmarked RM200 million to help finance sustainability projects on a zero-capex model, aiding our clients' transition to a low-carbon economy. With this commitment, we aim to boost closer collaboration with our clients, promoting the use of renewable energy sources, expanding green infrastructure like EV charging points, and upgrading existing infrastructure to high-performance green buildings. Through strategic partnerships with organisations like Earth Finance, Honeywell, and Yinson Greentech, we are working together to pursue sustainability and decarbonisation goals.

**Earmarked RM200 million through Opus Sustainability to finance sustainability projects, supporting our clients' transition to a low-carbon economy.**

UEM Edgenta's approach to technology and operational innovation revolves around a threefold strategy focused on strengthening the core, transforming tech delivery, and redefining business models. This approach is delivered through the Digital, Technology and Innovation ("DTI") department and Edgenta NXT, the technology commercialisation arm of UEM Edgenta. Together, they implement various technology solutions to enhance cybersecurity measures, modernise cloud infrastructure, and optimise tech delivery processes via computer-aided facility management systems, sustainability solutions, IoT device deployment and smart city solutions.

During the year, Edgenta NXT rolled out Asseto, a cloud-based computer-aided facility management platform deployed across 15 sites of UEM Edgenta's portfolio. Asseto facilitates predictive maintenance, remote monitoring, data analytics works, and provides customised dashboards that include carbon emission tracking and energy usage optimisation, offered in collaboration with third-party platforms such as Alibaba.

Additionally, UEMS Singapore rolled out a Community App to facilitate our employees in Singapore to track their emission footprint. The app serves as a platform to encourage sustainability-driven behaviours, including waste reduction, adoption of environmentally friendly transportation modes, and the sharing of sustainability-related information among employees. UEM Singapore also deployed its *UETrack*™ application in an additional 27 sites in Singapore in 2023 to allow better asset tracking and improved efficiencies in scheduling cleansing work orders.

Our initiatives serve as a roadmap towards a more sustainable, inclusive, and prosperous world. By leveraging cutting edge technology and data analytics we optimise urban infrastructure and enhance the sustainability, efficiency, and liveability of cities, driving forward the vision of smarter, more connected urban environments for the future.

### LOOKING AHEAD

While we have made significant strides in our sustainability journey, it is important to recognise that there is still much work ahead of us. As we look to the future, our focus is on further shaping our ESG journey.

To drive our efforts forward, we aim to entrench ESG into our operational culture, strengthen our policies, and invest in markets that value ESG principles. Our ultimate goal is to build a resilient, sustainable company that not only generates profits, but also benefits all stakeholders involved.

### SYAHRUNIZAM SAMSUDIN

Managing Director/Chief Executive Officer

# SUSTAINABILITY AT UEM EDGENTA

## PRIORITISED UN SDGs

UEM Edgenta is committed to contributing to the United Nations Sustainable Development Goals ("UN SDGs") through our various initiatives and practices. We recognise the importance of addressing global challenges such as health, inequality, climate change, and environmental degradation, and we are dedicated to playing our part in achieving a sustainable and prosperous future for all.

Prioritised UN SDGs	Linked SDG Targets	Achievements and Contributions
<b>Material Matters:</b> <b>M7</b> Occupational Health and Safety <b>M10</b> Human Rights Assessment		<b>Relevant Stakeholders:</b> <ul style="list-style-type: none"> <li>Board Of Directors and Employees</li> <li>Supply Chain Partners</li> </ul>
	<ul style="list-style-type: none"> <li><b>Target 3.4</b> Reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being</li> <li><b>Target 3.8</b> Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all</li> </ul>	<ul style="list-style-type: none"> <li>Commitment through our Quality, Health, Safety, Security, and Environment (QHSSSE) Policy, which focuses on compliance with statutory and regulatory requirements and promotes a culture of continuous improvement in Health, Safety, Security, and Environment (HSSE) and towards attained our goal of zero incidents, occupational illnesses, environmental events, non-compliance with legal requirements, and prioritising the physical and emotional well-being of employees.</li> <li>Operationalised HSSE manuals, ensuring better adherence to health, safety and environmental practices</li> <li>In promoting work-life balance, UEM Edgenta has introduced Flexible Working Arrangements, sports and recreational clubs, the Edgenta Care Society, and mental health support programmes.</li> </ul>
<b>Material Matters:</b> <b>M8</b> Employment Culture		<b>Relevant Stakeholders:</b> <ul style="list-style-type: none"> <li>Board Of Directors and Employees</li> </ul>
	<ul style="list-style-type: none"> <li><b>Target 5.1</b> End all forms of discrimination against all women and girls everywhere</li> <li><b>Target 5.5</b> Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life</li> </ul>	<ul style="list-style-type: none"> <li>Developed a Diversity, Equality and Inclusion Statement to advocate for these values at the workplace.</li> <li>Conducted three awareness sessions on 'Understanding of Human Rights at Workplace' during Edgenta HR Roadshow 2023.</li> <li>52% of the total workforce are women and more than 30% of senior and middle management positions are held by women. Board members also comprise 30% women. This allows for women's participation in decision making process.</li> </ul>
<b>Material Matters:</b> <b>M3</b> Economic Development <b>M4</b> Supply Chain Management <b>M9</b> Customer Satisfaction <b>M11</b> Local Community		<b>Relevant Stakeholders:</b> <ul style="list-style-type: none"> <li>Board of Directors and Employees</li> <li>Clients and Partners</li> <li>Supply Chain Partners</li> </ul>
	<ul style="list-style-type: none"> <li><b>Target 8.5</b> Achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities</li> <li><b>Target 8.6</b> Substantially reduce the proportion of youth not in employment, education or training</li> <li><b>Target 8.8</b> Aims to protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment</li> <li><b>Target 8.10</b> Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all</li> </ul>	<ul style="list-style-type: none"> <li>Introduced an Opportunity Marketplace for employees to apply for positions, including those from sister companies like PLUS and UEM Sunrise.</li> <li>Conducted 16 comprehensive training sessions focused on effective recruitment processes and fair hiring skills in 2023.</li> <li>Implemented Individual Development Plan ("IDP") for employees to take control of their career development paths.</li> <li>Enrolled 101 vendors in the Supplier Financing Programme ("SFP") in collaboration with HSBC Amanah.</li> <li>Providing Graduate Trainee Programme ("GET") and internship programmes.</li> <li>Our Vendor Development Programme ("VDP") cultivates robust, collaborative partnerships with our suppliers, leading to enhanced performance across our supply chain.</li> <li>Recognised the National Union of Hospital Support, Allied Services and Government Agencies, a move to recognise the right to freedom of association and collective bargaining among our staff</li> <li>Learning initiatives resulted in staff recording a total of 301,895 learning hours during the year.</li> </ul>

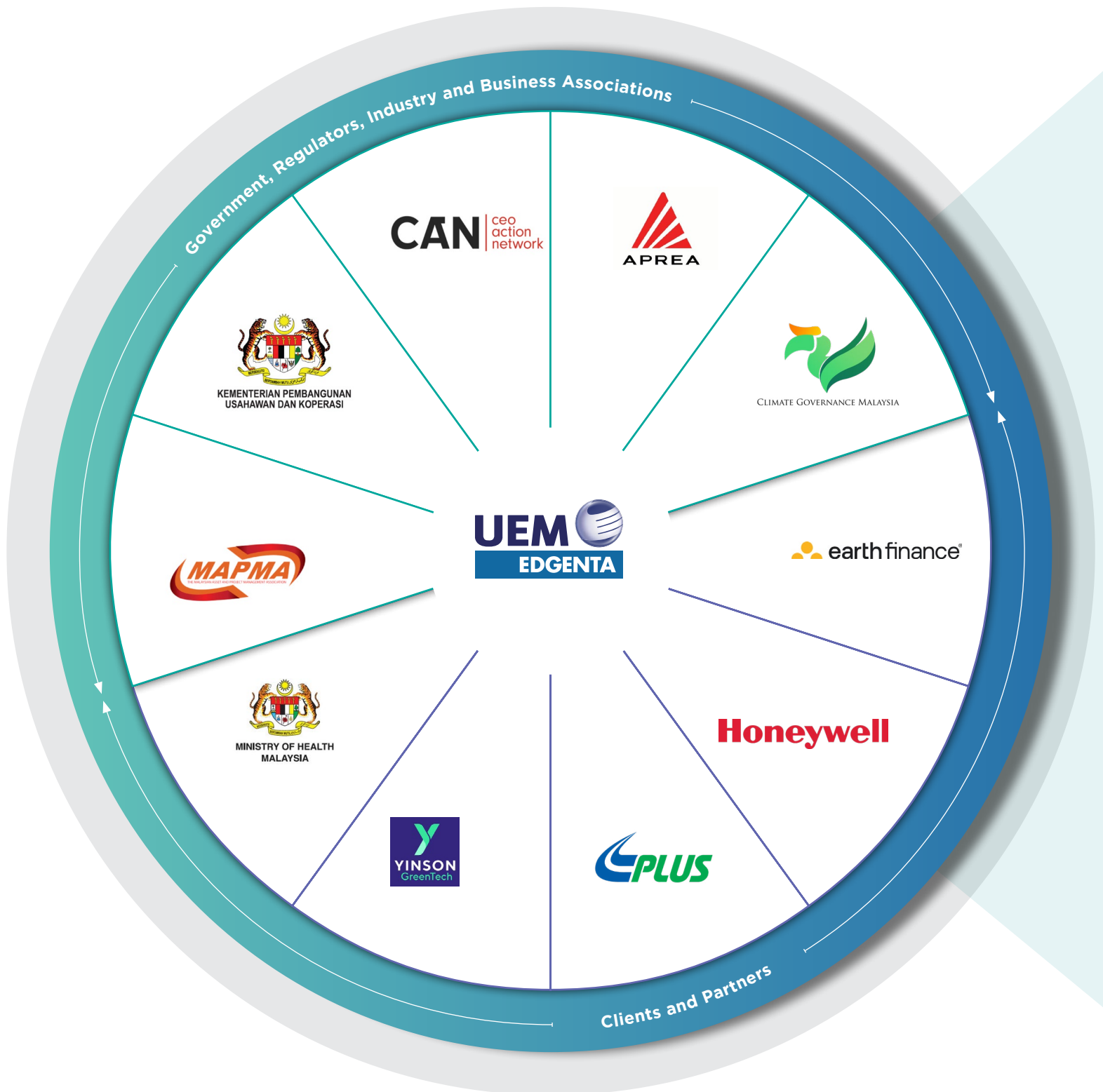
## SUSTAINABILITY AT UEM EDGENTA

Prioritised UN SDGs	Linked SDG Targets	Achievements and Contributions
<b>Material Matters:</b> <b>M2</b> Innovation and Technology-based Operational Excellence		
<b>Relevant Stakeholders:</b> <ul style="list-style-type: none"> <li>Client and Partners</li> <li>Employees</li> <li>Supply Chain Partners</li> <li>Government and Regulators, Industry and Business Associates</li> </ul>		
	<ul style="list-style-type: none"> <li><b>Target 9.1</b> Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all</li> <li><b>Target 9.4</b> By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities</li> </ul>	<ul style="list-style-type: none"> <li>Developed proprietary software, Asseto, to enable data-driven decision-making towards enhanced asset and facility management and sustainable operations by industry clients, governments and asset owners.</li> <li>Constructed materials for pavement using recycled asphalt to reduce waste from milling.</li> <li>Retrofit hospital buildings and maintained hospital assets and buildings for clients.</li> <li>Energy management services have resulted in annual savings of approximately 38.4 million kWh which translates to approximately RM16.6 million in energy and cost savings in 2023.</li> <li>Earmarked RM200 million to help finance sustainability projects on a zero-capex model, aiding our clients' transition to a low-carbon economy focusing on energy efficiency and renewable energy</li> <li>UEMS Singapore rolled out a Community App to facilitate our employees in Singapore to track their emission footprint. The app serves as a platform to encourage sustainability-driven behaviours, including waste reduction, adoption of environmentally friendly transportation modes, and the sharing of sustainability-related information among employees</li> <li>UEM Singapore also deployed its UE Track application in an additional 27 sites in Singapore in 2023 to allow better asset tracking and improved efficiencies in scheduling cleansing work orders.</li> </ul>
<b>Material Matters:</b> <b>M5</b> Climate Change and Energy <b>M6</b> Environmental Management		
<b>Relevant Stakeholders:</b> <ul style="list-style-type: none"> <li>Board of Directors and Employees</li> <li>Client and Partners</li> <li>Government, Regulators, Industry and Business Associates</li> <li>Community</li> <li>Media</li> </ul>		
	<ul style="list-style-type: none"> <li><b>Target 13.2</b> Integrate climate change measures into national policies, strategies and planning</li> <li><b>Target 13.3</b> Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning</li> </ul>	<ul style="list-style-type: none"> <li>Launched Edgenta's Net Zero Targets for both Scope 1 and Scope 2 with an established baseline. Enhanced our Sustainability Policy to integrate climate matters and Net Zero Targets.</li> <li>Conducted more than 10 capacity building sessions on climate matters in 2023.</li> <li>Providing energy efficiency services to clients and enabling them to attain green building certifications.</li> <li>Pilot programme to lease electric vehicles as part of our fleet replacement, better energy management techniques at the workplace and reduction of idle time in our vehicles to reduce petrol and diesel consumption.</li> </ul>



## SUSTAINABILITY AT UEM EDGENTA

### DRIVING SUSTAINABILITY THROUGH PARTNERSHIPS



## SUSTAINABILITY AT UEM EDGENTA

### Driving Sustainability Through Partnerships and Networks

#### Government, Regulators, Industry and Business Associations

##### Kementerian Pembangunan Usahawan dan Koperasi ("KUSKOP")

Through collaborative endeavours aimed at upskilling Small and Medium Enterprises ("SMEs") and Social Entrepreneurs, we have fortified the business ecosystem, promoting inclusive economic growth. In 2023, we successfully onboarded nine additional vendors into the three-year Vendor Development Programme, further enhancing our commitment to fostering sustainable business partnerships.

##### CEO Action Network ("CAN")

Engaged in partnerships with over 60 companies to develop capacity building programmes that have positively impacted over 1,000 employees spanning 20 diverse sectors. Additionally, we participated in CAN Nature Retreat that was held in July. The event brought together leaders from 60 companies to deliberate on environment and climate related matters and reinforce their commitments towards climate action.

##### Asia Pacific Real Assets Association ("APREA")

Actively engaged with Asia Pacific real estate companies to acquire valuable insights and market intelligence within the real estate industry, while simultaneously leveraging the Sustainability guide materials provided by the association. This collaborative effort not only enhances our understanding of market trends but also serves as a platform to foster collaboration and identify growth opportunities within the sector.

##### Malaysian Asset and Project Management Association ("MAPMA")

We organised an engagement session for members to collaborate on enhancing standards in asset and project management across various industries in Malaysia.

##### Climate Governance Malaysia ("CGM")

Continued to become a member of Climate Governance Malaysia, which is the Malaysian chapter of the World Economic Forum's Climate Governance initiative. We also attended the National Climate Governance Summit to gather insights from corporate leaders on climate ambition and best practices.

#### Clients and Partners

##### Ministry of Health ("MoH")

Closely collaborated with the Ministry of Health Malaysia to provide vital non-clinical hospital services to 32 Government hospitals. This partnership aims to advance their sustainability objectives and support the attainment of Green Building Index ("GBI") status for these healthcare facilities.

##### PLUS Malaysia Berhad

Partnered with PLUS to produce sustainable pavement material using milling waste and implemented water conservation initiatives across PLUS facilities.

##### Honeywell Engineering Sdn. Bhd.

Exploration of development and provision of end-to-end solutions for renewable energy and comprehensive sustainable building asset management solutions for Net Zero in Malaysia, including energy and waste management solutions, and capability development of smart city technologies.

##### Earth Finance Inc.

Provided capacity building in Scope 3 emissions, offering training, technical assistance, knowledge sharing, resources, and strategic guidance to enhance Edgenta's ability to measure, manage, and reduce its Scope 3 emissions effectively.

*Initiated business collaboration with Opus Consulting through Memorandum of Business Exploration (MOBE), to provide Energy Efficiency and Sustainable Solutions to clients*

##### Yinson GreenTech

Exploration of Sustainability Services and potential to develop go-to market end-to-end Sustainable vehicles solutions to respective clients whilst ensuring a greener supply chain.

# SUSTAINABILITY AT UEM EDGENTA

## SUSTAINABILITY ROADMAP

Our two-year roadmap, spanning from FY2022 to FY2024, serves as a strategic blueprint for integrating sustainability into the fabric of our organisation. Developed through a comprehensive and holistic approach, this roadmap was informed by insights gathered from stakeholders through various workshops, and it takes into account material matters significant to both our business operations and stakeholders. The roadmap is structured around six sustainability pillars: Approach, Materiality, Performance Measurement, Governance and Culture, Initiatives and Action, and Reporting and Communication, guiding our journey towards a more sustainable future.

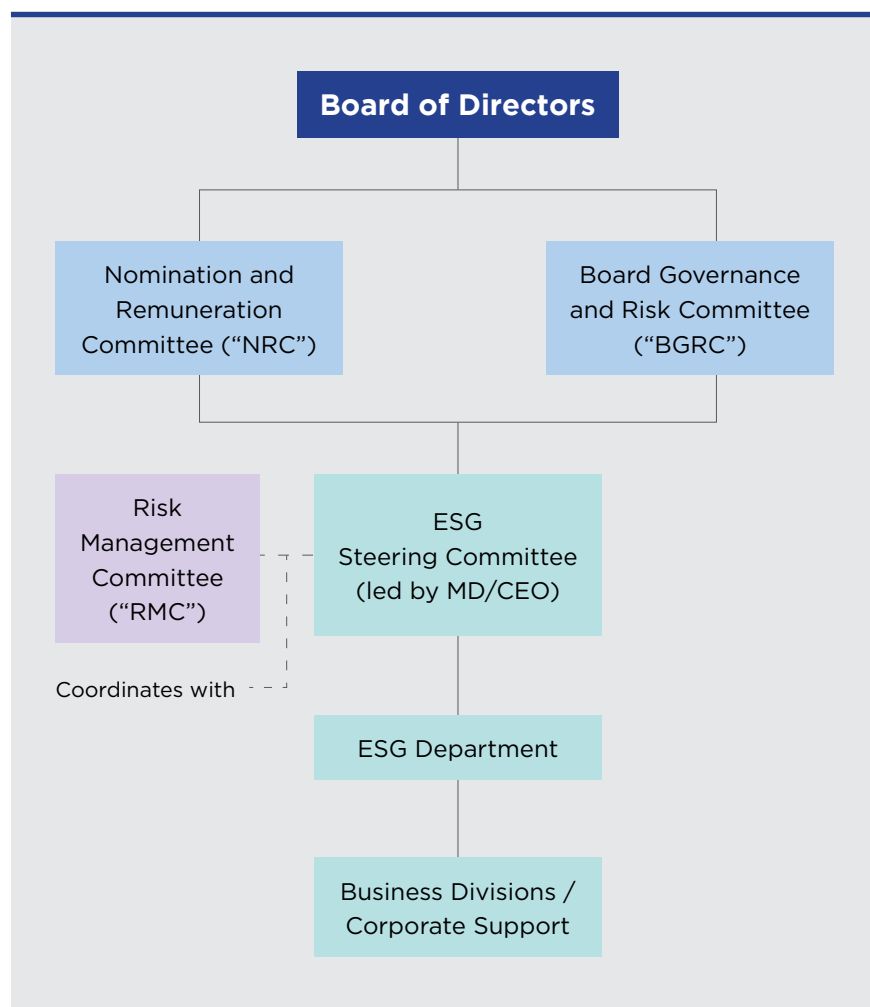
### Progress in 2023

2022	2023	2024
<b>Strengthening Our Fundamentals</b> <p>We launched our sustainability journey:</p> <ul style="list-style-type: none"> <li>• <b>Approach:</b> Initiated a strategic 2-Year Sustainability Roadmap to guide our efforts.</li> <li>• <b>Materiality:</b> Conducted a detailed materiality assessment to identify key sustainability issues.</li> <li>• <b>Performance Measurement:</b> Developed Scope 1 and Scope 2 Emissions Inventory and embedded ESG into corporate scorecard.</li> <li>• <b>Governance and Culture:</b> Strengthened our ESG governance with an enhanced Terms of Reference. Launched ESG Awareness Month and self-paced ESG training.</li> <li>• <b>Initiatives and Action:</b> Prioritised material matters, set up focus groups and identified champions to drive action. Execute survey suppliers for ESG suppliers profiling.</li> <li>• <b>Reporting and Communication:</b> Enhanced Sustainability Statement reporting according to Bursa Guidelines, GRI and FTSE4Good.</li> </ul>	<b>Building Momentum</b> <p>We intensified our sustainability efforts across all of our roadmap's sustainability pillars:</p> <ul style="list-style-type: none"> <li>• <b>Approach:</b> Enhanced and communicated Sustainability Policy to align internal and external stakeholders with our goals.</li> <li>• <b>Materiality:</b> Conducted an annual review of the Material Matrix to incorporate external stakeholders view.</li> <li>• <b>Performance Measurement:</b> Developed Net Zero Targets and initiated selected categories for Scope 3 emission inventory, demonstrating our commitment to comprehensive sustainability tracking. Continued to embed ESG into corporate scorecard.</li> <li>• <b>Governance and Culture:</b> 2nd year of ESG Awareness month and ESG self-paced training, formalised ESG department.</li> <li>• <b>Initiatives and Action:</b> Segmentised supplier to prepare for scope 3 emission inventorisation.</li> <li>• <b>Reporting and Communication:</b> Digitised emission calculation and continued to report according to Bursa's requirements. Developed a TCFD roadmap for reporting.</li> </ul>	<b>Towards Integration</b> <ul style="list-style-type: none"> <li>• <b>Approach:</b> Develop ESG strategy for integration into corporate vision and mission.</li> <li>• <b>Materiality:</b> Continue to refine our approach to materiality, ensuring it informs our strategy and engagement. Preparing for double materiality.</li> <li>• <b>Performance Measurement:</b> Monitoring of sustainability policy and Net Zero Targets progress. Continue to embed ESG KPI into corporate scorecard.</li> <li>• <b>Governance and Culture:</b> Further embed sustainability into our corporate culture and governance practices.</li> <li>• <b>Initiatives and Action:</b> Advance our commitment to responsible supply chains and human rights.</li> <li>• <b>Reporting and Communication:</b> Enhance our reporting framework to better adhere to reporting requirements and demonstrate our sustainability achievements and ambitions comprehensively. Enhance our risk management framework to incorporate climate risk.</li> </ul>

## SUSTAINABILITY AT UEM EDGENTA

### SUSTAINABILITY GOVERNANCE

We are dedicated to upholding robust sustainability governance, which ensures accountability, transparency, and ethical conduct across all our operations. This commitment is ingrained in our business ethos, involving all stakeholders and fostering trust through the demonstration of our dedication to sustainable practices. By adhering to these standards, we not only secure our immediate success but also strengthen the long-term sustainability and resilience of our business. Furthermore, we emphasise the importance of business ethics in this section, acknowledging it as the way we do business.



The Board at UEM Edgenta plays a crucial role in setting the tone and overseeing the sustainability strategy of the Group. The Board also oversees the monitoring of ESG targets and performance through the Company's corporate scorecard, which incorporates relevant ESG metrics.

### Roles and Responsibilities:

#### The Board Governance and Risk Committee ("BGRC")

Oversees the sustainability efforts and reviews the material sustainability risks and opportunities as well as sustainability issues in the overall planning, performance and long-term strategy of the Company.

#### The Nomination and Remuneration Committee ("NRC")

Review performance against established corporate scorecard including ESG performance.

#### The Risk Management Committee ("RMC")

Collaborate closely with the senior management team in integrating a Risk Management Framework ("RMF") throughout the Group.

#### The ESG Steering Committee

A committee led by the MD/CEO comprising C-suites and select senior management team that periodically reviews and provide steers on sustainability initiatives, performance and action plans to be recommended to the BGRC and Board.

#### The ESG Department

Leads the execution of sustainability initiatives according to the 2-Year Roadmap and in alignment with the Bursa Sustainability Framework and GRI standards.

#### Business Divisions ("BUs") & Corporate Support

Works in collaboration with the Group ESG Team to implement sustainability initiatives and activities.



## SUSTAINABILITY AT UEM EDGENTA

The following section describes how we embed sustainability metrics into our decision making and performance evaluation processes.

### Establish Clear Goals and Strategies

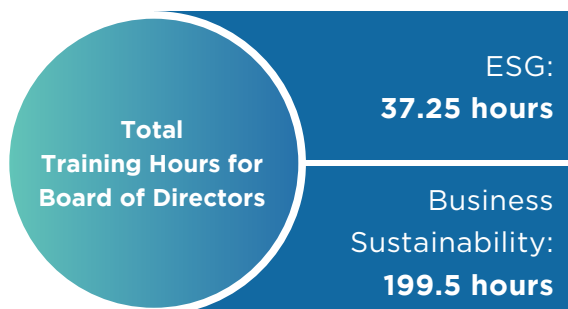
ESG is integrated into the target setting, resource allocation, and performance measurement. It is also a key criterion in the Board Evaluation Assessment, evaluating Board roles, responsibilities, and performance.

### Education and Awareness

We prioritise instilling a strong sustainability mindset throughout our Board. The Board actively engages in workshops, seminars, and invites external experts to stay updated on ESG matters and best practices.

All directors have attended at least one training related to ESG in year 2023. We have provided 2 Board Awareness Session in 2023.

Education and Awareness



### Integrate Sustainability into Decision-Making Process

The board is increasingly looking at ways to integrate sustainability matters into our decision-making process. It considers the Group's material matters, regulatory requirements, rating standards and best practices when evaluating policies, processes and investment opportunities.

### Incentivise Sustainable Practices

ESG KPIs are integrated into the corporate and business unit scorecards and performance evaluations take into consideration achievement of ESG targets.

### Review and Adapt

Policies and practices undergo regular review and assessment for sustainability initiative effectiveness.

### Transparency and Reporting

ESG matters are a regular agenda discussion in our quarterly board meetings. We ensure timely updates, frequent discussions, and engagement on sustainability progress, performance, and areas for improvement.

For more information on our Corporate Governance responsibilities, see page 212 to 234 of our Integrated Report.

## SUSTAINABILITY AT UEM EDGENTA

### ENHANCED SUSTAINABILITY POLICY

At UEM Edgenta, our sustainability mission is supported by our Group Sustainability Policy. This policy outlines our focus, commitment, and approach to sustainability, integrating principles of sustainable development into our activities. It aims to establish and promote sound environmental practices, minimise harm, and foster sustainable development across our operations.

In 2023, we enhanced our Sustainability Policy, which reflects our approach to Sustainability which is based on the Economic, Environment, Social and Governance (“EESG”) pillars. The policy now better aligns with Bursa Malaysia’s Sustainability Disclosure Guidelines, industry best practices and international benchmarks such as FTSE4Good. It also supports UEM Edgenta’s Net Zero 2050 commitments which were recently announced.

Some key commitments now stated in the Enhanced Sustainability Policy, under each of the EESG pillars are as follows:

#### **Economic**

We aspire to create a positive economic impact through our processes and business activities to contribute to the local economies in which we operate.

We commit to supporting our vendors in such that they remain sustainable and relevant.

#### **Social**

We commit to complying with all applicable labour, employment, and human rights legislation, including, but not limited to the minimum wage and minimum age for employment.

To create long-term positive impacts in the community we commit to focus on education, community enrichment and well-being, and the environment.

#### **Governance**

Ensure timely reporting on our sustainability data and performance.

#### **Environment**

We will be taking steps to reduce emissions to support the global initiatives to limit global warming to well below 2.0°C, including tracking our emissions & our clients’ emissions.

We commit to decarbonising our operations and reducing emissions brought by growth to meet Net Zero Targets (Scope 1 and Scope 2) by 2050.

We recognise the importance of protecting the environment and will look at ways to integrate responsible use of energy and resources, reduce waste, and increase recycling efforts.

Explore technologies that reduce emissions such as renewable energy solutions, explore the use of green materials and environmentally clean processes for use in our own businesses and in our service offerings to our clients.

Acknowledge suppliers who prioritise the use of products and services that are environmentally friendly.

# GOVERNANCE

## BUSINESS ETHICS

### WHY IT MATTERS?

Business ethics and integrity are foundational to our sustainability efforts and are essential in creating long-term value for our stakeholders. By committing to ethical conduct and robust governance, we ensure that the interests of all our stakeholders including employees, customers, investors, and the communities we serve, are respected and prioritised. This commitment not only fosters trust and strengthens our relationships but also positions us as a leader in sustainable practices. This commitment fosters trust and strengthens our relationships with our stakeholders.

### WHAT IS OUR APPROACH?

We enforce a zero tolerance approach against all forms of corruption, advocating for the highest standards of ethical conduct and integrity. This approach ensures compliance among employees and business partners, reinforcing our commitment to our vision, mission, and values. Our approach to integrity is governed by a comprehensive list of policies.

The list of policies are on page 248, under Corporate Integrity And Ethical Business Conduct.



Our key focus areas include:

#### Anti-Bribery and Anti-Corruption (“ABAC”)

- In ensuring that UEM Edgenta adopts International Standards, UEM Edgenta pursued and obtained the ISO 37001:2016 Anti-Bribery Management System in 2023.

► For more information on Anti-Bribery and Anti-Corruption Policy please refer to the Corporate Integrity and Ethical Business Conduct in page 249 of this annual report

#### Whistleblowing

UEM Edgenta has implemented a Whistleblowing Policy Statement, outlining the protection measures afforded to whistleblowers who submit disclosures under this policy.

The Whistleblowing Procedure stipulates the channels for submitting Protected Disclosures.

Whistleblowers' identities are kept confidential to the extent permitted by law, except when required for legal purposes or proceedings involving UEM Edgenta Berhad.

The Whistleblowing Committee evaluates all Protected Disclosures and determines the subsequent course of action.

## GOVERNANCE



### WHAT VALUE WAS CREATED IN 2023?

#### ADVANCEMENTS IN INTEGRITY & COMPLIANCE

We have made significant progress in advancing integrity and compliance through a multi-faceted approach. This includes tightening internal controls, enhancing compliance training programmes, and conducting regular audits to ensure compliance with regulations and ethical standards. Additionally, our collaborations with stakeholders have been instrumental in continuously improving our practices and services. Furthermore, we have obtained certifications that demonstrate our commitment to integrity and compliance, further solidifying our dedication to conducting business with the utmost integrity and in full compliance with regulations.

#### COLLABORATION WITH STAKEHOLDERS

We collaborate with stakeholders to tackle integrity and anti-corruption issues head-on. This involves engaging in workshops, forums, and direct discussions to promote transparency and ethical behaviour. Together, we develop and implement strong policies, procedures, and training programmes to prevent corruption. Our goal is to foster a culture of integrity and accountability, ensuring that we operate ethically and sustainably.

UEM Edgenta is proactive in conducting programmes to reach out to our Edgenta Stars.

**5** Meet and greet activities with employees to create risk awareness and understand on the ground challenges

**5** Compliance site visits and engagements to evaluate operations for risk identification and verification

**5** Integrity awareness sessions

**1** Vendor and business partners engagement to assess adherence to UEM Edgenta's risk policies and practices and receive feedback

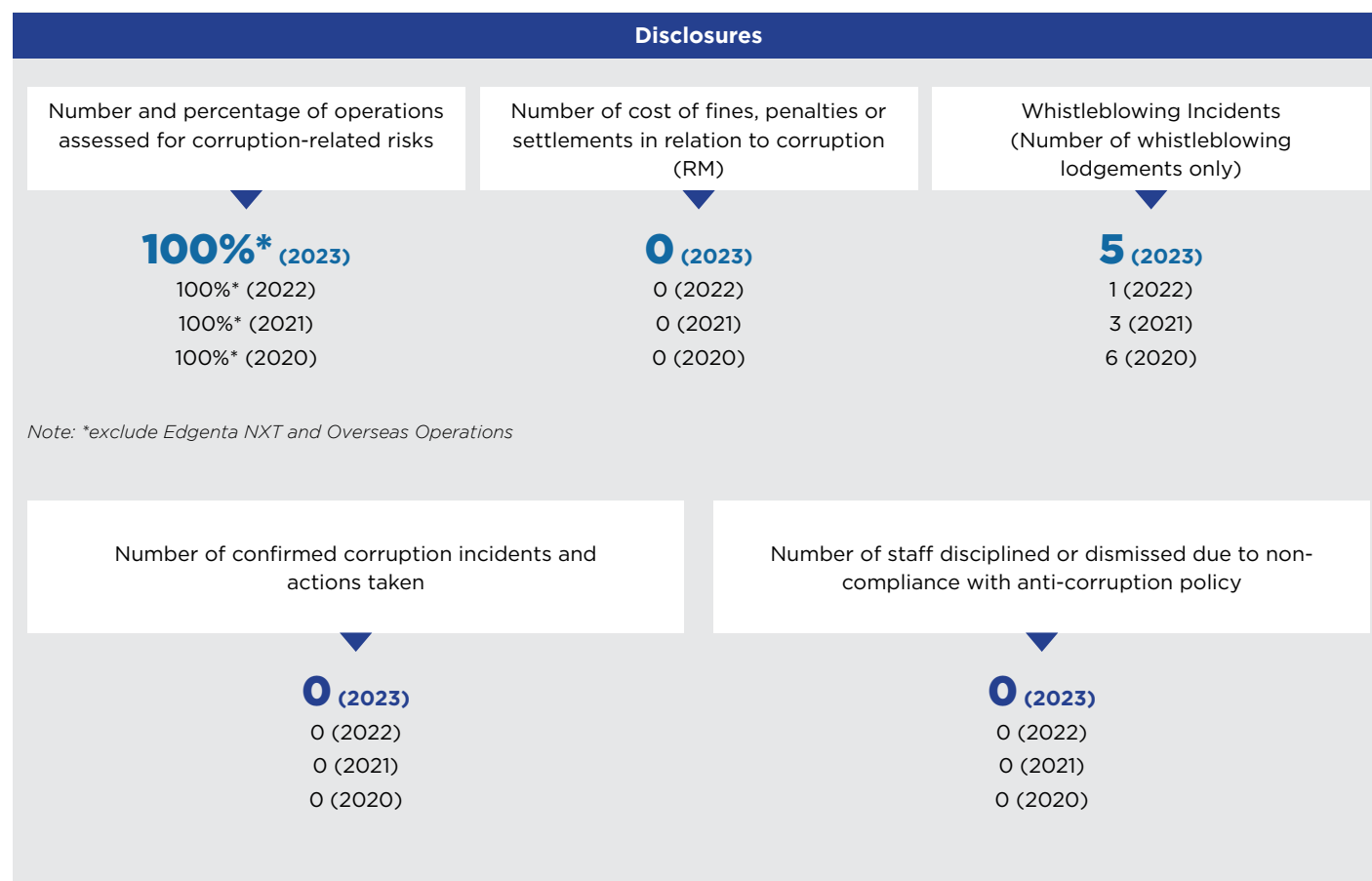
**3** External stakeholder engagement activities to understand risk matters in our operations and service offerings

► For more information on the engagement please refer to Corporate Integrity and Ethical Business Conduct Section on page 251 of this annual report



# GOVERNANCE

## OVERALL PERFORMANCE



## GOVERNANCE

### INTEGRITY TRAINING

We have developed an integrity training module and made it mandatory for all our employees to undergo this training, with a refresher training required every 2 years. We have developed Risk, Integrity and Compliance e-learning module that consist of lessons on:

- 1 **Code of Conduct**
- 2 **Anti-Bribery and Anti-Corruption ("ABAC")**
- 3 **Code of Conduct for Business Partner**
- 4 **Fundamental of Risk Management**

The modules are offered in both Bahasa Malaysia and English, and are made interactive to ensure engaging and dynamic learning experience. It also incorporates real-life business cases to ensure relevance to UEM Edgenta.

Moving forward, we will continue to offer this training and take steps to track as well as disclose the number and percentage of employees who have received training on anti-corruption by employee category.

### SUSTAINABILITY RISK MANAGEMENT

Our dedication to comprehensive risk management runs deep within our corporate culture, extending well beyond mere compliance. We utilise globally recognised methodologies to identify and assess risks across financial, environmental, and social domains. Our response strategies cover a wide range of measures, from mitigation to transfer mechanisms, are all supported by continuous monitoring and communication. This approach seamlessly integrates into our strategic planning and decision-making processes, highlighting the critical link between effective risk management and our overarching performance objectives.

► Further details to our Risk Management practices please refer to our Statement on Risk Management and Internal Control disclosure in page 238 - 246 of this annual report.

Throughout 2023, we conducted numerous initiatives aimed at raising awareness and educating stakeholders on key risk matters and made significant strides in advancing our sustainability risk management practices.

In 2023, we took the first step towards understanding Task Force for Climate-Related Disclosure ("TCFD") disclosure requirements by undergoing TCFD training to create awareness of its scope and reporting parameters. We then developed a TCFD Roadmap to guide us in our compliance journey. Through our Net Zero exercise, we conducted scenario analysis, incorporating various climate-related assumptions, including differing levels of greenhouse gas emissions, potential changes in regulatory policies, and technological advancements in our proposed decarbonisation pathways. These projections served as a starting point for including climate risk in our enterprise risk framework.

### OUTLOOK

Moving forward, the Company will enhance its risk management framework to capture sustainability-related risks such as the impact of climate change and other material matters to the business. Plans are underway to incorporate sustainability risk management practices more effectively into the existing RMF and align risk management practices with broader sustainability goals and regulatory reporting requirements. In the interim, UEM Edgenta has already taken steps to identify and assess environmental, social, and governance-related risks, which are reported to the BGRC quarterly. The Company has also begun preparations to address the recommendations of TCFD and International Sustainability Standards Board ("ISSB") by undergoing TCFD awareness training in 2023 and developing a roadmap for the compliance process.

# SUSTAINABLE ECONOMIC GROWTH

## INNOVATION AND TECHNOLOGY- BASED OPERATIONAL EXCELLENCE

### WHY IT MATTERS?

Improved operational practices through innovation helps us optimise the use of resources. It also allows us to prioritise public safety and community well-being through smart solutions. Innovation also helps us drive cost efficiency and improve our market competitiveness, enabling sustainable growth and economic resilience.

### WHAT IS OUR APPROACH?

UEM Edgenta's approach to technology and operational innovation revolves around a three-fold strategy focused on strengthening the core, transforming tech delivery, and redefining business models. This approach is delivered through the Digital, Technology and Innovation ("DTI") department and Edgenta NXT, the technology commercialisation arm of UEM Edgenta. Together, they implement various technology solutions to enhance cybersecurity measures, modernise cloud infrastructure, and optimise tech delivery processes via computer-aided facility management systems, sustainability solutions, IoT device deployment and smart city solutions.

Central to our digital infrastructure is our Command and Contact Centre, serving as the nucleus for integrated facility management. This centralised hub revolutionises operational efficiency and response capabilities by streamlining monitoring, control, and analytics. It empowers us to maintain optimal performance and swiftly adapt to evolving circumstances or requirements, ensuring seamless operations and customer satisfaction.

During the year, Edgenta NXT rolled out Asseto, a cloud-based computer-aided facility management platform deployed across 15 sites within UEM Edgenta's portfolio, and also external clients. Asseto facilitates predictive maintenance, remote monitoring, data analytics, and offers customised dashboards inclusive of carbon emission tracking and energy usage optimisation. This comprehensive solution is provided in collaboration with leading third-party platforms such as Alibaba, ensuring enhanced functionality and seamless integration.



## SUSTAINABLE ECONOMIC GROWTH



### STRATEGIC APPROACH

#### Bolstering the Core

- Invest in cybersecurity and modern cloud infrastructure to ensure robust and resilient digital foundations.
- Streamline IT procurement to enhance efficiency, ensuring scalable and compliant operations.

#### Reimagining Tech Delivery

- Drive innovation and efficiency through automation and advanced tech deployment, focusing on user-centric design to enhance experiences.
- Adopt agile and responsive strategies in tech development, fostering a culture of continuous improvement.

#### Reinventing Business Model

- Explore data and AI to lead business model transformations, adopting performance-based approaches to align success with value delivery.
- Leverage Edgenta NXT for tech commercialisation, establishing UEM Edgenta as a pioneer in the technological domain.

### INDUSTRY STANDARDS AND BEST PRACTICES

We adhere to industry-leading practices and standards to ensure the highest level of quality and security in our technology operations. This includes embracing DevSecOps principles for secure development processes, Agile methodologies for agile project management, and Information Technology Infrastructure Library (“ITIL”) for efficient IT service management. Additionally, we uphold the Zero Trust Framework and adhere to National Institute of Standards and Technology (“NIST”) guidelines to bolster our cybersecurity measures.

### GLOBAL EXPANSION AND COLLABORATIVE PARTNERSHIPS

UEM Edgenta’s technological arm, Edgenta NXT, is proactively extending its reach into new markets such as United Arab Emirates and Singapore. Through strategic partnerships, we are elevating our service offerings by incorporating predictive maintenance, data analytics, and tailored software solutions. These collaborations are geared towards expanding our global influence and strengthening our operational capacities, positioning UEM Edgenta as a leader in cutting-edge technology solutions worldwide.



## SUSTAINABLE ECONOMIC GROWTH

### WHAT VALUE WAS CREATED IN 2023

#### TECH-ENABLED FUTURE TRANSFORMATION

**Asseto**, an integratable and adaptable facility management platform designed to enhance operational efficiency and sustainability across diverse sectors. It provides a comprehensive suite of solutions that cater to the nuanced needs of clients, employees, and communities.

Throughout 2023, UEM Edgenta made significant strides, including the introduction of Asseto, a cloud-based computer-aided facility management platform deployed across 15 sites including KLCC Urusharta for Tower 1, 2, 3, CIMB as well as B. Braun Malaysia.

#### How does it create value?

- **Client Value:** Asseto empowers clients by streamlining maintenance and breakdown tasks, improving inventory management, and offering detailed operational and managerial reports. This digitised approach aids clients in achieving higher operational efficiency and reducing environmental footprints through better resource management.
- **Employee Empowerment:** The platform facilitates employees in executing their responsibilities more effectively, fostering a culture of productivity and accountability. By providing real-time data and insights, it enables employees to make informed decisions and contribute to sustainable practices.
- **Community and ESG Impact:** Asseto addresses various environmental, social, and governance (“ESG”) challenges by promoting efficient asset use, reducing waste, and enhancing energy management.
- **Other Tech-Enabled Improvements:** UEM Edgenta has embraced multiple technology-driven initiatives to bolster its sustainability agenda and operational efficiency:

#### AI and Generative AI

Innovations such as CEO avatars and AI-driven analytics enhance decision-making and operational processes, demonstrating UEM Edgenta's commitment to technological leadership and operational excellence.

#### Community App (UEMS Singapore)

Facilitates our employees in Singapore to track their emission footprint. The app serves as a platform to encourage sustainability-driven behaviours, including waste reduction, adoption of environmental friendly transportation modes, and the sharing of sustainability-related information among employees.

#### Data Lakehouse and Dashboards

Establishing a significant data management infrastructure, this technology provides deep analytics and real-time insights, facilitating informed decision-making and strategic planning.

#### UETrack™

In 2023, our Singapore office expanded the deployment of its UETrack™ suite to 27 additional sites across Singapore & Taiwan. This furthers UEMS digitalisation strategy to optimise manpower utilisation while streamlining work processes.

#### Cleaning Robots

These robots enhance cleaning efficiency and operational sustainability, reducing human labour and promoting environmentally friendly practices across facilities.

#### Electric Scooters

Encouraged as an eco-friendly transport option, they illustrate UEM Edgenta's commitment to reducing carbon emissions and fostering sustainable mobility.

## SUSTAINABLE ECONOMIC GROWTH

### EDGENTA APPS

In 2023, we created 10 custom-developed apps to streamline business processes and 12 low-code, no-code apps for business operations.

Edgenta Tech Marketplace was internally developed by DTI in 2023 to serve as a unified platform for Edgenta Stars, allowing them to browse through all available dashboards, applications, and IT services. Its purpose is to simplify the request and access process.

#### Business License Management System ("BLMS")

The BLMS has streamlined the registration process for 260 licenses to date, spanning both local and international business entities. Key features include effortless registration of new licences and automated reminders for renewals. Furthermore, licences can be conveniently accessed and viewed via mobile phones.

#### e-PR Forms App

Enables digitalisation and optimisation of the purchase request business process

#### HSSE Portal

Enables HSSE team to perform HSSE Performance Review, HSSE Capability Assessment, HSSE Consequence Management and manage Permit to Work

#### CSP Business Monthly Report App

Our centralised reporting dashboard offers visual representations and real-time updates for all business units to manage their business funnels effectively. This application enhances efficiency in reporting and meetings when compared to traditional methods.

#### e-Declaration Application

Enable Edgenta Stars to declare conflict of interest which is crucial for compliance tracking

#### Edgenta Travel

Centralised Edgenta travel platform for booking process of hotel, flight and vehicle in which facilitate the user with digitalise booking system and for admin to handle the booking request.

### AWARENESS CAMPAIGNS

We safeguard our digital assets by having continuous training and awareness sessions, including the development of incident response protocols.

Edgenta NXT created awareness for the need for ESG initiatives through a one-hour webinar titled "Getting to Net Zero" on 30<sup>th</sup> March 2023 and at the PIKOM CIO Conference on 18<sup>th</sup> May 2023 for both internal and external audiences. Edgenta NXT also introduced emission tracking tools both to the UEM Edgenta group and as a product for commercialisation which enabled automated emission calculations and insightful dashboards in Scope 1, 2 and 3 emissions.

Knowledge sharing through awareness training and workshops. Most programme lead by Department Head and an expert from various subjects (Mechanical & Electrical, Geological, Highway, Project Management, QHSE and Finance).

### ADDRESSING TECH CHALLENGES

In the past year, we have navigated various challenges in our quest for technological advancement and innovation. Through strategic interventions and adaptive solutions, we demonstrated resilience and a proactive approach to overcoming these hurdles.



#### Cybersecurity Threats

UEM Edgenta implemented comprehensive cybersecurity measures, fostering a security-aware culture through awareness programmes, continuous training, and collaborative partnerships. These efforts aimed to safeguard digital assets and establish a robust security posture.



#### Rapid Technological Evolution

The company addressed the swift pace of tech evolution by forming specialised task forces, engaging in ongoing training and certifications, and forging strategic partnerships. This approach helped in adapting to new technologies and maintaining a competitive edge.



#### Escalating Tech Costs

Facing the need for increased investment in cutting-edge technology, UEM Edgenta employed cost-benefit analyses, efficient resource allocation, and vendor negotiations to optimise investments, ensuring that technology expenditures drive value and support sustainable growth.

## SUSTAINABLE ECONOMIC GROWTH



### OUTLOOK

We recognise significant potential in catalysing organic smart city environments, through cohesive management of smart building clusters. With the recent deployment of 5G technology and predictive analysis tools, we are poised to integrate smart solutions seamlessly into future cities. This advancement promises ongoing enhancements, enabling us to better support clients in achieving excellence in their asset and facility management requirements.

#### Key Areas of Focus Moving Forward

##### Pioneering Innovation

By nurturing a culture of innovation, we empower our workforce to drive transformative change, exploring and adopting novel technologies and methodologies that propel industry leadership.

##### Technology Integration

Our strategic commitment to integrating state-of-the-art technologies enhances our operational efficiency, enabling advanced data analytics, automation, and AI to streamline workflows and improve decision-making.

##### Collaborative Learning and Development

Investing in our team's continuous growth, we emphasise skill enhancement and knowledge sharing, fostering a learning environment that supports adaptation and innovation.

##### Agile and Adaptive Operations

Embracing agility allows us to swiftly navigate the dynamic business landscape, adjusting our strategies and operations to meet changing demands and capitalise on emerging opportunities.

##### Metrics-Driven Performance

Utilising a metrics-based approach, we monitor and evaluate our initiatives and outcomes, ensuring that our pursuit of innovation and operational excellence are grounded in measurable results and continuous improvement.

## SUSTAINABLE ECONOMIC GROWTH

### ECONOMIC DEVELOPMENT

#### WHY IT MATTERS?

At UEM Edgenta, we are dedicated to driving economic value through our existing business activities and expanding into new markets to foster economic and social growth. We place importance in sustainable economic development, balancing growth with environmental and social responsibility. Our commitment extends to fostering shared prosperity and contributing to societal advancement. By supporting the growth of our customers, we strengthen partnerships and promote mutual success, while also contributing to broader economic growth initiatives.

#### WHAT IS OUR APPROACH?

##### Local Hiring and Remuneration

We understand the significance of local employment in improving the economic prosperity of the communities where we operate. By primarily recruiting from local talent pools, we actively engage with the community and help develop local skill sets. This ensures that the economic advantages of our operations directly benefit the communities we serve. Additionally, this approach aligns with governmental commitments regarding minimum and/or progressive wage requirements.

##### Market Expansion

Through strategic market expansion, we grow our business footprint and fuel economic dynamism in both new and existing markets. This expansion creates job opportunities, stimulates local economies, and facilitates the exchange of expertise and innovation, contributing to overall economic growth and development.

##### Value Distribution

Our economic contribution extends beyond our immediate operations. Through the development of innovative products and services, we drive growth across industries, enriching the economic landscape. Additionally, our financial contributions, including taxes and Corporate Social Responsibility ("CSR") initiatives, play a crucial role in distributing economic benefits, supporting essential public services, infrastructure development, and community programmes, thereby enhancing the overall socio-economic fabric of the regions we operate in.

### WHAT VALUE WAS CREATED IN 2023

#### VALUE DISTRIBUTION

In 2023, UEM Edgenta focused on economic value creation through strategic enhancements in facilities management, demonstrating commitment to the community and market growth.

#### Key Initiatives for Value Creation and Distribution

##### • Targeted Business Development and Product Diversification

We collaborate closely with our partners to address emerging demands and challenges by harnessing our wide array of solutions and services as well as expanding our service offerings

This year, we continued delivering on our strategy to obtain significant milestones such as higher revenues and the expansion of our international presence, largely driven by tech-enabled contract wins (43% new wins on tech-enabled contracts) and our commitment to operational excellence. This aligns with our strategic focus under EoTF2025 to drive our growth through innovation and has brought us closer to our ambition of becoming a Malaysian company with a global presence.

##### • Market Diversification and Expansion into International Market

Continues to expand our presence in the region, intensifying efforts into adjacent sectors such as the manufacturing and hospitality sectors

#### Revenue generated from international markets (%)



#### GROWING PRESENCE

Throughout the year, we strengthened our footprint in the hospitality, commercial housekeeping, and industrial sectors, particularly in markets like Singapore and Taiwan. These endeavours positioned us to effectively support both governments and private enterprises in meeting the increased demand for healthcare services and supply chain logistics in the aftermath of the COVID-19 pandemic.

Income earned in other markets contributes to the realisation of economic benefits when consolidated, allowing such values to accrue to the economic performance of Malaysia.

## SUSTAINABLE ECONOMIC GROWTH

### ADAPTATION TO ECONOMIC CHALLENGES

UEM Edgenta navigates several overarching economic challenges affecting its global operations, with implications for its value creation and economic impact:

- **Elevated Costs:** The group contends with rising costs across the board, from manpower expenses linked to wages and benefits to operational costs associated with materials, technology, and infrastructure.
- **Market Competition:** The intensity of competition in the markets UEM Edgenta operates within exerts downward pressure on pricing, compelling the company to find innovative ways to deliver value without compromising on profitability.
- **Labour Market Dynamics:** Issues such as workforce shortages, heightened turnover, and increased absenteeism place additional strain on the company's ability to deliver services efficiently and cost-effectively.

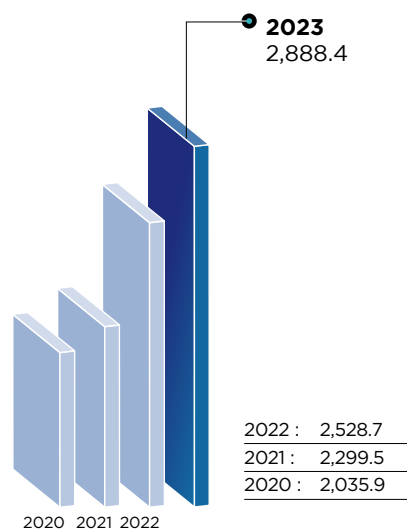
#### Responses:

- **Revenue Protection Measures:** Actively defend our revenue streams against liquidated damages, clawbacks, and billing discrepancies to optimise earnings and mitigate financial pressures.
- **Cost Optimisation Initiatives:** Adopted stringent cost reduction, control, and avoidance strategies, demonstrating a dedicated approach to curbing unnecessary expenditures.
- **Contractual Terms:** Proactive engagement with clients to manage the effects of regulatory changes and macroeconomic shifts such as inflationary cost pressures to safeguard contract sums.
- **Sector-Specific Growth Focus:** Amidst economic challenges, we capitalised on growth opportunities within the existing sectors, as well as adjacent sectors (example: hospitality and manufacturing sectors, aiming to expand its revenue base through new and existing contracts).

### OVERALL PERFORMANCE

#### A. Direct Economic Value Generated

Revenue and Other Income  
(RM million)

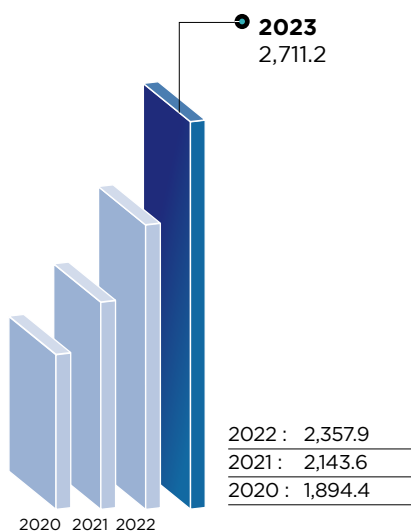




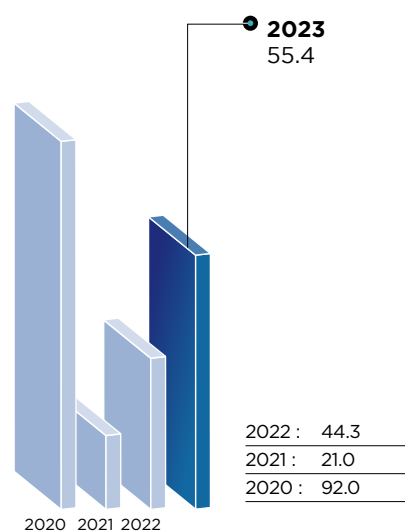
## SUSTAINABLE ECONOMIC GROWTH

### B. Economic Value Distributed

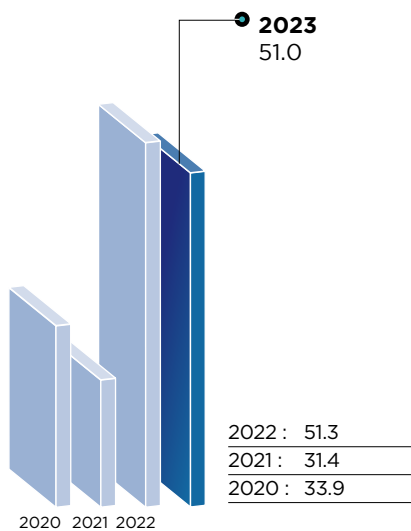
#### Operating Costs, Employee Wages and Staff Benefits (RM million)



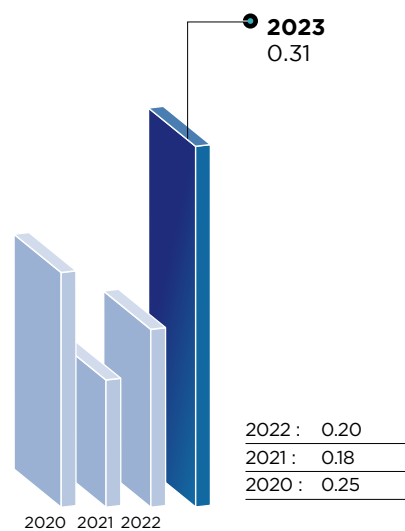
#### Payments to Providers of Capital (RM million)



#### Payments to Government (RM million)



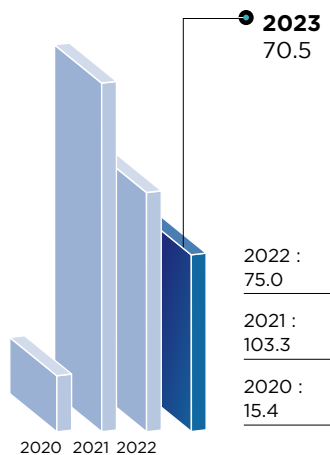
#### Community Investments



## SUSTAINABLE ECONOMIC GROWTH

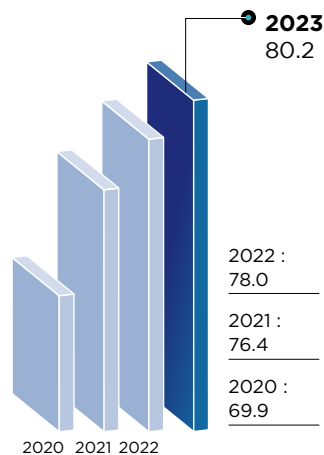
### C. Economic Value Retained

#### Direct Economic Value Generated Less Economic Value Distributed (RM million)

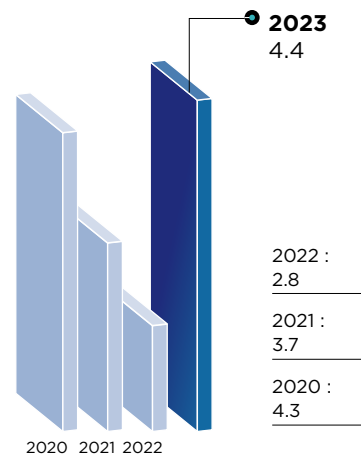


### Defined benefit plan obligations and other retirement plans

#### Defined Contribution Plan (RM million)



#### Defined Benefit Plan (RM million)



A way to return value to our employees is by contributing towards their retirement plans. We maintain the following two schemes:

#### i. **Defined Contribution Plan**

Post-employment benefit plans under which the Group pays fixed contributions into separate entities or funds, as required by respective countries' employment acts. The Group will have no legal or constructive obligation to pay further contributions if any of the funds do not hold sufficient assets to pay all employee benefits relating to employee services in the current and preceding financial years. Pension liabilities are calculated based on a contractual rate against employees' salaries as stipulated in the employment contract.

This is a mandatory plan to be observed by the Company.

#### ii. **Defined Benefit Plan**

Voluntary contributions that are not mandated by the countries' employment acts are made entirely by the employer when the employees become eligible for the pension scheme. The pension assets and liabilities are valued on annual basis by independent actuary.

Pension liabilities are calculated based on the actuarial present value of the benefits payable to the employees when certain conditions are met, (example: reached retirement age, pre-determined number of years of services or death). The present value of the liabilities takes into accounts on estimated salary increase, discount/inflation rate and mortality rate.

This is a voluntary scheme and is currently exercised in some of the companies within UEM Edgenta, namely Edgenta Mediserve Sdn. Bhd., Edgenta UEMS Ltd. ("UEMS Taiwan"), Edgenta Arabia Ltd. and MEEM for Facilities Management Company ("MEEM").

### OUTLOOK

Looking ahead, we are committed to expanding our market presence and fostering socio-economic growth in both new and existing regions. This involves harnessing technology-driven infrastructure and facilities management solutions to drive strategic growth initiatives. Additionally, we will continue to contribute to local economies and enhance community welfare through the creation of jobs and sustainable economic development, with a particular focus on high-growth sectors such as healthcare and public infrastructure to deliver impactful and sustainable solutions. Our focus on innovation and sustainability will remain steadfast, aligning with evolving global trends and meeting market demands effectively. Through strategic investments and the adoption of sustainable practices, we aim to support development initiatives and deliver long-term value to all stakeholders.

## SUSTAINABLE ECONOMIC GROWTH

### SUPPLY CHAIN MANAGEMENT

#### WHY IT MATTERS?

Suppliers are integral to UEM Edgenta's operational excellence. Their practices significantly influence our product quality, cost-effectiveness, and sustainability aspirations. Understanding and addressing ESG risks within our supply chain is essential to ensuring operational resilience and minimising potential disruptions. A robust supply chain enhances our adaptability to unforeseen circumstances, guaranteeing uninterrupted service delivery to our clients. Moreover, our impact extends beyond our immediate operations to our suppliers. By aligning them with our sustainability objectives, we can amplify our positive environmental and social footprint, driving industry-wide progress and promoting sustainable practices across the supply chain.

#### WHAT IS OUR APPROACH?

In our dedication to maintaining a strong supply chain, fostering ethical procurement practices, and supporting local vendors, UEM Edgenta maintains a rigorous set of procurement standards outlined in our Strategic Vendor Management ("SVM") framework.



#### Group-Wide Sustainable Procurement Strategy

- **Ethical and Sustainable Sourcing:** We commit to ethical procurement practices, reinforcing strong supplier relationships and prioritising local vendors to bolster regional economic growth while aligning with our sustainability goals.
- **SVM Framework and ESG Integration:** Across our operations, we deploy the Strategic Vendor Management ("SVM") Framework. We have begun conducting ESG awareness sessions to select suppliers to enable them to understand our ESG aspirations and prepare them to also embed sustainability in their practices and in services they offer to us.

#### UEMS Singapore

- **Eco-Friendly Product Adoption:** In Singapore, our focus is on sourcing and promoting environmentally sustainable products, aligning our procurement practices with green standards like the Singapore Green Labelling Scheme ("SGLS").
- **Plastic and Chemical Usage Reduction:** In sourcing suppliers, we actively encourage reductions in plastics and chemicals, reinforcing our dedication to environmental stewardship and aligning with broader sustainability objectives.

#### Operon Middle East

- **Vendor Performance Reviews:** Through annual evaluations, we scrutinise vendor performance to affirm their alignment to operational expectations for compliance with our procurement policies and standards. Moving forward, Operon like other business units will look at conducting ESG screening on its suppliers.

#### Taiwan's Sustainable Sourcing and Vendor Assessment

- **Supplier Performance Evaluation:** We assess our performance and commitment ensuring resilience to our quality standards.

## SUSTAINABLE ECONOMIC GROWTH

### WHAT VALUE WAS CREATED IN 2023

#### SUPPLIER FINANCING PROGRAMME

We have collaborated with HSBC Amanah Malaysia Berhad (“HSBC Amanah”) to establish a Shariah-compliant Supplier Financing Programme (“SFP”). This initiative provides financing to support our suppliers in managing their cashflows effectively.

#### VENDOR DAY 2023

Vendor Day 2023, held on 5 October 2023, focused on sustainability within UEM Edgenta’s supply chain. The event showcased Business Opportunity Sessions covering diverse service domains, along with discussions on the SVP and SVM. A significant aspect was the ESG Sustainable Supplier segment, featuring ESG awareness training as a key highlight.

The event witnessed approximately

**600 participants**

(310 companies) attending the ESG awareness training



#### VENDOR DEVELOPMENT PROGRAMME (“VDP”)

UEM Edgenta’s Vendor Development Programme (“VDP”) forms an integral part of our SVM Framework. This initiative is pivotal in enhancing the quality, efficiency, and reliability of our supply chain through comprehensive evaluation and enhancement of our vendors’ capabilities.

Through the VDP, we provide extensive assistance, including training programmes covering health and safety regulations, ethical sourcing principles, and procurement practices. During the year, we expanded our flagship VDP by onboarding nine new suppliers. These efforts are geared towards enhancing our vendors’ understanding of ESG principles.

Our support through these programmes plays a crucial role in improving the operational performance of our suppliers. We maintain rigorous monitoring of our vendors’ performance through our Vendor Performance Review and HSSE Performance Rating processes.

Furthermore, we are committed to supporting the Malaysian government’s efforts to stimulate the growth of Bumiputera vendors through the VDP. Aligned with the government’s Bumiputera Empowerment Agenda, the Bumiputera Vendor Development Programme (“BVDP”) aims to empower local entrepreneurial communities through in-house-designed training modules. This initiative enables Bumiputera businesses that meet our governance and policy requirements to competitively participate in both local and global markets.

## SUSTAINABLE ECONOMIC GROWTH

### STRENGTHENING SUPPLY CHAIN SUSTAINABILITY

Supply chain resilience is crucial for ensuring organisational readiness in the face of unforeseen challenges, enabling seamless continuity of business operations. It also provides an opportunity for the organisation to gain a competitive edge by enhancing customer satisfaction, reducing operational costs, and improving overall efficiency. Moreover, a strengthened supply chain fosters transparency among customers, stakeholders, and suppliers, nurturing stronger relationships through demonstrated commitment to risk management, quality, and reliability.

Groupwide Initiatives	<ul style="list-style-type: none"> <li>Awarded contracts to explicitly choosing Green Certified vendors for waste bins and FSC/PEFC certified paper on specific dates in December 2023, underlining a firm commitment to sustainable sourcing.</li> <li>Developed and applied an ESG Management Framework alongside specific ESG questionnaires aimed at assessing and enhancing supplier engagement with sustainability principles.</li> </ul>
Singapore Initiatives	<ul style="list-style-type: none"> <li>In Singapore, the focus was on collaborating with 12 suppliers accredited by the Singapore Green Labelling Scheme ("SGLS"), actively promoting the adoption of green products to minimise environmental impact.</li> <li>The emphasis was also on utilising environmentally friendly products, including green-certified waste bins and FSC/PEFC certified paper, supporting Singapore's commitment to environmental sustainability within its procurement practices.</li> </ul>
Operon Middle East Initiatives	<ul style="list-style-type: none"> <li>Increased green detergent usage and mandated that all vendors adhere to Dubai Municipality's environmental standards, ensuring the use of approved chemicals only.</li> <li>We have actively pursued initiatives such as reviewing procurement policies, sourcing green chemicals, and conducting thorough vendor assessments, which include method statements and risk assessments. Additionally, we consistently review the performance of our vendors to ensure adherence to our standards and expectations.</li> </ul>
Taiwan Initiatives	<ul style="list-style-type: none"> <li>We began engaging our suppliers through ESG surveys in 2022 to evaluate their awareness of ESG principles.</li> <li>The survey was extended into 2023 to expand our outreach with suppliers and gain a deeper understanding of sustainability within our value chain.</li> </ul>



# SUSTAINABLE ECONOMIC GROWTH

## EMPOWERING LOCAL SUPPLIERS

We recognise the impact that supporting local suppliers has on regional economies and communities. By prioritising local sourcing, we are committed to fostering economic growth within the locales we operate, ensuring that our business practices contribute positively to local business development and sustainability.

### LOCAL SUPPLIERS (%)

2020	2021	2022	2023
<b>99.54</b>	<b>99.73</b>	<b>99.20</b>	<b>98.47</b>

### TOTAL NUMBER OF SUPPLIERS

2020	2021	2022	2023
<b>1,742</b>	<b>1,116</b>	<b>1,751</b>	<b>1,900</b>

The number disclosed in the AR 2022 only covered Bumiputera suppliers. The correct number of total suppliers for 2022 should read 1,751.

### CONTRACTS OUTSOURCED TO BUMIPUTERA VENDORS OVER TOTAL PROCUREMENT (%)

2020	2021	2022	2023
<b>41.80</b>	<b>65.00</b>	<b>47.30</b>	<b>46.70</b>

### PROCUREMENT BUDGET USED FOR LOCAL SUPPLIERS (%)

2020	2021	2022	2023
<b>99.67</b>	<b>99.95</b>	<b>99.40</b>	<b>98.88</b>

The percentages indicate the proportion of the procurement budget allocated to products and services purchased from local suppliers within Malaysia.

## SUSTAINABLE ECONOMIC GROWTH



### OUTLOOK

Moving forward, our objective is to enrich our SVM Framework by infusing sustainability considerations into our procurement practices. This will involve a comprehensive approach, including environmental and social assessments of suppliers, adoption of green material sourcing principles and reinforcement of health and safety standards. Notably, in Singapore, we have already initiated preliminary screenings, emphasising the engagement of sustainable and environmentally friendly vendors to align with the Green Labelling Scheme.

As we progress, our commitment to enhancing supplier segmentation processes and conducting thorough due diligence assessments of suppliers' ESG compliance levels remains unwavering. Through a meticulously planned supplier engagement strategy, we will effectively communicate our sustainability objectives, fostering alignment with our overarching strategic vision. Additionally, plans are underway to introduce environmental screening measures to further fortify our supply chain sustainability efforts.

In the short term (2024), our focus lies in laying the groundwork for progress by launching ESG vendor management initiatives as outlined in our sustainability roadmap. This includes the deployment of an ESG questionnaire to gauge supplier maturity levels and conducting comprehensive supply chain ESG risk assessments. We will continuously refine our evaluation criteria to diversify our supplier panel and collectively achieve our sustainability objectives.

Transitioning into the medium term (2025 - 2026), our efforts will be directed towards addressing key gaps to achieve structured maturity levels in line with our sustainability roadmap. This encompasses amending the code of conduct, embedding ESG principles into procurement policies and contracts, conducting detailed ESG risk assessments on strategic vendors, and establishing a robust ESG management framework for vendor risk profiling and methodology.

To facilitate this transition for our vendors, we plan to conduct a comprehensive risk profiling exercise, followed by the development of a tailored supply chain engagement plan to assist them in meeting our enhanced framework requirements. This engagement plan will also facilitate our understanding and mapping of Scope 3 emissions within our supply chain.

Looking ahead, our strategic focus will center on implementing value-driven enhancements to elevate our ESG vendor management practices to industry-leading maturity levels. This entails governance improvements, stakeholder engagement initiatives, and enhanced transparency in monitoring practices.

# MINIMISING ENVIRONMENTAL IMPACT

## CLIMATE CHANGE AND ENERGY

### WHY IT MATTERS?

Tackling climate change is crucial for reducing significant risks, including those posed by natural disasters and extreme weather events, which can greatly affect our operations and the health and safety of our employees. Furthermore, extreme climate conditions have the potential to disrupt our supply chain.

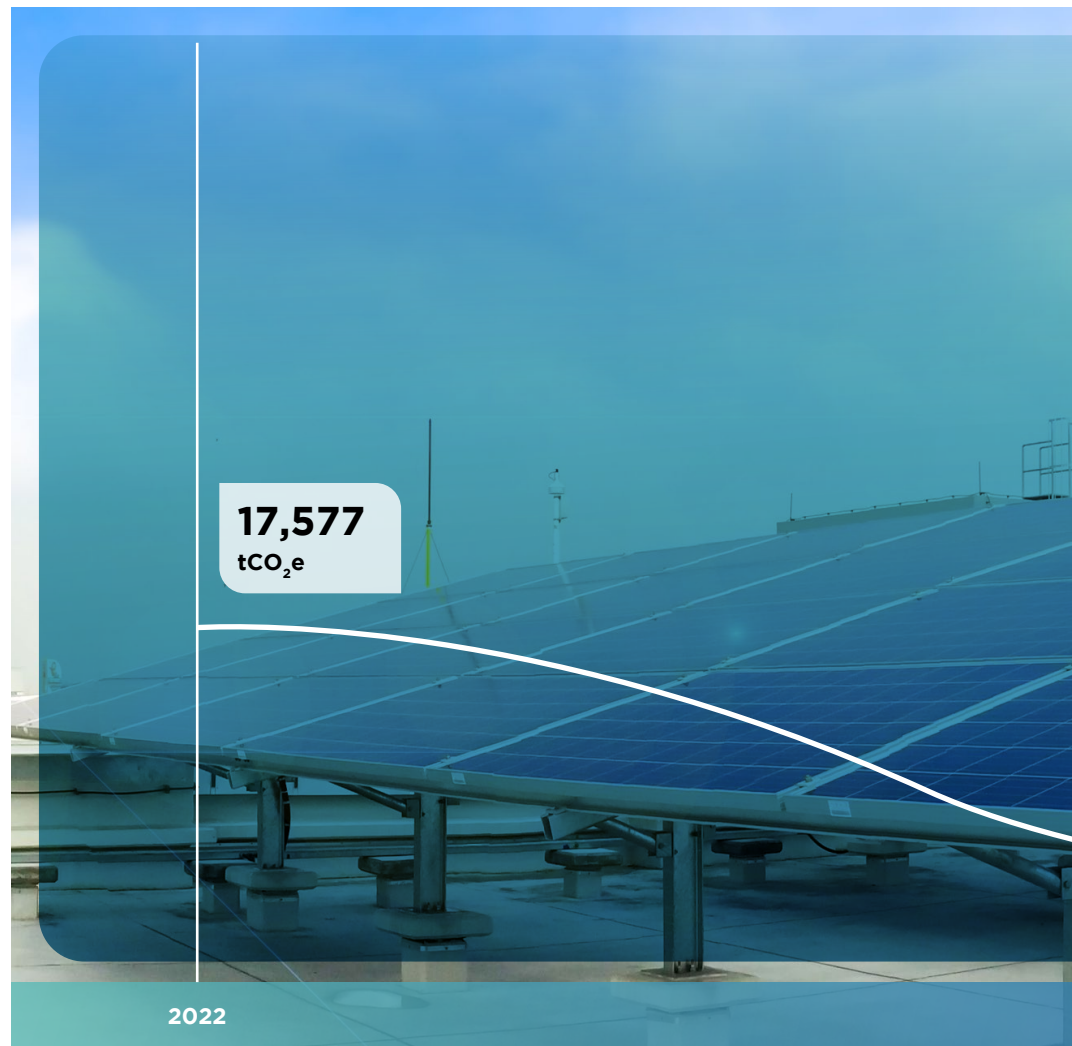
### WHAT IS OUR APPROACH?

We understand the urgent need to address climate change and its impact on our planet. Our approach begins with a thorough inventory of our greenhouse gas emissions. By cataloging our emissions, we gain insight into our environmental footprint and can pinpoint areas for improvement.

In 2023, we introduced UEM Edgenta's groupwide Net Zero Targets and our pledge to achieve Net Zero greenhouse gas ("GHG") emissions by 2050. Additionally, we set an interim reduction target of 26% by 2030 for Scope 1 and Scope 2 emissions, as part of our journey towards achieving Net Zero by 2050. These commitments align with the International Energy Agency's ("IEA") Net Zero Emissions by 2050 Global Pathway (published in 2022).

## UEM EDGENTA'S NET ZERO (SCOPE 1 & SCOPE 2) DECARBONISATION PATHWAY

Our climate targets are set against the company's 2022 groupwide global baseline GHG carbon footprint of 17,577 tonnes of CO<sub>2</sub>-equivalent (tCO<sub>2</sub>e), comprising 10,356 tCO<sub>2</sub>e of Scope 1 emissions and 7,221 tCO<sub>2</sub>e of Scope 2 emissions. The exercise to establish our emissions inventory provided many learnings to the company – including data verification for completeness as well as the accuracy of calculating emission figures based on global standards – all of which provided further understanding of the nature of our emissions footprint and the correlation of our business activities to GHG emissions.



## MINIMISING ENVIRONMENTAL IMPACT

### 2023 INITIATIVES

Throughout the year, we embarked on several immediate initiatives to enhance our environmental sustainability efforts. At our Kamunting incinerator plant, we conducted an exercise to optimise heat generation, thereby reducing our reliance on natural gas. Additionally, we piloted the use of Green Energy Tariffs from TNB to offset emissions from our hard-to-abate sources.

Furthering our commitment to sustainability, we initiated a pilot programme to lease electric vehicles for our fleet replacement. We also implemented better energy management techniques at our workplace and reduced idle time in our vehicles to minimise petrol and diesel consumption. These proactive measures align with our goal of reducing our carbon footprint and promoting eco-friendly practices across our operations.



### Carbon Budgeting

In delivering our commitment towards our Net Zero Targets, we initiated a carbon budgeting exercise during the year, to allocate carbon share to all businesses for preparation of planned reduction programmes in the coming years. Once fully developed, these reduction targets will be introduced as one of the key performance indicators for the businesses which enables tracking and monitoring of the achievement of reduction targets that have been established.

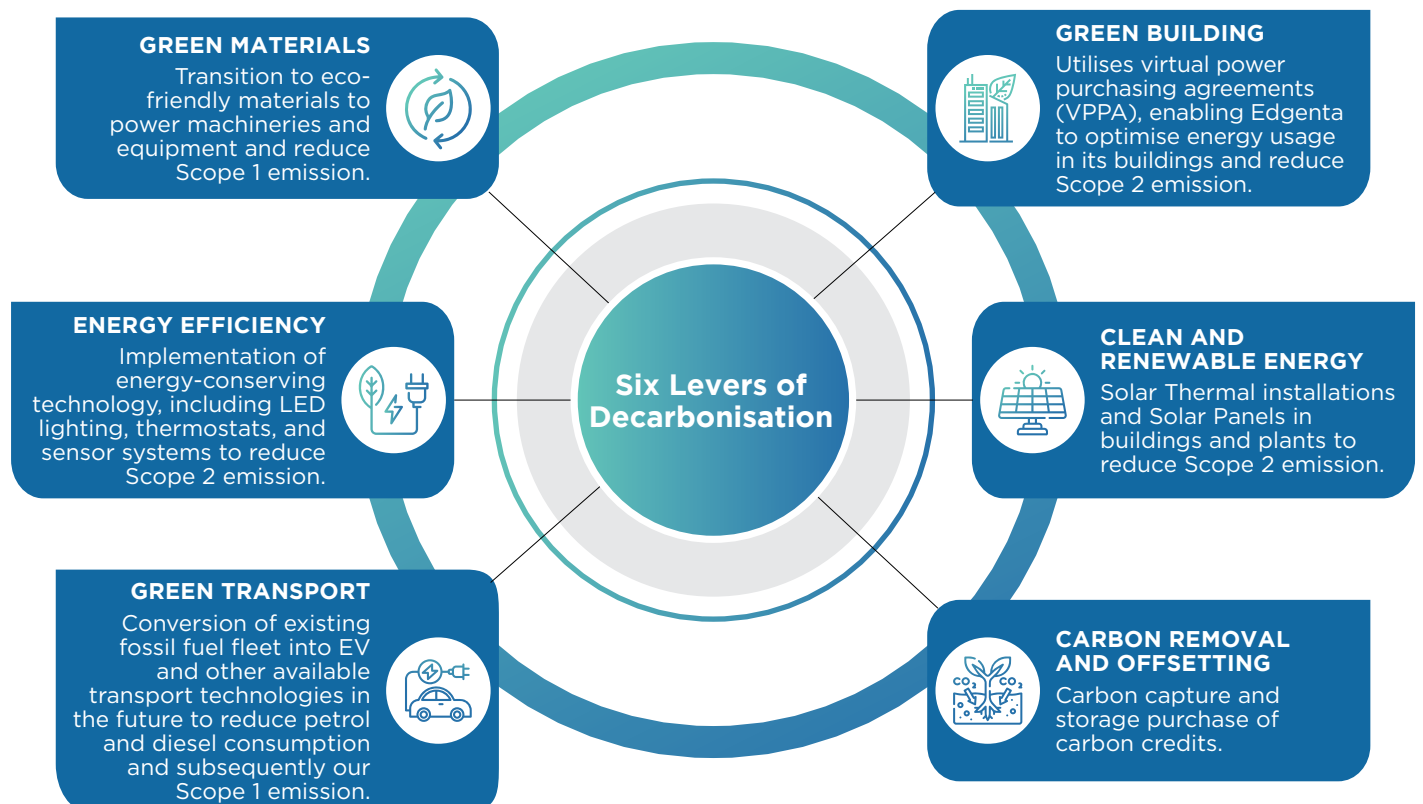


## MINIMISING ENVIRONMENTAL IMPACT



In 2023, we recorded a reduction of 710 tCO<sub>2</sub>e in our Scope 1 and Scope 2 emissions, translating into a 4.04% emission reduction from our 2022 baseline, in line with our year-on-year carbon emission reduction target of 3.69%

Our commitment to reducing emissions is predicated on our decarbonisation strategy which anchors on optimising energy consumption through energy efficiency solutions, leveraging clean and renewable energy sources and electrification of its fleet of vehicles.





## MINIMISING ENVIRONMENTAL IMPACT

### WHAT VALUE WAS CREATED IN 2023

#### Our Approach Involves:

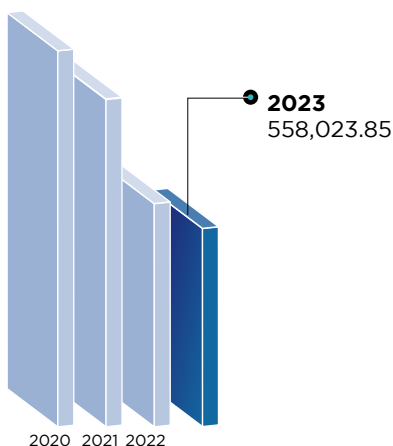


### Total Scope 1, Scope 2 and Scope 3

#### Scope 1

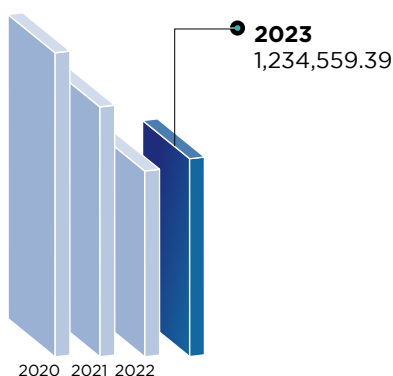
#### Combustion Emission and Consumption Data (Fuel in tonnes CO<sub>2</sub>) Vehicle Fleet

**Total Fuel (Petrol) Consumption**  
(litres)



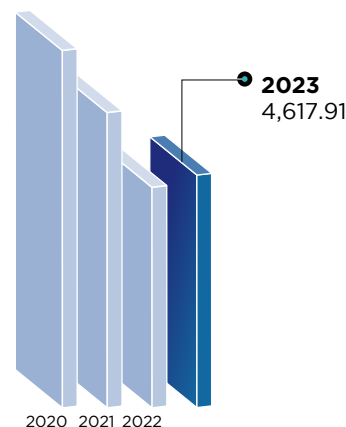
2020 : 861,051.17    2021 : 741,073.89    2022 : 562,490.00

**Total Fuel (Diesel) Consumption**  
(litres)



2020 : 1,330,443.66    2021 : 1,318,651.62    2022 : 1,212,460.45

**Total Emissions (Petrol and Diesel)**  
(tonnes CO<sub>2</sub>)



2020 : 5,589.84    2021 : 5,279.65    2022 : 4,540.01

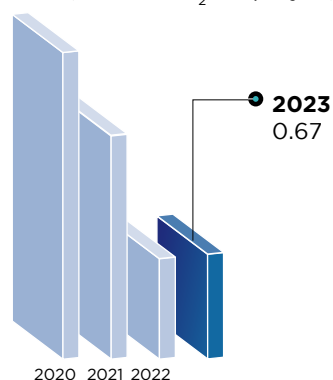
# MINIMISING ENVIRONMENTAL IMPACT

## Scope 1

### Combustion emission and consumption data (Tonnes CO<sub>2</sub>)

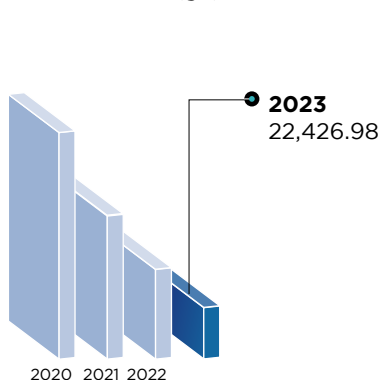
#### Vehicle Fleet

##### Fuel (Petrol and Diesel) Emissions Intensity (tonnes CO<sub>2</sub>/employee)



2020 : 1.32  
2021 : 0.86  
2022 : 0.66

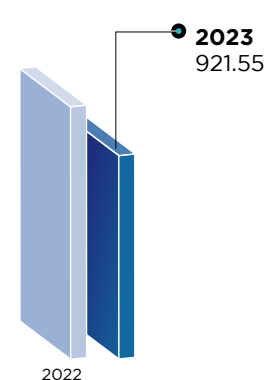
##### Total Energy (Petrol) Consumption (gJ)



2020 : 34,605.65  
2021 : 29,783.76  
2022 : 22,606.47<sup>1</sup>

#### Refrigerants

##### Total Emissions (tonnes CO<sub>2</sub>)



2022 : 1,019.20

#### Notes:

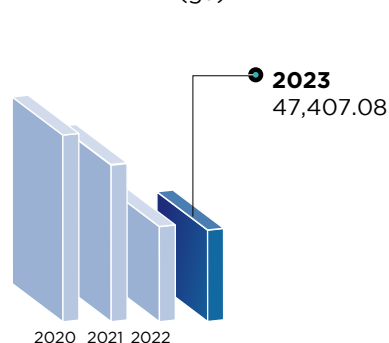
<sup>1</sup> Data was inadvertently computed in 2022 that affected the accuracy of our reported total energy (petrol) consumption figures

#### Year

#### 2022

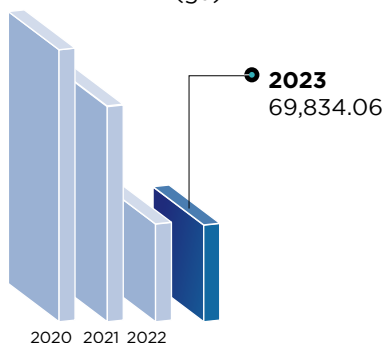
Original Energy (Petrol) Consumption Figure (gJ)	52,120.00
Restated Energy (Petrol) Consumption Figure (gJ)	22,606.47
Variance (%)	57

##### Total Energy (Diesel) Consumption (gJ)



2020 : 51,089.04  
2021 : 50,636.22  
2022 : 46,558.48<sup>2</sup>

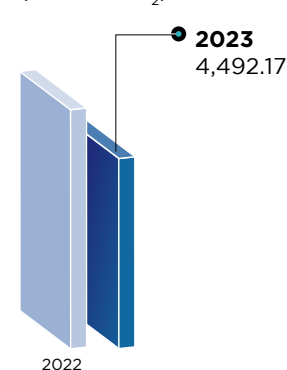
##### Total Energy (Petrol and Diesel) Consumption (gJ)



2020 : 85,694.69  
2021 : 80,419.98  
2022 : 69,164.95

#### Natural Gas

##### Total Emissions (tonnes CO<sub>2</sub>)



2022 : 4,767.76

#### Notes:

<sup>2</sup> Data was inadvertently computed in 2022 that affected the accuracy of our reported total energy (diesel) consumption figures

#### Year

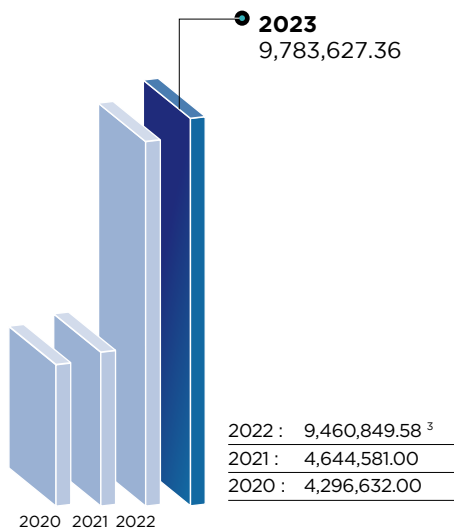
#### 2022

Original Energy (Diesel) Consumption Figure (gJ)	64,986.24
Restated Energy (Diesel) Consumption Figure (gJ)	46,558.48
Variance (%)	28.40

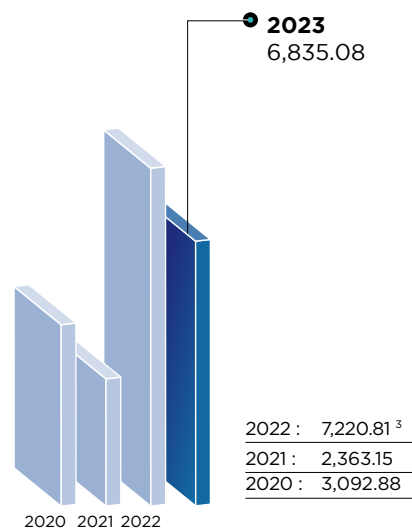
## MINIMISING ENVIRONMENTAL IMPACT

### Scope 2

**Purchased Electricity Consumption**  
(kWh)



**Total Purchased Electricity Emissions**  
(tonnes CO<sub>2</sub>)



**Notes:**

<sup>3</sup> Data was inadvertently computed in 2022 that affected the accuracy of our purchase electricity consumption (kWh) and total purchased electricity emissions (tonnes CO<sub>2</sub>) reported figures

Year	2022
Original Purchased Electricity Consumption Figure (kWh)	8,788,707.00
Restated Purchased Electricity Consumption Figure (kWh)	9,460,849.58
Variance (%)	7.60

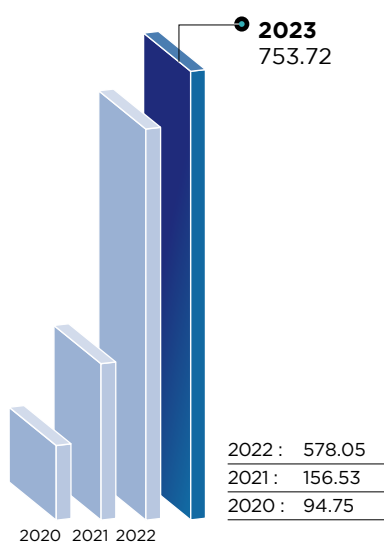
Year	2022
Original Purchased Electricity Emission Emissions (tonnes CO <sub>2</sub> )	4,792.37
Restated Purchased Electricity Emission Emissions (tonnes CO <sub>2</sub> )	7,220.81
Variance (%)	50.70

# MINIMISING ENVIRONMENTAL IMPACT

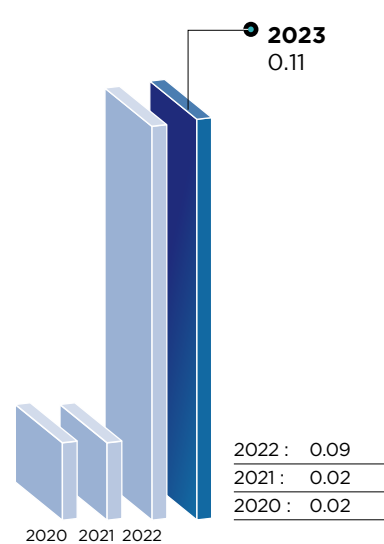
## Scope 3

### Category 6: Business Travel

#### Total Emissions (tonnes CO<sub>2</sub>)

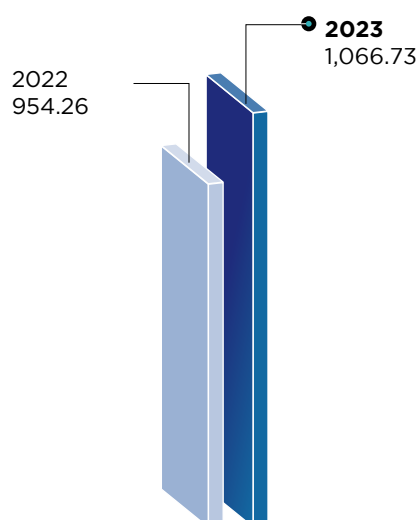


#### Emissions Intensity (tonnes CO<sub>2</sub>/ employee)



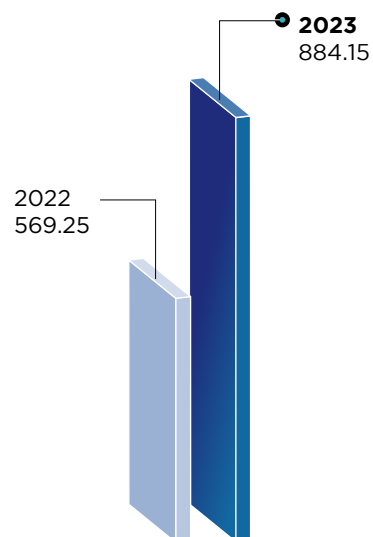
### Category 7: Employees Commuting

#### Total Emissions (tonnes CO<sub>2</sub>)



### Category 8: Upstream Leased Assets Emissions

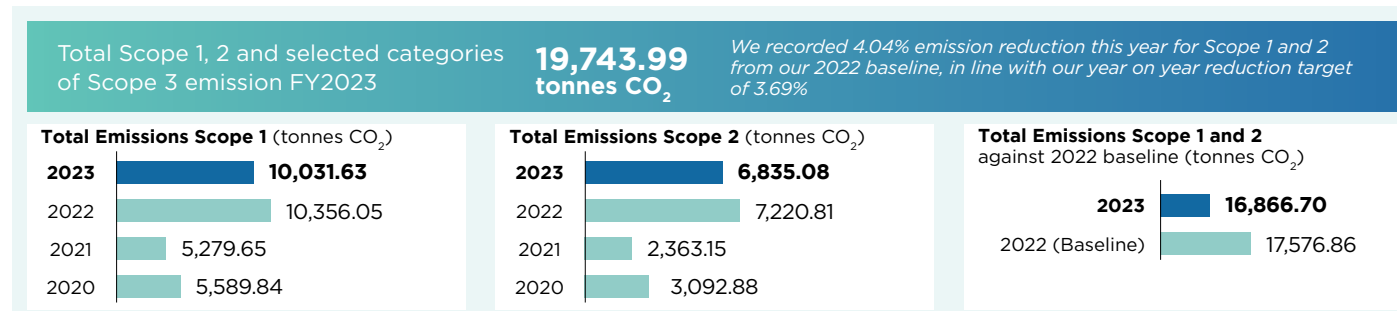
#### Total Emissions (tonnes CO<sub>2</sub>)



## MINIMISING ENVIRONMENTAL IMPACT

### OVERALL PERFORMANCE

#### Our Performance



Given that the emissions data from MEEM represent a negligible proportion of our overall emissions baseline, constituting less than 1% of our total emissions, we have determined that a restatement of the baseline is not warranted. Our original baseline remains representative of our environmental performance.

As a result of our processes, we were given two awards:

**“World Sustainability Icon Leadership Lifetime Achievement Award”-organised by the World Green Organisation (WGO), the United Nations Global Compact (UNGC), and KSI Strategic Institute for Asia Pacific (KSI), the WGSS, co-hosted by the Sarawak Government.**

#### THE STAR ESG IMPACT AWARD

**Gold:** Energy Efficiency  
**Silver:** Renewable Energy  
Talent Management  
Good Health & Wellbeing

#### Our Value Proposition to Clients

As a leading player in the asset management and infrastructure solutions industry, UEM Edgenta is dedicated to assisting our partners and clients in their efforts to reduce their climate impact. As part of our comprehensive facilities management services, we offer various sustainability initiatives, including ESG site audits, Green Building Index certification facilitation, and the development of sustainability roadmaps aligned with global standards.

Our services have already made a significant impact, with energy management initiatives resulting in annual savings of approximately 38.4 million kWh in assets under our management. This translates to savings of around RM16.6 million in energy bills.

To further solidify our position in the market, we launched Opus Sustainability, providing comprehensive solutions to help asset owners decarbonise their assets and create a sustainable built environment. This strategic move, combined with our proven success in energy performance contracting, enabled us to secure nine sustainability mandates from Malaysian clients in 2023, bringing our total sustainability mandates to 22 contracts. Additionally, we have allocated RM200 million to finance sustainability projects on a zero-capex model, assisting our clients in transitioning to a low-carbon economy.

With this commitment, we aim to strengthen collaboration with our clients by promoting the adoption of renewable energy sources, expanding green infrastructure such as EV charging points, and upgrading existing infrastructure to high-performance green buildings.

### OUTLOOK

As we progress in our commitment to environmental, social, and governance (“ESG”) responsibilities, we are fully aligned with group ESG Initiatives. Moving forward we are focused on establishing GHG reduction monitoring process to measure the performance of our net zero strategy and also to allow us to refine our climate targets as we progress. We are also embarking on an exercise to establish our Scope 3 emissions inventory and make a similar pledge to Net Zero by 2050. This initiative is in line with our goal of achieving a 26% reduction in our carbon footprint by 2030, using a baseline set in 2022, and ultimately reaching Net Zero emissions by 2050. To drive our decarbonisation pathway further, we aim to integrate emission reduction into our key performance indicators through our carbon budgeting process.

Continuing to provide ESG consultancy services remains a cornerstone of our strategy, seamlessly integrated into both short-term and long-term contracts. Collaborating with the Edgenta Academy ensures our teams are equipped with cutting-edge knowledge and expertise, particularly in climate change-related topics. This encompasses a diverse array of ESG-related training, covering areas such as TCFD, ESG Data Assurance, and Net Zero Workshops.

Central to our approach is active engagement with our supply chain partners, clients, and stakeholders within our ecosystem. By conducting awareness sessions, delivering comprehensive training programmes, and fostering strategic green collaborations, we aim to ignite collective action toward our shared mission of decarbonisation.



## MINIMISING ENVIRONMENTAL IMPACT

### ENVIRONMENTAL MANAGEMENT

#### WHY IT MATTERS?

An effective environmental management system lies at the core of UEM Edgenta's commitment to corporate responsibility and long-term sustainability. As stakeholder expectations evolve and societal demands grow, there is an increasing emphasis on environmental factors in our decision-making processes. Acknowledging the intricate interplay between our operations and the wider ecosystem, our dedication extends beyond mere business concerns to encompass a profound acknowledgment of the global imperative for resource stewardship and community well-being.

#### WHAT IS OUR APPROACH?

Our enhanced Sustainability Policy reaffirms our commitment to fostering environmentally responsible practices throughout our business units. We uphold responsible environmental management by implementing various initiatives across material utilisation, waste management, and water consumption. Ensuring alignment between our ISO standards and environmental practices, we integrate ISO requirements into our environmental management systems. In 2023, UEM Edgenta Berhad achieved certification to ISO 9001:2015, ISO 45001:2018, and ISO 14001:2015 standards (Quality, Occupational Health & Safety, and Environmental Management Systems respectively) awarded by Bureau Veritas Certification (M) Sdn. Bhd.

#### WHAT VALUE WAS CREATED IN 2023

Throughout the course of 2023, UEM Edgenta remained resolute in its commitment to environmental stewardship and the reduction of waste, achieving notable advancements and yielding substantial benefits as a result. The company implemented a series of strategic initiatives aimed at minimising its ecological footprint and promoting sustainable practices across its operations.

One of the pivotal initiatives undertaken was the implementation of comprehensive waste reduction programmes across various business units. Through waste management practices and the adoption of innovative technologies, UEM Edgenta successfully minimised waste generation, optimised resource utilisation, and significantly reduced its environmental impact.

In addition to our waste reduction endeavours, we actively engaged in initiatives to conserve natural resources and optimise our usage. To achieve this goal, we have sustained our research and development efforts in recycled Asphalt Mixes at our Pavement Research Center. In 2023, we continued these efforts:

To support the production of large-scale Recycled Asphalt Pavement ("RAP"), UEM Edgenta has successfully completed its first RAP Plant. Sustainability is at the core of this facility, with features such as the utilisation of recycled oil, which not only aligns with our environmental goals but also proves to be more cost-efficient.

In 2023, we expanded our asphalt mix offerings to include 15 variations, up from 13 in 2022. These mixes are customised to meet the specific requirements of our customers. Notably, 8 of these variations are made from recycled materials, aligning with our commitment to sustainability. Furthermore, a total of 11 mixes have been deployed on the PLUS Expressways. These mixes are currently undergoing or have completed a 12-month test run. Initial results indicate promising performance, demonstrating the effectiveness of our products in real-world applications.

The approval for large-scale use of 30% Recycled Asphalt Pavement ("RAP") in hot applications and 100% RAP in cold applications marks a significant milestone. This initiative effectively reduces the amount of waste asphalt millings sent to landfills, while also conserving energy and natural resources.

At the corporate level, various initiatives have been undertaken to promote sustainability. These include the continued use of the KLEAN machine for collecting plastic waste, installation of an E-Waste bin, efforts to reduce paper usage, expansion of e-forms usage, and encouragement for staff to use recyclable utensils.

Furthermore, at the community level, UEM Edgenta has actively participated in beach clean-up projects, tree-planting initiatives, and established an Arboretum Education Center at Ayer Hitam Forest Reserve to promote environmental education. These efforts reflect our commitment to environmental stewardship and community engagement.

## MINIMISING ENVIRONMENTAL IMPACT

Further details of our initiatives can be found below:

### Efficient Material Utilisation

Across our diverse operations, we have implemented a series of initiatives on sustainable material utilisations.

#### Key Initiatives

- Recycling of engine oil in ambulance as part of the preventive maintenance plan
- Installation of Mcfill oil filter in our operations' fleet
- The usage of recycled oil in RAP operations as part of our commitment to reduce environmental impact
- Developed and applied 15 customised asphalt mixes while incorporating eight recycled varieties, across PLUS Expressways in Tapah
- Obtained approval for the extensive utilisation of 30% and 100% recycled asphalt
- UEM Edgenta collaborated with CIMA through a Proof of Concept to produce and install New Jersey Barriers in expressways. The collaboration leverages on CIMA's innovative technology in creating eco-friendly glass fiber for use in expressway barriers and UEM Edgenta's technical expertise in maintaining roads and highways.

#### Our Impact

**Actively diverting harmful materials from landfills and contributing to energy and resource conservation**

**Enabled the recycling of road milling waste into environmentally friendly road pavement materials**

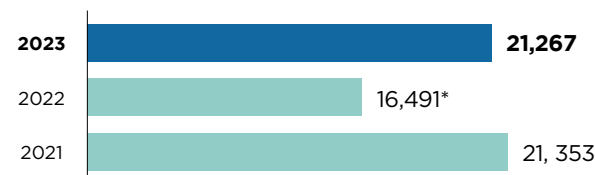
**Responsible utilisation of materials by leveraging innovation and technology to optimise concrete quality and ensure efficiency**

#### PAPER

We recognise the environmental impact of increased paper consumption and hence we have continued empowering Edgenta Stars to leverage on digitalising our processes.

Some of our digitalisation efforts to reduce paper consumption include a Document Request Forms ("DRF") system to request for administrative documents, online application for staff claims, and the digitalisation of making Conflict of Interest declaration. In our Operon office we transitioned to digital process to deliver our FM services through Computer Aided Facility Management ("CAFM") System. This has enabled us to reduce paper consumption, ensuring operational efficiency to align with our overall sustainability objectives.

#### Paper Consumption (No of A4 Reams)



\* The disclosed number of Paper Consumption in AR2022 should read 16,491 instead of 902

### KLEAN Machine

We have continued to deepen corporate culture around recycling through the installation of KLEAN machine.

Number of Unique Recyclers  
**1,808**

Number of Sessions  
**4,700**

Total Number of Cans Recycled  
**4,730**

Total Number of PET Recycled  
**19,168**

**23,898**

## MINIMISING ENVIRONMENTAL IMPACT

### Responsible Waste Management

Throughout 2023, UEM Edgenta demonstrated its commitment to responsible waste management through various programmes and activities.

- Organised Sweep the Shore Day 2023 in collaboration with Majlis Perbandaran Sg. Petani Kedah ("MPSPK") and Balai Polis Tanjung Dawai for a beach cleanup programme at Pantai Rhu.
- Launched the "Towards Zero Waste 2023" campaign for all sites' participation to boost awareness for recycling as part of a Sustainable Waste Management Programme ("SWMP") piloted at Sultanah Bahiyah Hospital.

### Our Results

**Successfully recycled hospital waste, such as food waste, into fertiliser, diverting approximately 10% of waste from landfills**

**Increase awareness on responsible waste management within our Healthcare sector**

Disclosures	2022	2023
<b>Waste generated from operations</b>		
Waste generated (metric tonnes)	567.45	<b>1,498.97</b>
Hazardous waste generated (tonnes)	512.41	<b>724.54</b>
Waste diverted from disposal (million cubic metres per year)	10.60	<b>604.93</b>
Waste directed to disposal (million cubic metres per year)	556.85	<b>894.042</b>
Disclosure of three years of waste recycled (tonnes)	0.05	<b>0.63</b>
<b>Waste managed for clients</b>		
Total Waste Managed by Edgenta for clients (tonnes)	16,435.95	<b>67,114.11</b>
Directed to Disposal (tonnes)	15652.64	<b>20,398.30</b>
Hazardous (tonnes)	12,921.31	<b>5,508.83</b>
Non Hazardous (tonnes)	2,730.93	<b>15,010.75</b>
Diverted to Disposal	4,582.45	<b>46,715.22</b>

*These are the total waste that Edgenta manage for clients, across Healthcare, Infrastructure Services and Property and Facilities Solutions. Data for 2023 include waste data from our middle east office.*

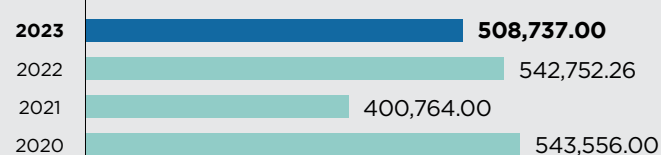
Moving forward we will expand our data coverage and enhance our waste management capabilities to increase efforts of waste diversion from landfills.

## MINIMISING ENVIRONMENTAL IMPACT

### Water Resource Stewardship

As part of our ongoing initiative for water resource stewardship, we actively monitor and implement various water management initiatives to minimise our water consumption across all operations. Within our Property and Facility Solutions ("PFS") department, they strategically manage risks, opportunities, and impacts related to the consumption and disposal of water.

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



### Water Conservation Project

In 2023, we sustained our water conservation efforts in collaboration with our client, PLUS, through various water management initiatives including rainwater harvesting and usage of tube wells. These efforts have proven impactful, allowing us to conserve and recycle water for our operations at clients' sites. In total, we conserved 10,582m<sup>3</sup> of water in 2023, a significant increase from the previous year's conservation of 6,000m<sup>3</sup>.

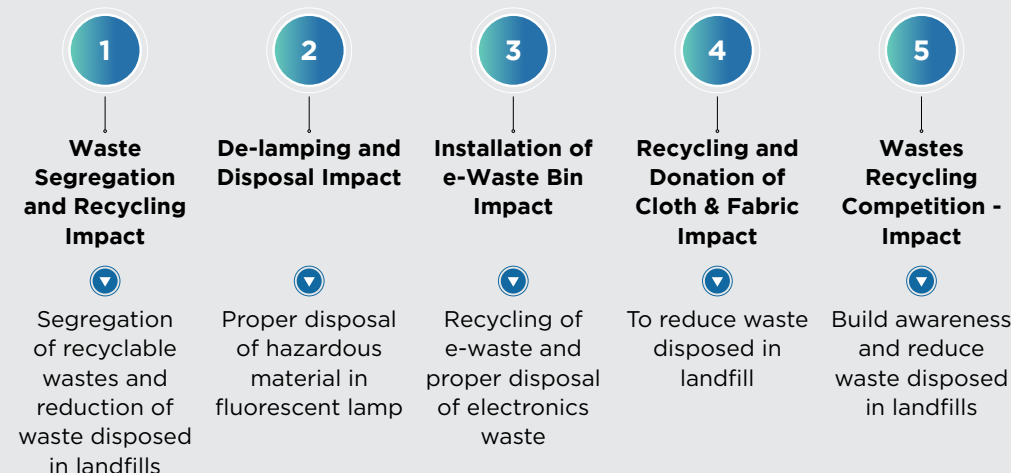
### Environmental Awareness Programmes

From the corporate level, we adopt many environmental work practices, from introducing digital e-forms, composting to Reduce, Reuse, Recycle ("3Rs") initiatives. Recognising the significance of our workforce, UEM Edgenta takes steps to actively contribute alongside our partners and community. Thus, we ensure our employees are involved in the environmental-related Corporate Social Responsibility ("CSR") programmes implemented by the Group.

#### Our 2023 CSR Programmes:

- The Environmental CSR Initiative in Rantau Abang, Terengganu, was conducted in collaboration with Opus Consultants. The campaign focused on protecting coral reefs and promoting a safe and clean recreational beach area. Over 50 volunteers, including professional divers, participated in a clean-up programme both underwater and on the beach. Contributions of RM5,000 to Majlis Perbandaran Dungun and RM1,000 to the Rantau Abang Turtle Conservation Information Centre were made to support their preservation efforts.

We have also empowered each business units to organise recycling initiatives:





## MINIMISING ENVIRONMENTAL IMPACT

### Environmental Awareness Programmes (Continued)

#### Our 2023 CSR Programmes:

- #EdgentaActGreenCampaign Tree Planting CSR Programme in collaboration with the Forest Department of Sarawak ("FDS") and local communities. 80 Edgenta Stars from Opus Sarawak successfully completed the #EdgentaActGreenCampaign Tree Planting CSR Programme. Over 1,000 valuable native trees from various species were planted at Sabal Forest Reserve in Simunjan, Sarawak. The campaign aligned with Malaysia's "100 million Trees campaign by 2025" to raise awareness about the importance of conserving forest areas.



- Established an Arboretum Education Center at the Ayer Hitam Forest Reserve in Puchong in partnership with University Putra Malaysia ("UPM"). This initiative specifically focuses on the conservation and development of the Dipterocarp genus, a family of hardwood tropical trees primarily found in Sarawak, Sabah, and Peninsular Malaysia. The dedicated section within the Ayer Hitam Forest Reserve will transform into an arboretum, serving as a knowledge hub for students, researchers, and the public to deepen their understanding of forests and the Dipterocarp genus.



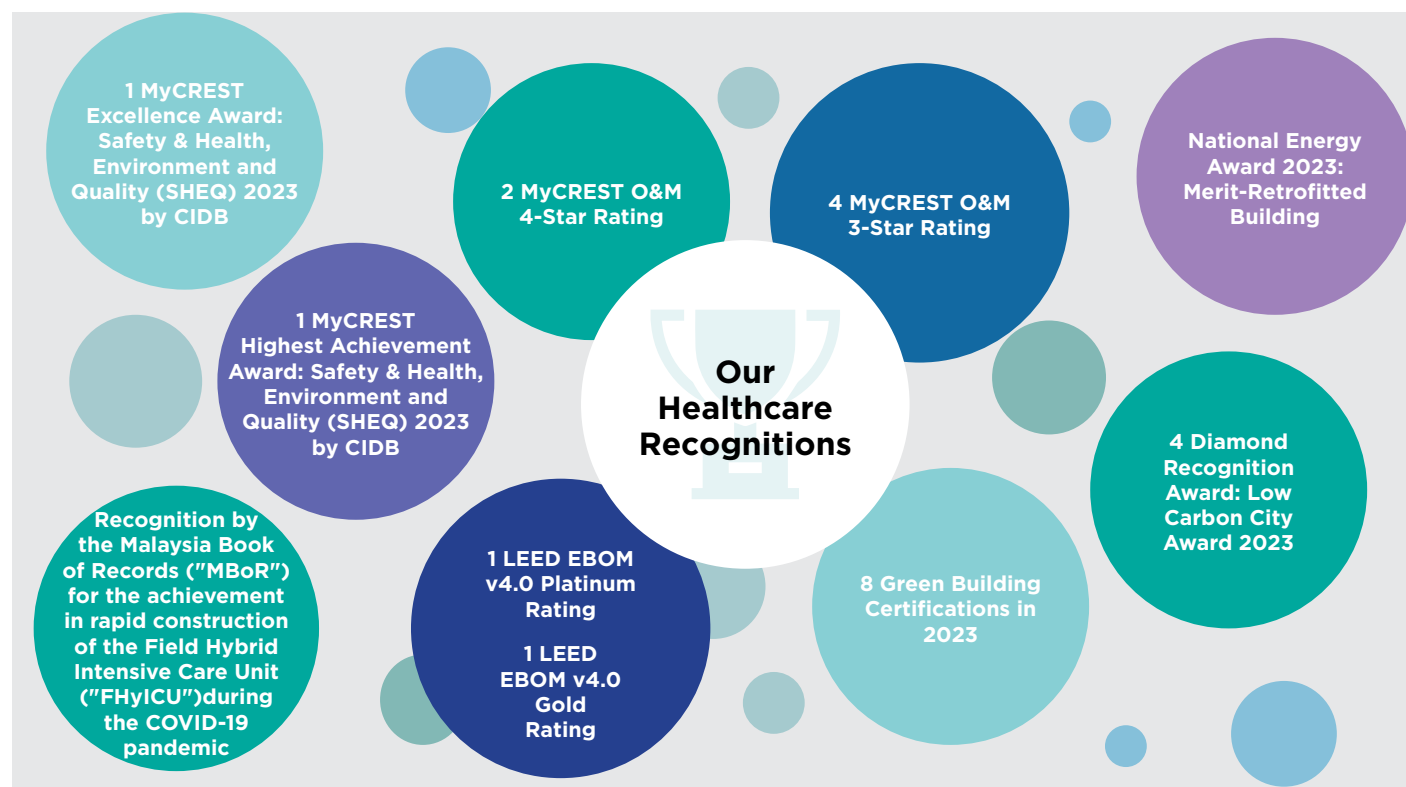
#### Other Sustainability Initiatives

- Implementation of Sustainable Waste Management Programme ("SWMP") including the utilisation of weighing scales for waste, food and kitchen waste bins, usage of composting machines, managing organic and landscape waste in various hospitals that we operate in.
- Organised an Awareness Training Programme during the Green Building Forum-Journey Towards Green Building Hospitals in Pulau Pinang.
- Participated in various environmental and social events that were funded by MoH including:
  - i. Lestari Fun Ride & Ekspo at Hospital Kuala Nerang
  - ii. Programme Penanaman Bakau Bersama Komuniti in Kedah



## MINIMISING ENVIRONMENTAL IMPACT

### Healthcare Recognitions



### OUTLOOK

In the upcoming year, our primary focus will be on enhancing the commercialisation of sustainable materials tailored to meet the evolving needs of our clients. This strategic initiative entails advancing responsible material utilisation by operationalising our Recycled Asphalt Premix ("RAP") Plant. Through close collaboration with our clients, we are committed to proactively reducing waste by implementing comprehensive waste handling strategies.

A key component of our sustainability efforts involves the tracking of our own waste through Scope 3 activities, ensuring transparency and accountability in our environmental impact. This initiative drives our commitment to responsible environmental stewardship and pushes us towards continuous improvement in our operations.

While the implementation of groupwide water management practices remains a work in progress within our current operational landscape, our dedication to fostering sustainability remains unwavering. As we chart our course for the forthcoming years, the integration of comprehensive water management strategies emerges as a pivotal objective, reaffirming our commitment to responsible corporate citizenship.

Furthermore, our short-term agenda includes a thorough assessment of our suppliers, collectively addressing environmental challenges. We prioritise suppliers who share our commitment to sustainability and encourage them to integrate environmental considerations into their business activities. Through these collaborative efforts, we aim to build a supply chain that aligns with our sustainability goals and promotes responsible environmental practices across all facets of our operations.

Moving forward, UEM Edgenta remains dedicated to implementing environmental conservation practices in both its operations and its solutions. The company plans to compute its waste footprint to develop a comprehensive waste management programme while promoting recycling efforts.

# SOCIAL VALUE CREATION

## OCCUPATIONAL HEALTH AND SAFETY

### WHY IT MATTERS?

In our industry, where employees, vendors, and suppliers are vital to essential tasks and operations, ensuring a secure work environment is a core focus of our health and safety practices. A secure workplace directly impacts the well-being of our staff, contractors, suppliers, and clients. By fostering a safe workplace, we empower our employees to fulfill their responsibilities with focus and dedication. Amidst the diverse physical and challenges inherent in our industry, a healthy work environment acts as a shield, safeguarding the health and well-being of our workforce, clients, and the communities we serve.

### WHAT IS OUR APPROACH?

At UEM Edgenta, we are deeply committed to safeguarding the health, safety, and security of our workforce while prioritising environmental protection. Our ultimate aim is to achieve zero incidents, occupational illnesses, environmental events, and non-compliance with legal requirements, all while placing a strong emphasis on the physical and emotional well-being of our employees. This dedication is ingrained in our robust Quality, Health, Safety, Security, and Environment (“QHSS”) Policy. This policy is designed to ensure compliance with statutory and regulatory requirements, while fostering a culture of continuous improvement in Health, Safety, Security, and Environment (“HSSE”) throughout our organisation.





## SOCIAL VALUE CREATION



### OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM

Our comprehensive system is built on the standard requirements of ISO 14001 and ISO 45001, complemented by adherence to local regulations and other pertinent HSSE legal requirements and industrial codes of practice.

For our entities in Malaysia, our system aligns to the following regulations:

- Occupational Health and Safety Act 1994
- Factories and Machineries Act 1967
- Environmental Quality Act 1974
- Fire Services (BOMBA) Act 1988

With a Group-wide implementation, all of our business units are now certified under ISO 14001 and ISO 45001.

Additionally, in 2021, we obtained ISO 45005:2020, offering guidelines for safe working during the COVID-19 Pandemic.

Our occupational health and safety management system extends to cover all key stakeholders, including employees, contractors, and vendors, through the implementation of relevant policies and procedures.

*\* International operations in Taiwan, Singapore, and the UAE adhere to the rules and regulations of their respective countries.*

**100% of our operating business units in Malaysia have obtained ISO 14001:2015 and ISO 9001:2015.**

**100% of our Business units have obtained ISO 45001:2018**

Moving forward, we will expand our tracking of HSSE certifications and accreditation to our International Offices.

## SOCIAL VALUE CREATION

### Risk Assessment and Hazard Identification

As part of our approach to hazard identification, we currently adopt several methodologies and procedures including the bowtie methodology, Hazard Identification Risk Assessment and Risk Control (“HIRARC”) procedures, Job Hazard Analysis (“JHA”), Ergonomic Risk Assessment (“ERA”), Chemical Health Risk Assessment (“CHRA”), Noise Risk Assessment (“NRA”), document reviews, audits and incident reviews.

For each approach mentioned, we assign competent and qualified personnel to perform the relevant tasks. This may include our Safety and Health Officer (“SHO”), Site Safety Supervisor (“SSS”), certified Environmental Professionals In Scheduled Waste Management (“CEPSWAM”), Ergonomic Trained Persons or Occupational Health Doctors (“OHD”), according to the type of reviews being conducted.

The Group currently utilises a reporting platform (BenchmarkESG) to notify, report, monitor and review any incidences relating to unsafe acts or conditions, perform health and safety risk management, carry out audit reviews and other relevant activities. The results, analysis and recommendations from the reporting of such incidences are then presented through our HSSE structure on a bi-weekly basis as part of our HSSE reporting exercise. For on-the-job safety hazard avoidance and precautionary processes, we have implemented various procedures such as the Consequence Management, 12 Life Saving Rules and several “do’s and don’ts” guidelines for specific operational activities.

Our control measures are monitored closely by site HSE personnel through trainings and supervision as well as the use of tools such as the PPE Matrix. In addition, regular compliance audit and inspections are also carried out by HSE personnel to ensure the effectiveness of our control measures. In overall, our risk assessment on health and safety is performed to provide coverage on our defined focus areas as well as our existing operations or projects.

#### Safety Audit

In 2023, we continued to perform safety audits as part of ensuring compliance to workplace safety. In contrast to the previous year, the number of Gemba Walk participants

Gemba Walk participation		The amount of final audits for 6S	
66 2023	132 2022	33 2023	66 2022

The results and findings from the audits were recorded on the BenchmarkESG, which is an AI-driven Safety, Health and Environment incident reporting platform. It enables the Group to perform a root cause analysis which facilitate a faster implementation of any corrective and preventive actions (“CAPAs”).

### HSSE Governance Structure

Health and Safety leadership is vested in the Board, which regularly oversees, assesses, and deliberates on relevant issues on a quarterly basis. Our MD/CEO serves as the designated person at the Board level, providing leadership and direction in managing HSSE.

The governance structure is further supported at the working level by our

1. HSSE Committees, which have been established at each operational site. The committee meets periodically through monthly meetings and weekly (ad-hoc) meetings when deemed necessary to deliberate and act upon any occupational health and safety issues.
2. Quarterly Perintis Council meetings are also held for contractors to discuss and bring forth any health and safety related issues to the committee. Besides, in order to lead the day-to-day monitoring of our HSSE performance.
3. Head of QE & HSSE has been tasked to:
  - Develop an annual HSSE plan which is aligned with objectives and targets of the Group at addressing HSSE;
  - Provide key and consistent communication on our HSSE related objectives, targets and plans;
  - Identify and assess key HSSE Critical Positions for Technical Authorities;

## SOCIAL VALUE CREATION

- Compile, review and submit HSSE related performance data to each business division;
- Implement and maintain an HSSE assurance plan for each business division;
- Establish and ascertain the competency of independent leads on HSSE audit; and
- Identify and form the members of the HSSE audit team

To mitigate health and safety risks across our varied business activities, UEM Edgenta implements a robust risk management system overseen by qualified HSSE personnel. This proactive approach identifies hazards such as needle pricks, exposure to live traffic, working at heights, and slip and fall incidents. We have developed HSSE Manual to guide our efforts in this area.

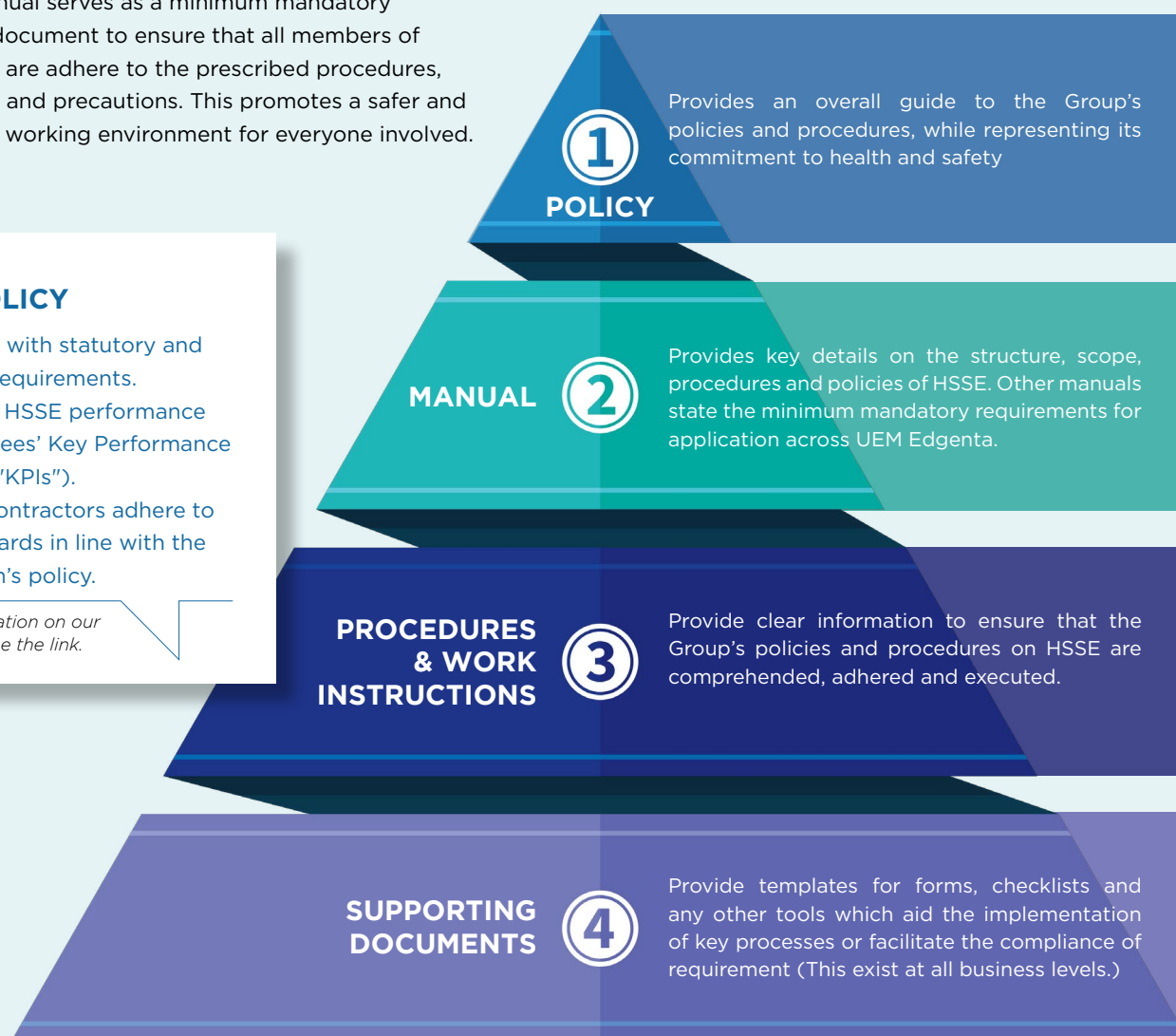
### HSSE MANUAL STRUCTURE

The HSSE Manual serves as a minimum mandatory requirement document to ensure that all members of UEM Edgenta are adhere to the prescribed procedures, requirements, and precautions. This promotes a safer and more resilient working environment for everyone involved.

#### QHSSE POLICY

- Compliance with statutory and regulatory requirements.
- Incorporate HSSE performance into employees' Key Performance Indicators ("KPIs").
- Mandates contractors adhere to HSSE standards in line with the organisation's policy.

*For more information on our QHSSE Policy, see the link.*





## SOCIAL VALUE CREATION

### WHAT VALUE WAS CREATED IN 2023

#### Health and Safety Accreditation

During the year under review, Edgenta recorded several milestones in advancing its HSSE practices. The company successfully obtained the ISO 9001:2015, ISO 45001:2018 & ISO 14001:2015 (Quality, Occupational Health & Safety and Environmental Management Systems) Certifications.

This is a demonstration of Edgenta's sound quality management system to ensure that services and products offered meet international standards. In addition, the Company also operationalised its HSSE manuals, ensuring better adherence to health, safety and environmental practices. Assurance processes were carried out and intervention plans were identified for further improvements.

#### Prioritising Health and Personal Security

The company's commitment to health and safety is further exemplified through various initiatives, including comprehensive mental and physical health programmes, safety training focused on the "12 Life Saving Rules," and initiatives aimed at raising awareness of personal security. Through the Personal Security Brown Bag Talk Series, experts discuss topics such as cybercrime, data theft and other criminal threats, equipping employees with knowledge about inherent risks to enhance their sense of safety and security.

We have also curated health talks and awareness sessions on topics such as ergonomics, fatigue management, non communicable diseases ("NCD"), heatstroke prevention, audiometric health and occupational illness diseases.

##### **Brown Bag Session: Personal Security**

Launch Brown Bag Session for Personal Security to create awareness of crime prevention, educate on the methodology or modus operandi in a crime as well as general tip on how to avoid becoming a victim. We have also launched a handbook of Personal Security Guideline for Edgenta Stars that is made available in our e-library, e-Ilmu platform.

##### **Leadership Exchange and Action Programme ("LEAP")**

As a platform for local leaders/staff to highlight the challenges/issues/action item at the site and the support required from Top Leaders. Engaged with frontline staff on progress in HSSE and recognised any good HSSE practice.

##### **Physical Wellness Programmes**

We curated a specialised Physical Wellness Programme that includes individual fitness assessments and monitoring as well as health workshops. These workshops are part of our BeFit Programme that we have started in 2021.

#### PARTICIPATION RATE

- **201** Edgenta Stars participated in 2023 individual fitness assessment.
- **49** participants gained the Befit award.

In 2023, we maintained our commitment to employee health by organising health screenings. A total of 170 employees participated in the Perkeso Health Screening Programme 3.0, with 103 employees attending the Integrated Health Screening Test at Menara and 122 participating in Postural Analysis Measurement. Additionally, we extended healthcare coverage through medical cards, ensuring access to medical assistance for employees, direct contract workers, and their dependents from both government and private healthcare providers.



## SOCIAL VALUE CREATION

### Inculcating A Culture Of Health And Safety

To prevent and reduce injuries and illnesses in our workforce, we prioritise the importance of health and safety standards for our employees and workers by:

Programmes	Key Highlights
Personal Security E-Learning	Personal security E-Learning entails understanding, owning responsibilities, and consistently applying best practices to safeguard oneself, emphasising individual accountability. 59 staffs fully enrolled in the learning module via our digital learning platform.
Brown Bag Session: Personal Security	Launch of Brown Bag Session for Personal Security to create awareness of crime prevention, educate on the methodology or modus operandi in a crime as well as general tip on how to avoid becoming a victim. Multiple sessions were conducted with total attendance more than 500 staffs through physical and online participation.
Personal Security Handbook	Launched of Personal Security Handbook with focus on comprehensive coverage of personal safety principles, individual responsibilities, and essential practices for effective security in everyday life, emphasising accountability and awareness.
Safety Day 2023 (theme "Safety Starts from Home")	Focus on employee safety during their daily commutes across all UEM Edgenta entities, including international businesses and contractor partners.
Launched the HSSE Pocketbook	Outlined all the essential requirements to be complied with during the execution of risky tasks.
Hosted Defensive Driving Training ("DDT")	Addressed the rising number of commuting incidents by conducting seven impactful sessions with a total of 134 staff. Also conducted a session for contractors with a total of 91 participants focusing on drivers in high-risk category.
HSSE Capability Assessment ("HCA")	<p>Conducted the pilot assessment in Central Region on selected mainline contractors where 64% (14 of 22 contractors) were rated 1-star. They attended small group coaching sessions conducted by our HSSE practitioners to help improve their HSSE capability. Average HCA score improved from 1-star to 2-star.</p> <p>We conducted evaluations on 97 mainline contractors responsible for 288 contracts along the NSE. As of 5 January 2023, the overall average HPR 2023 result stands at 2 stars. There has been a notable improvement in HPR 2023, with a 3.9% increase to 69.36%, compared to 65.5% in HPR 2022. Despite the operational challenges faced by contractors, this rise in scores signifies a positive trend.</p> <p>However, for those who fail to adhere to the relevant HSSE rules and regulations, we are prepared to take action and impose penalties as outlined in our HSSE Consequence Management procedures. Our HSSE Consequence Management process is structured into a 3-tier system, as detailed below.</p> <div> <div>1 HSSE Violation based on the 12 Life Saving Rules and risk matrix</div> <div>2 Completion of HSSE Consequence Management by HSSE practitioner</div> <div>3 Deduction from next payment</div> </div>
HSSE Performance Ranking	97 mainline contractors servicing 288 contracts along NSE were evaluated. As of 5 Jan 2023, overall average HPR 2023 result is 2-stars. An improvement of 3.9% in HPR 2023 (69.36%) compared to HPR 2022 (65.5%). The score's improvement shows positive development despite operational challenges faced by contractors.

## SOCIAL VALUE CREATION

Programmes	Key Highlights
Contractor Engagement Roadshow ("CER")	A total of 231 contractors participated in the CER where the team shared pocket talks on HSSE Leadership, Traffic Management, HCM, Infra VDP and RAMS.
Walk the Talk Visits ("WTVs") for contractor leadership	Conducted as a practical guide to Perintis contractors on how to effectively communicate HSSE with employees at multiple locations along NSE and managed to get full participation from all 26 Perintis contractors' companies. Total of 238 pax including contractors, Edgenta Stars and clients participated in the visits.
Perintis Council Programme	Held two Perintis Council Meetings with a take-up rate of 85% (130 touchpoints) consisting of contractors' owner & HSSE coordinators, Edgenta Stars (HSSE practitioners & operations) and client (PLUS). Organised pocket talks on Learning From Incident, HSSE Documentation, Traffic Management, PPE and PTW.

With the measures in place, we managed to achieve a 100% success rate in assessing health and safety impacts from the products and services we provide.

### Advocating Health and Safety in our Supply Chain

Beyond the health and safety of our employees, we also recognise the need to promote good health and safety practices among our business partners and contractors/vendors. By adopting a cohesive approach towards this issue, we can achieve a more robust, safer ecosystem within our value chain.

### OSH Training and Management System

We conduct thorough audit processes integrated within our OSH management systems. These internal audits serve as a proactive measure to evaluate and improve the effectiveness of our OSH protocols, ensuring that our workforce operates within a secure environment.

Disclosures	2020	2021	2022	2023
Number of training programmes for employees on occupational health and safety	Not tracked	Not tracked	255	<b>152</b>
Number of all employees and workers covered by an occupational health and safety management system	4140	3965	3645	<b>3900</b>
Number of all employees and workers covered by an occupational health and safety management system that has been internally audited	3674	3493	3195	<b>3900</b>
Number of all employees and workers covered by an occupational health and safety management system that has been audited or certified by external party	3674	3493	3195	<b>3900</b>

Percentage of employees completed the mandatory OHS e-learning modules (%)

**100%**

**1,738**  
of employees HSSE training cumulatively

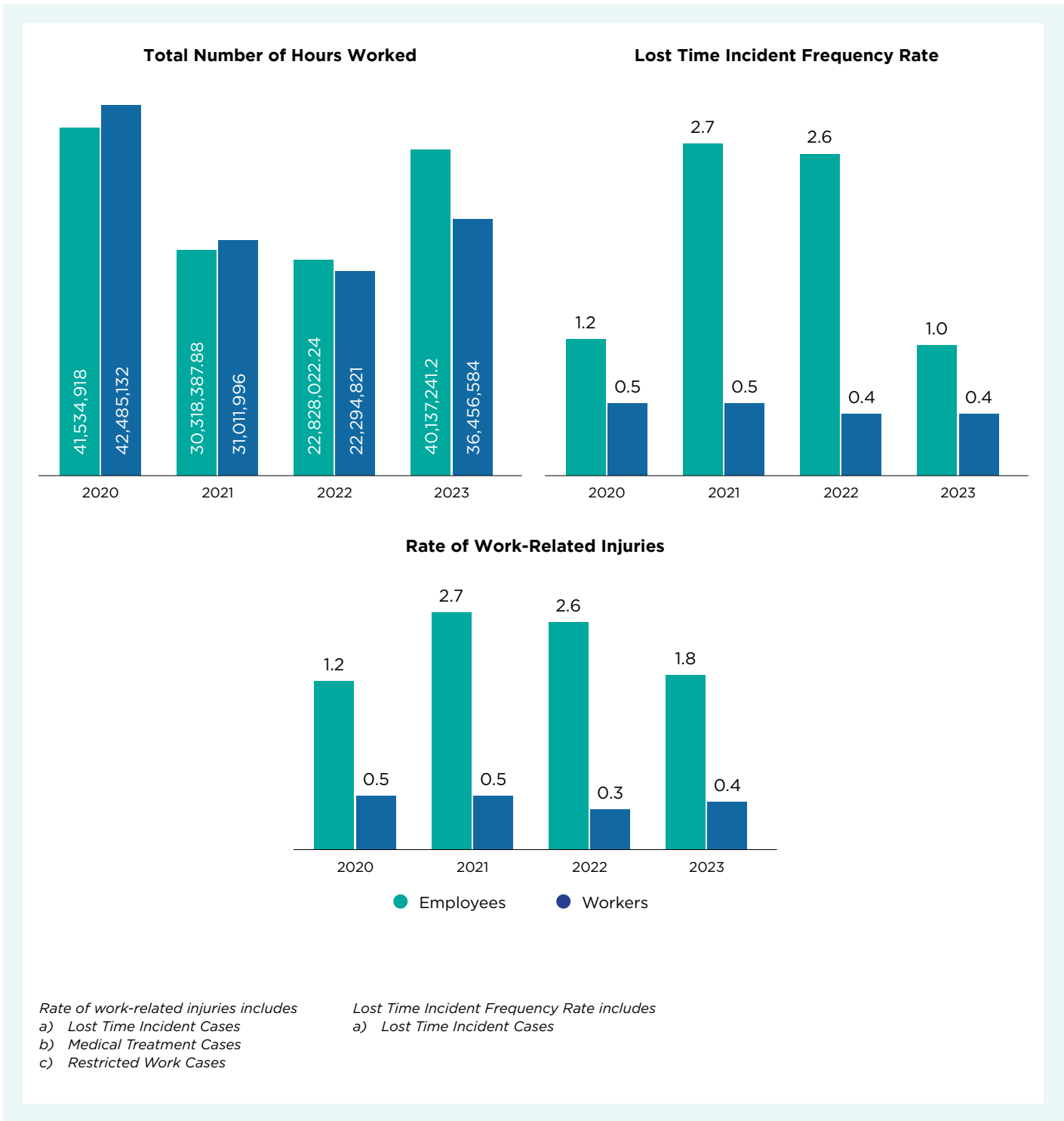
**130**  
vendors and Contractors (Perintis Council) completed health and safety trainings

**A total of 152 training sessions have been conducted in 2023**

## SOCIAL VALUE CREATION

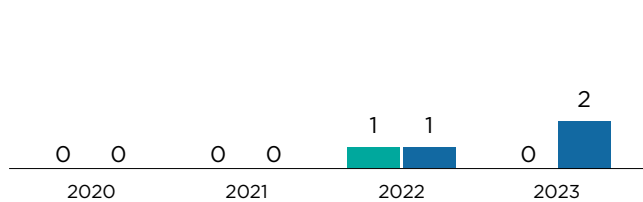
### OVERALL PERFORMANCE

Throughout the year, UEM Edgenta has consistently documented and reported its Health, Safety, Security, and Environment ("HSSE") performance, offering a comprehensive overview in the corporate scorecard.

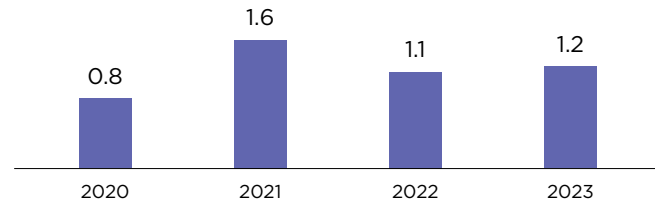


## SOCIAL VALUE CREATION

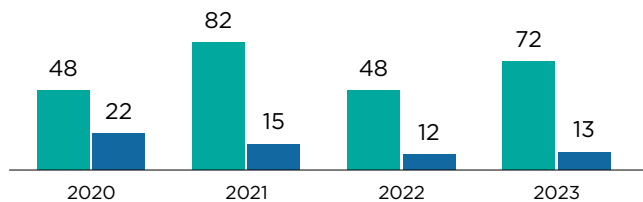
Number of Work-Related Fatalities



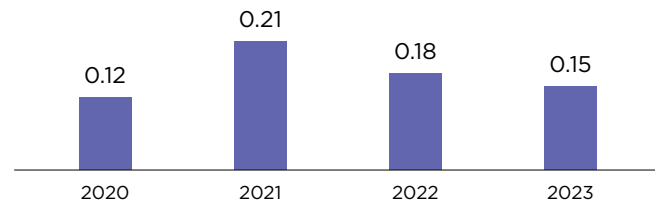
Total Recordable Incident Rate ("TRIR")



Number of Work-Related Injuries



Lost Time Incident Rate (LTIR)



Number of incidents during the reporting year are expressed per the total number of hours worked as at the end of the reporting period times a standardised value of 200,000 which represents the total amount of hours that 100 employees work weekly for 40 hours for a duration of 50 weeks. Method of calculating this indicator is as per Bursa Malaysia's disclosure guideline.

The number and rate of high-consequence work-related injuries (excluding fatalities)



● Employees ● Workers ● Total (inclusive of employees and workers)

Total recordable injury rate for 2023 rose to 1.2 from 1.1 in 2022 due to enhanced monitoring accuracy, encompassing more from international business operation, which accounts for 93% of the increased number in Lost Time Injury and Medical Treatment Case.

### 2023 Performance

Rate of work-related Fatalities:  
**0.03**

Work related Injury (TRIR):  
**1.2**  
(Target for 2023: 1.4)

### 2024 Target

Fatalities:  
**Zero Fatality**

Work related Injury (TRIR):  
**1.0**

## SOCIAL VALUE CREATION



### OUTLOOK

In the short term, our primary focus is to strengthen the implementation and monitoring of our Health, Safety, Security, and Environment ("HSSE") management system. This entails developing comprehensive policies, procedures, and guidelines, including risk assessments, emergency response plans, and employee training programmes. We will establish continuous monitoring and evaluation mechanisms to ensure the system's effectiveness and promptly identify areas for improvement.

Moving into the medium term, UEM Edgenta aims to cultivate a robust HSSE culture, with a particular emphasis on leadership. Our objective is to instill a proactive safety mindset throughout all levels of the organisation, starting with top management. Leaders will be encouraged to champion safety initiatives through open communication channels, conducting regular safety briefings, and actively participating in safety-related activities.

Looking towards the long term, UEM Edgenta remains committed to achieving the goal of zero incidents, illnesses, environmental events, and non-compliance with legal requirements. This necessitates a sustained dedication to continuous improvement, ongoing training, education, and the integration of advanced technologies to enhance safety measures. Proactive measures will be implemented to identify and address potential risks before they escalate, while regular audits and assessments will ensure compliance with relevant laws and regulations.



## SOCIAL VALUE CREATION

### EMPLOYMENT CULTURE

#### WHY IT MATTERS?

Our workforce is central to our pursuit of excellence. When our employees feel valued and respected, they play a crucial role in our success. Placing emphasis on their mental, physical, and social well-being is essential, as it cultivates a culture of trust and equal opportunities where they can thrive and reach their full potential. This approach not only helps us attract and retain top talent but also increases motivation and productivity, benefiting everyone involved.

#### WHAT IS OUR APPROACH?

UEM Edgenta has incorporated the FIRST principles introduced in 2021, guiding our interactions with both internal and external clients to emphasise our organisation's character, commitment, and culture. To ensure its workforce remains well-informed and engaged, UEM Edgenta utilises a range of communication channels, including email, townhalls, roadshows, social media platforms, as well as its own website. Both formal and informal avenues are employed to gather feedback from employees, fostering a culture that values diverse perspectives and ideas. In promoting work-life balance, UEM Edgenta has introduced Flexible Working Arrangements, sports and recreational clubs, the Edgenta Care Society, and mental well-being support programmes.

We employ both structured and unstructured channels to gather feedback from employees, including Employee Engagement Surveys, Idea Bank, and Internal Customer Satisfaction Surveys. This fosters a culture that encourages the sharing of opinions and ideas. UEM Edgenta supports employee professional development through targeted development programmes, individual development plans, certification training, and self-paced e-learning initiatives.

In 2023, Edgenta Academy Designed an Individual Development Programme ("IDP"), which is a self-directed development tool for employees to chart their individual development plans based on skill gaps and immediate job role needs. The objectives of the IDP include understanding the linkages between competencies, development, and performance, empowering self-directed development and growth, increasing motivation and accountability, and enabling structured development discussions with People Managers.



In promoting work-life balance, we have introduced Flexible Working Arrangements, Sports and Recreational Club, the Edgenta Care Society, and Wellbeing support programmes via Naluri platform. Additionally, we foster an inclusive and diverse workplace, evident from our DEI statement published on September 12, 2023. We are committed to promoting equality, diversity, and inclusion among our workforce, ensuring equal opportunities through HR processes embedded with principles promoting non-discrimination, equality, diversity, and inclusivity.



## SOCIAL VALUE CREATION



### WHAT VALUE WAS CREATED IN 2023?

#### Improving Employee Engagement Survey ("EES")

The EES helps gauge overall employee satisfaction and as a result we have consistently maintain a score above 70 on Employee Engagement Survey. The results and feedback from Employee Engagement Survey is analysed and task force is created to address matters arising from the Employee Engagement Survey.

Disclosures <sup>3</sup>	2019	2022	2023
<b>We have conducted Employee Engagement Survey in 2023 and we are 1 point higher than the Malaysia norm.</b>			
Employee Engagement Surveys ("EES") Score	74%	71%	<b>70%</b>

Notes<sup>3</sup>:

1. The scores are 1 point higher than the Malaysia norm excluding EAL.
2. EES was not conducted in 2020 and 2021.

Employee engagement at UEM Edgenta has fostered more open and honest communication, leading to enhanced team collaboration and decision-making processes. Our focus on employee engagement has significantly contributed to overall productivity and individual performance. We conduct company-wide engagement and communication sessions, including the Annual Management Dialogues ("AMD"), town halls, Leadership Exchange and Action Programme ("LEAP"), and site visits, to engage employees and facilitate communication. There was also active effort to engage with staff at the grassroots level through the "HR Turun Padang" initiative, launched in 2023. Feedback received highlighted the need for more active management involvement in operations and customisation in the recognition approach, prompting the introduction of rewards and acknowledgment to demonstrate appreciation for the contribution made by employees. The implementation of the Employee Engagement Survey ("EES") helps gauge overall employee satisfaction, with action planning and execution set to be a focus for 2024. There has been an increased demand for more engagement activities that can promote direct interaction for 2-way communication on various people-related matters. UEM Edgenta will continue to promote initiatives like the Mental Health Month, Edgenta Sihat, the Sports and Recreational Club ("SRC"), and the utilisation of Naluri.

#### Edgenta Care Society Event

- As of December 2023, we have disbursed RM16,912 in assistance for 10 of our Edgenta colleagues.

#### Employees Wellness and Wellbeing Programmes

- MD Walkabout Series
- Infra Mega Sports

#### Sustainability and Employees Engagement Programmes

- ESG Awareness Month 2023
- HR Turun Padang

#### UEMS Singapore Initiatives

- Launched *UETrack™* ESG – a sustainability app for all UEMS staff in Sept 2023
- Corporate Social Responsibilities initiative partnering with Lions Befrienders Singapore to distribute 1,000 care packs
- Refurbished laptops were given to staff by Tech Services

## SOCIAL VALUE CREATION

### EMPLOYEE TRAINING AND AWARENESS

#### Building an ESG Culture

In 2023, UEM Edgenta focused on cultivating a culture of sustainability through its Environmental, Social, and Governance (“ESG”) initiatives. We organised ESG Awareness Month in September 2023 and conducted various ESG training programmes. Additionally, we hosted three workshops, three training sessions, and four webinars aimed at upskilling our Edgenta Stars. Some of the training and awareness areas that we focused on in 2023 are Net Zero Targets, Introduction to Task Force on Climate-related Financial Disclosures (“TCFD”) and Assurance of ESG Data.

We empowered all business units and operating sites to organise ESG Knowledge Sharing Sessions at their respective locations. These are some of the capacity-building initiatives held as prescribed in our Sustainability roadmap as we advance in our sustainability maturity, as well as in response to regulatory requirements. We partnered with our Internal Auditors who were upskilled through the Assurance of ESG Data training and our Risk, Integrity and Compliance department on TCFD and produced a TCFD workplan. During the year, we upskilled over 1,000 participants from various business units and departments on these broad areas of sustainability. We also collaborated with subject matter experts from other organisations on sustainability knowledge-sharing sessions. Our sustainability knowledge sharing programmes include a discussion on The Protection of Children and Youths, Welfare and Rights Act in our Taiwan office and awareness on UAE’s Labour Law in our UAE office.



### ENHANCING EMPLOYEE CAPABILITIES

UEM Edgenta has enhanced its internal mobility programme with the introduction of the Opportunity Marketplace which serves as a platform for employees to explore new career growth and opportunity within UEM Edgenta. The platform aims to promote talent mobility, skills development and career progression.

In addition, Edgenta Academy has designed various programmes to enhance employee capabilities. These include Signature Programmes like the Facility Managers Development Programme (“FMDP”), which prepares existing facility managers to support future social trends and needs. We have implemented Executive Leadership Programme, targeted for senior management leaders, with an aim to foster cooperation, develop transformational leaders, strengthen leadership competency, boost creative leadership, and innovate, focusing on changing behaviours in participants to achieve the EoTF25 vision.

Additionally, there are Talent Programmes such as the 12-month programme designed to train high performers based on the Enhanced Talent and Succession Management framework. Furthermore, the Professional Qualification programme sponsors relevant professional qualification enrollments for employees.



## SOCIAL VALUE CREATION

### TRAINING

#### Average Cost of Training per Employee (RM)

2020	2021	2022	2023
<b>1,558</b>	<b>1,044</b>	<b>1,041</b>	<b>4,374</b>

1. 2020 - 2022 data covers UEM Edgenta MY only.
2. 2023 data is group-wide, excluding EAL.

#### Number of Hours Spent on Employee Development Training

2021	2022	2023
<b>95,216</b>	<b>313,899</b>	<b>301,895</b>

The reported training data excludes non-classroom training methods, such as mentoring, job shadowing, job rotation, participation in projects, reading, and other similar activities.

1. 2021 data covers UEM Edgenta MY only.
2. 2022 & 2023 data covers group-wide excl. EAL.

#### Number of Employee Upskilling Programmes

2023  
**2,246**

Data for 2023 covers Malaysia, Singapore and Taiwan operations only

#### Employees Receiving Regular Performance and Career Development Reviews

2020	2021	2022	2023
<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b> 85% for OME and 25% for UEMS

Data for 2023 covers Malaysia, Singapore and Taiwan operations only

#### Approved Training Budget (RM)

2020	2021	2022	2023
<b>8.06 million</b>	<b>6.24 million</b>	<b>5.52 million</b>	<b>6.72 million</b>

1. 2020 - 2022 data covers UEM Edgenta MY only.
2. 2023 data covers group-wide excl. EAL.

# SOCIAL VALUE CREATION

## TRAINING

### Training Budget & Utilisation Budget

2020	2021	2022	2023
<b>27%</b>	<b>66%</b>	<b>100%</b>	<b>77%</b>

1. 2020 - 2022 data covers UEM Edgenta MY only.
2. 2023 data covers group-wide excl. EAL.

### Total Spent on Training and Education (RM)

2020	2021	2022	2023
<b>2.1 million</b>	<b>4.1 million</b>	<b>5.54 million</b>	<b>5.16 million</b>

The number of hours excludes non-classroom training ie mentoring, job shadowing, job rotation, participation in project, reading, etc.

1. 2020 - 2022 data covers UEM Edgenta MY only.
2. 2023 data covers group-wide excl. EAL.

### % of Employees Who Received Training

2020	2021	2022	2023
<b>93%</b>	<b>98%</b>	<b>95.7%</b>	<b>73%</b> (UEM Edgenta MY)
			<b>100%</b> (UEMS TW, SG & OME)
			<b>97.3%</b> (UEMS MY)

1. 2020 - 2022 data covers UEM Edgenta MY only.

## SOCIAL VALUE CREATION

### TRAINING

#### Average Training Hours per Employee (Male)

2021	2022	2023
<b>21.12</b>	<b>20.78</b>	<b>16.45</b>

1. 2021 data covers UEM Edgenta MY only.
2. 2022 & 2023 data covers group-wide excl. EAL.

#### Average Training Hours per Employee (Female)

2021	2022	2023
<b>31.77</b>	<b>17.50</b>	<b>18.13</b>

1. 2021 data covers UEM Edgenta MY only.
2. 2022 & 2023 data covers group-wide excl. EAL.

#### Total Training Hours of Employee (Male)

2021	2022	2023
<b>60,963</b>	<b>161,950</b>	<b>137,698.08</b>

1. 2021 data covers UEM Edgenta MY only.
2. 2022 & 2023 data covers group-wide excl. EAL.

#### Total Training Hours of Employee (Female)

2021	2022	2023
<b>34,253</b>	<b>151,948.5</b>	<b>164,196.63</b>






1. 2021 data covers UEM Edgenta MY only.
2. 2022 & 2023 data covers group-wide excl. EAL.



# SOCIAL VALUE CREATION

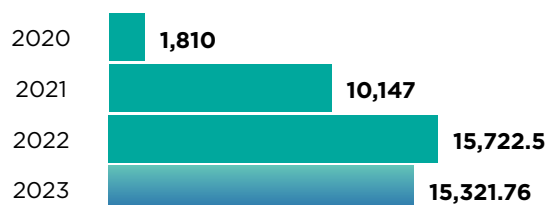
## TRAINING

### Average Training Hours by Employee Category

	2021	2022	2023
 Top Management	53.94	48.79	28.63
 Senior Management	52.57	49.99	28.52
 Middle Management	44.92	46.35	25.42
 Junior Management	36.23	48.13	21.73
 Non-Executive Management	14.17	19.73	16.41

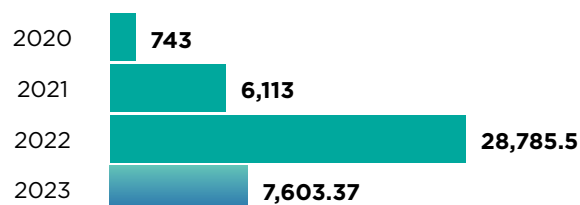
- 2021 & 2022 data covers UEM Edgenta MY only.
- 2023 data covers group-wide excl. EAL.

### No. of Hours Soft Skill Development



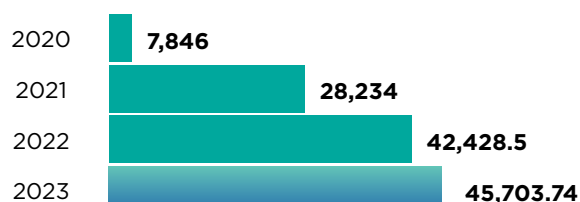
- 2020 - 2022 data covers UEM Edgenta MY only.
- 2023 data covers Malaysia operations incl. UEMS MY

### No of Hours Leadership Programme



- 2020 - 2022 data covers UEM Edgenta MY only.
- 2023 data covers Malaysia operations incl. UEMS MY

### No. of hours Technical and Functional Training



- 2020 - 2022 data covers UEM Edgenta MY only.
- 2023 data covers Malaysia operations incl. UEMS MY

### Employee Training Hours - Internal



covers group wide excl. EAL.

### Employee Training Hours - External

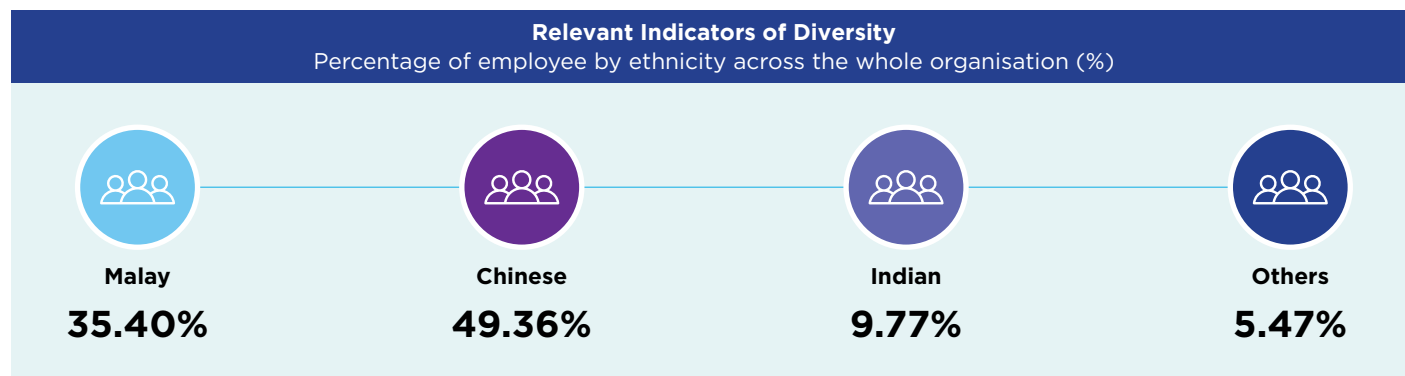


covers group wide excl. EAL.

## SOCIAL VALUE CREATION

### Embedding DEI in Workplace

UEM Edgenta's commitment to diversity and inclusion is captured in its DEI statement. Through this statement, it encourages equality, diversity, and inclusion among its workforce and the elimination of any forms of discrimination. Every characteristic of the company's employee be it age, gender, marital status, disability, ethnicity, or marital status, is respected and acknowledged as factors that make our employees unique. The statement calls for a healthy working environment free of bullying, harassment or victimization. Respect and dignity must be always observed. Any form of discrimination or acts that depart from the values contained in the DEI statement is condemned and complaints arising therefrom are treated seriously. The DEI statement is not only applicable to how employees are treated but also extends to how UEM Edgenta deals with its vendors, suppliers, contractors, visitors, customers, and even job applicants. Initiatives outlined in the DEI statement contribute to fostering an inclusive workplace and healthy work environment. It will also provide the bedrock for the refinement of our human rights policy and form the foundation for the assessment of how we approach Human Rights issues.

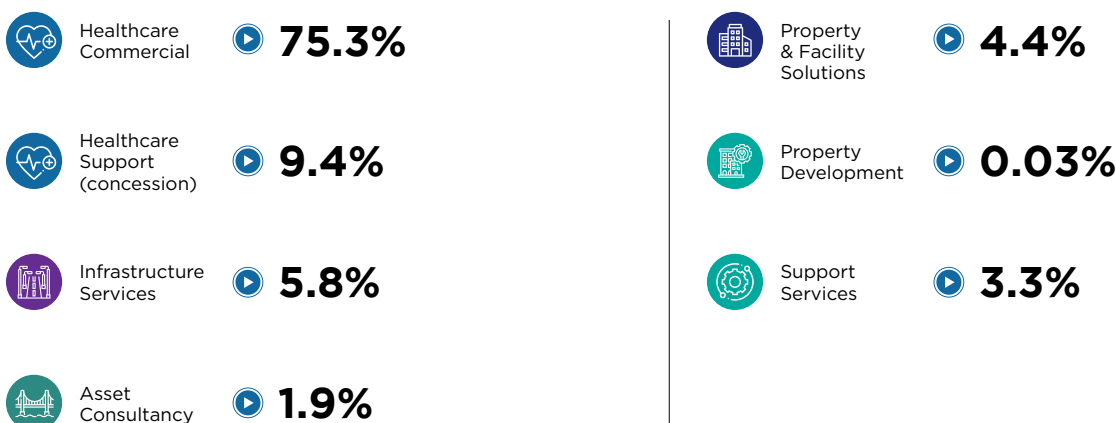


# SOCIAL VALUE CREATION

## By Employee Category



## By Division



## Disclosures<sup>1</sup>

2023

**We have diligently abided by the minimum wage law and progressive wage model in the countries we operate in.**

**Percentage of employees with a salary that meets the minimum wage (%)**

Male	100%
Female	100%

Notes<sup>1</sup>:

1. The above includes employees who meet the minimum wage (excluding allowances)
2. For Operon Middle East (UAE), is not governed by Minimum wage.
3. For SG, Comply with Progressive Wage Model (Compulsory for Cleaning Sector)

## SOCIAL VALUE CREATION

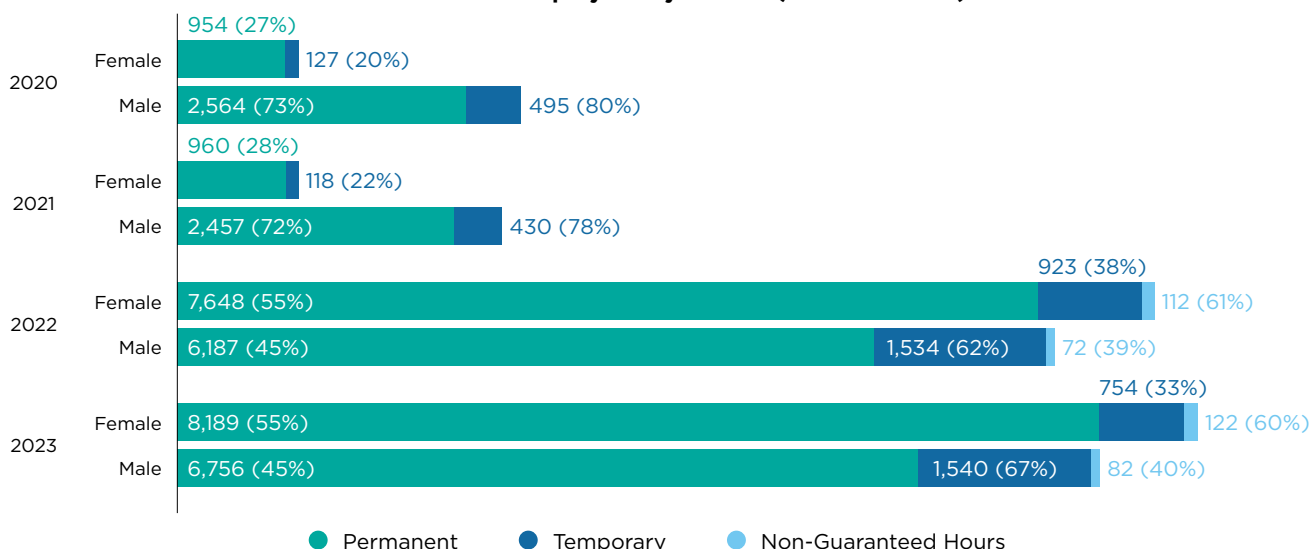
Disclosures <sup>2</sup>	2023
<b>Ratio of basic salary and remuneration (male to female)</b>	
Top Management	1.1:1
Senior Management	0.9:1
Middle Management	1:1
Junior Management	1.1:1
Non-Executive	1:1

Notes<sup>2</sup>:

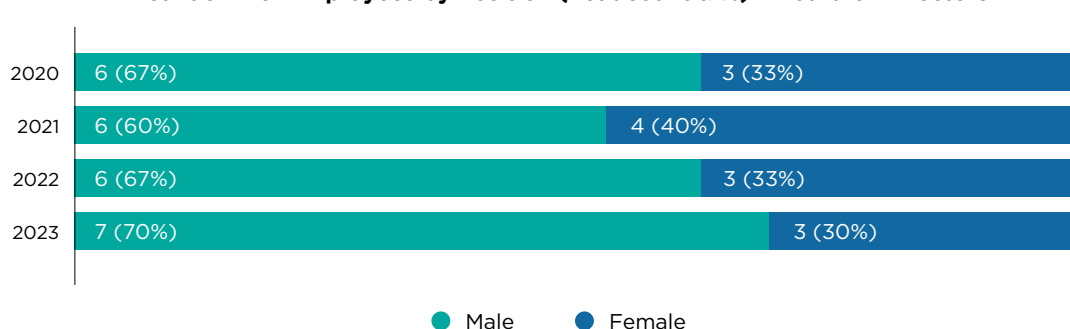
1. The data is for Edgenta MY (Excluding UEMS MY And International Business)

2. Based on Median

**Breakdown of Employees by Gender (headcount & %)**



**Breakdown of Employees by Position (headcount & %) - Board of Directors**

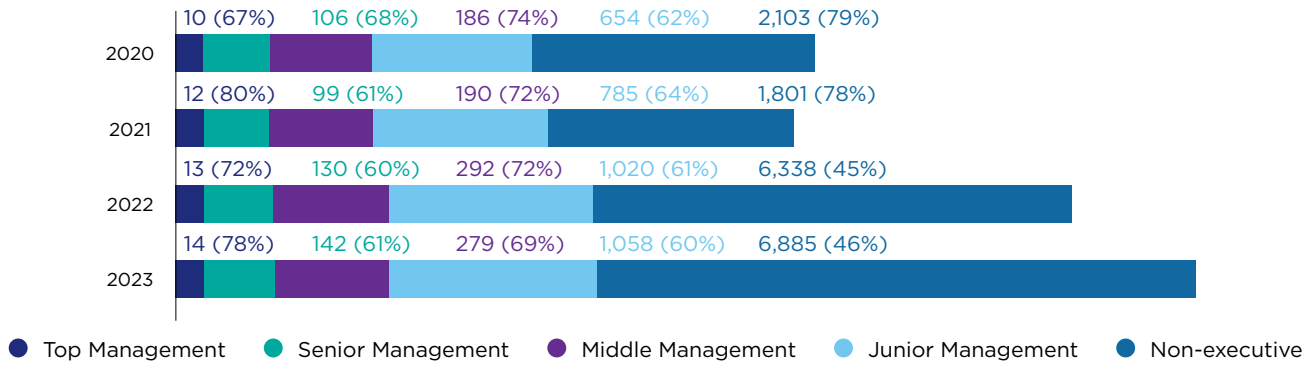


1. For 2020 & 2021 data covers UEM Edgenta MY only.

2. 2022 & 2023 data covers group-wide.

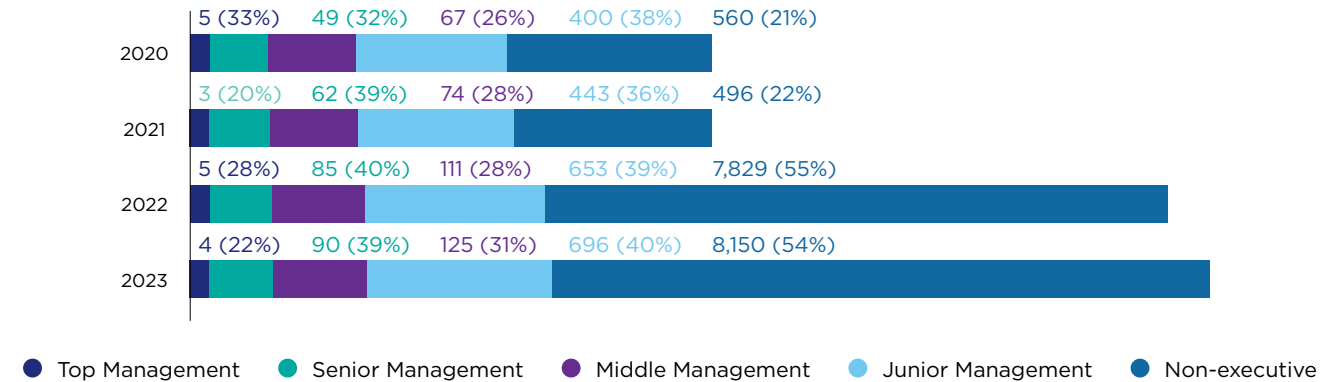
# SOCIAL VALUE CREATION

**Breakdown of Male Employees by Position (headcount%)**



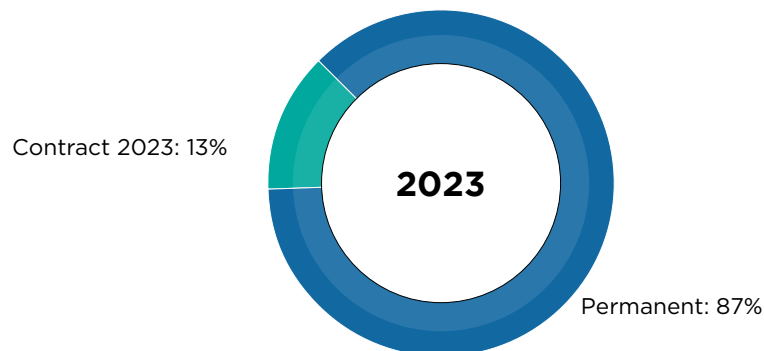
1. For 2020 & 2021 data covers UEM Edgenta MY only.
2. 2022 & 2023 data covers group-wide.

**Breakdown of Female Employees by Position (headcount%)**



1. For 2020 & 2021 data covers UEM Edgenta MY only.
2. 2022 & 2023 data covers group-wide.

**By Employment Status**



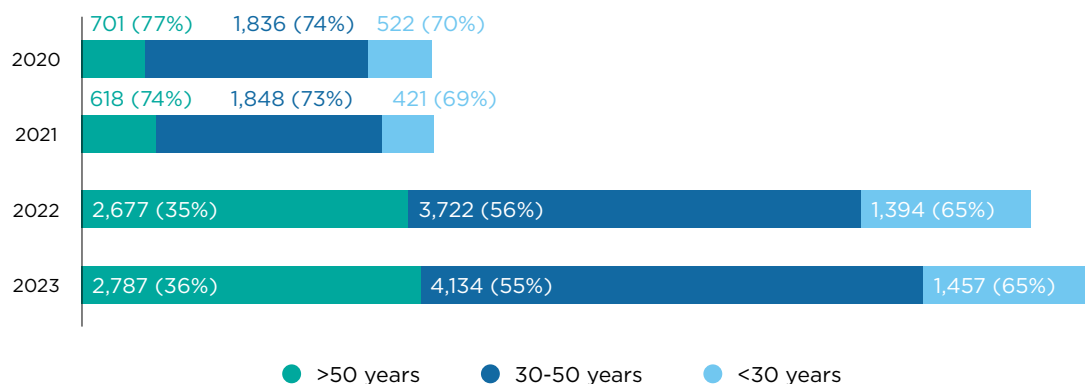


## SOCIAL VALUE CREATION

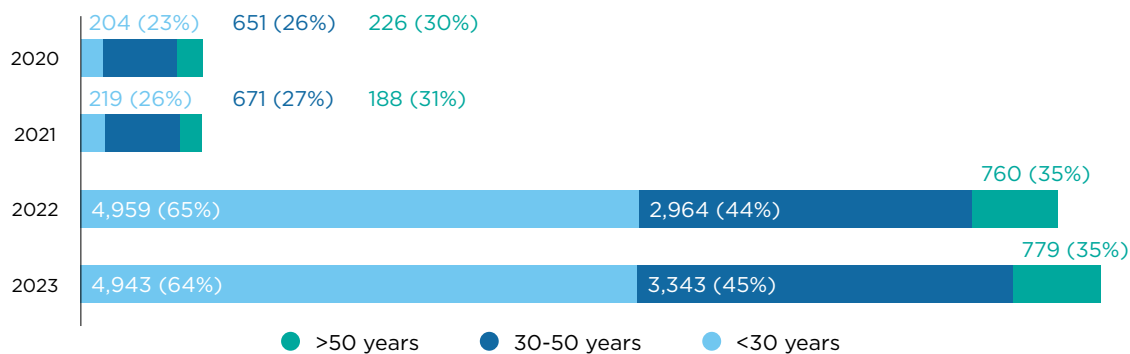
**Breakdown of Directors by Age Group (headcount & %)**



**Breakdown of Male Employees by Age Group (headcount & %)**



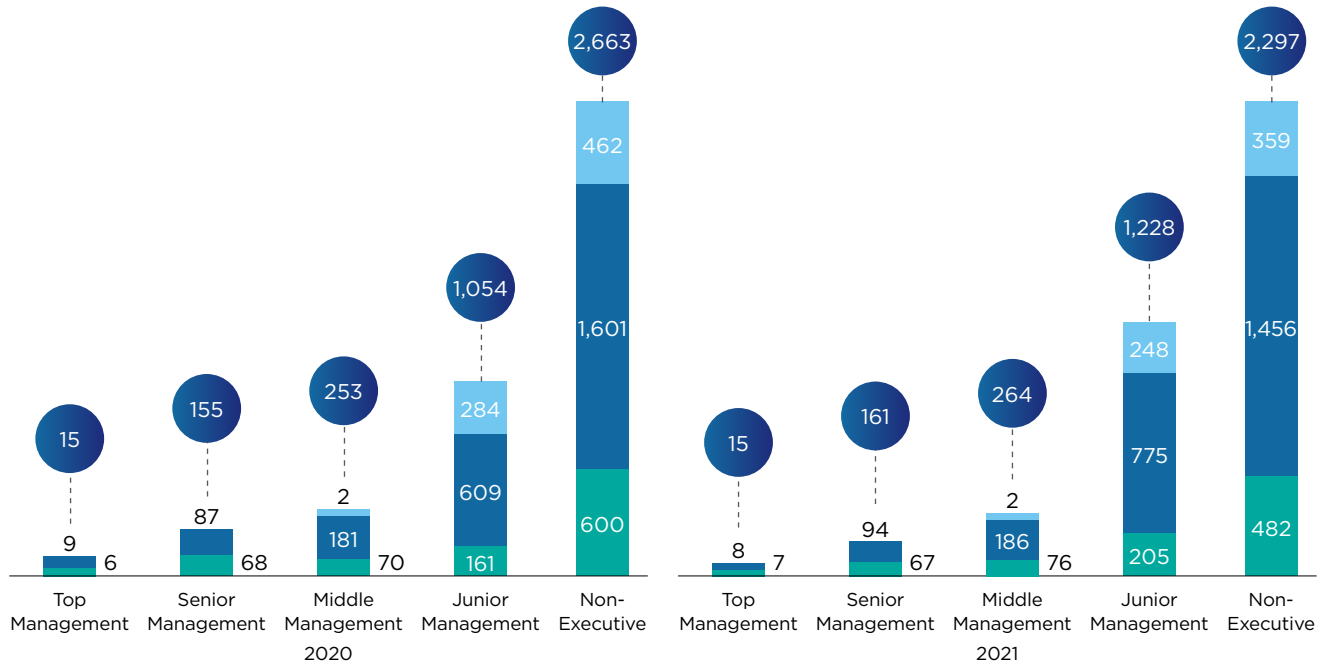
**Breakdown of Female Employees by Age Group (headcount & %)**



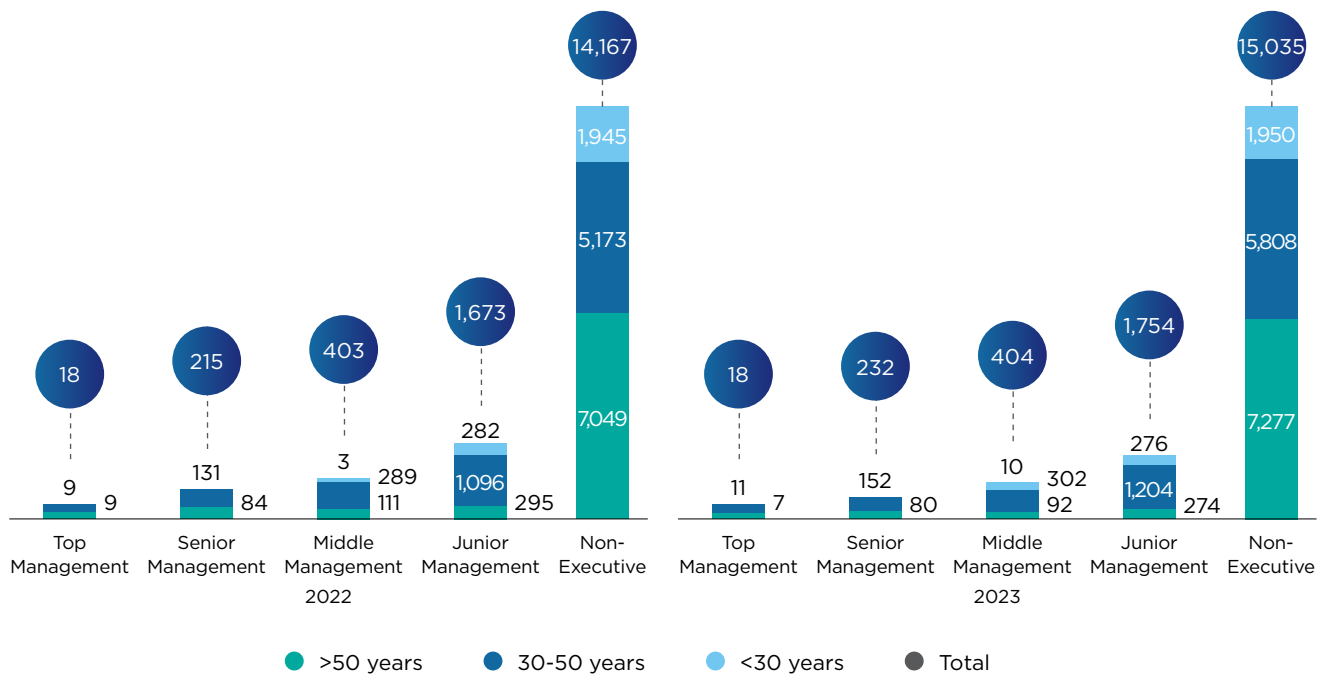
1. 2020 & 2021 data covers UEM Edgenta MY only.
2. 2022 & 2023 data covers group-wide.

# SOCIAL VALUE CREATION

Breakdown of Employee Category by Age

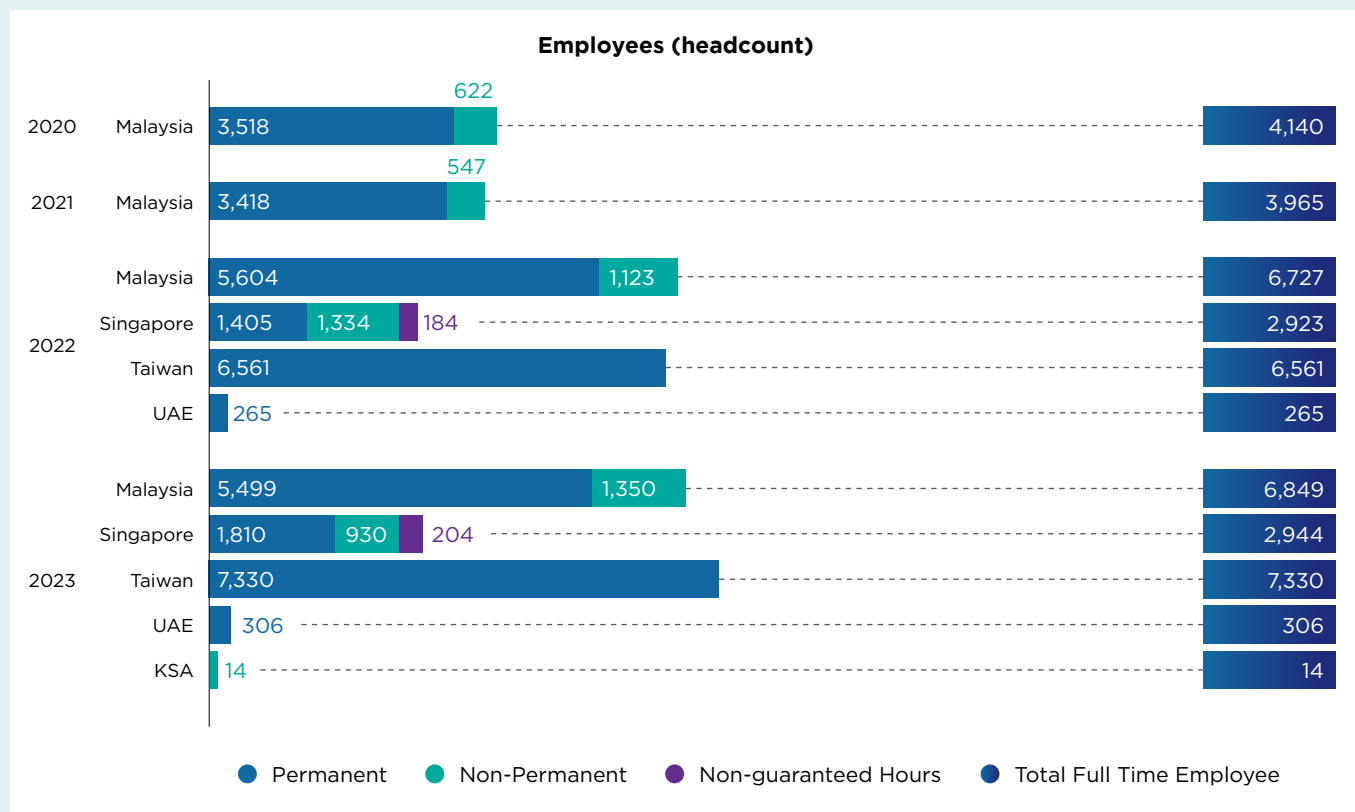


1. 2020 & 2021 data covers UEM Edgenta MY only.
2. 2022 & 2023 data covers group-wide.



● >50 years    
 ● 30-50 years    
 ● <30 years    
 ● Total

## SOCIAL VALUE CREATION

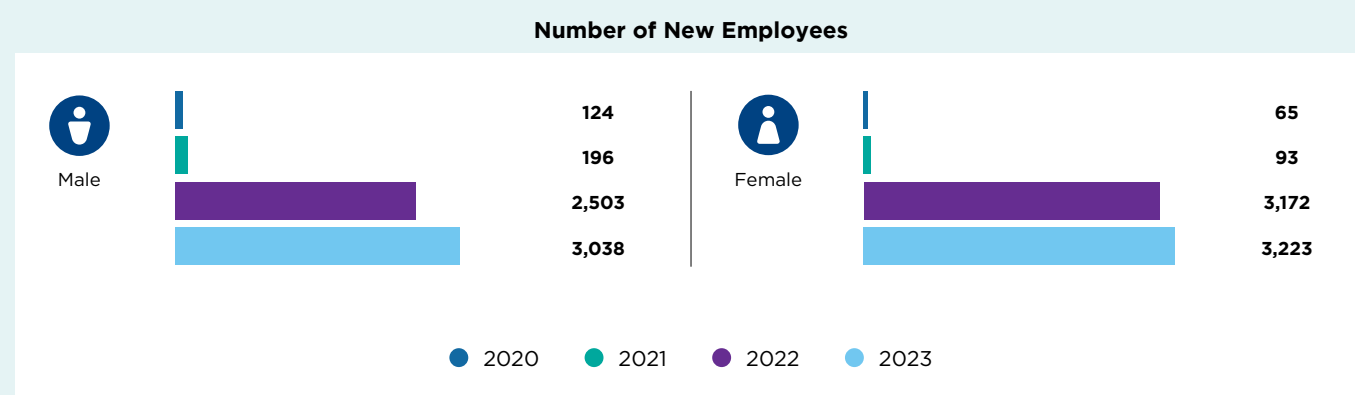


1. 2020 & 2021 data covers UEM Edgenta MY only.

2. 2022 & 2023 data covers group-wide.

Indonesia headcounts are included in Malaysia data.

## TOTAL NUMBER OF NEW EMPLOYEES

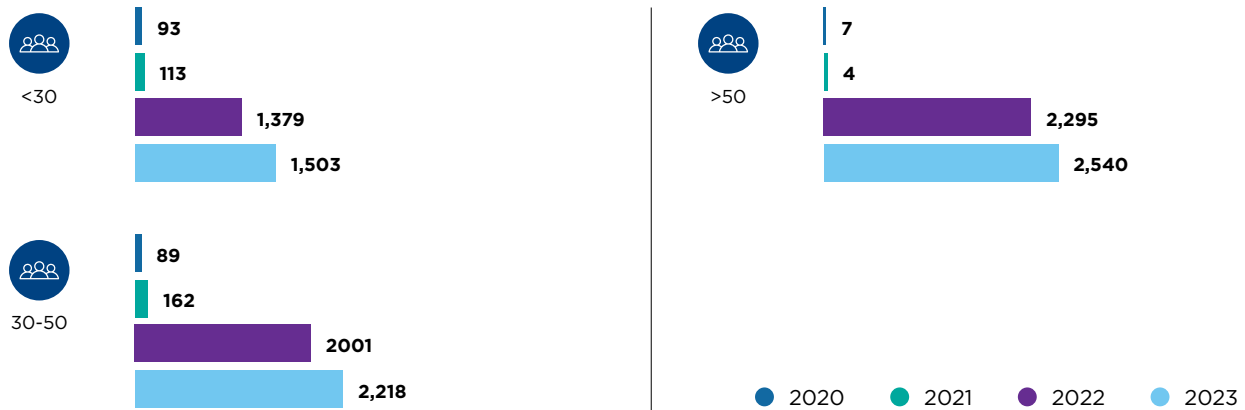


1. For 2020 & 2021 data covers UEM Edgenta MY only.

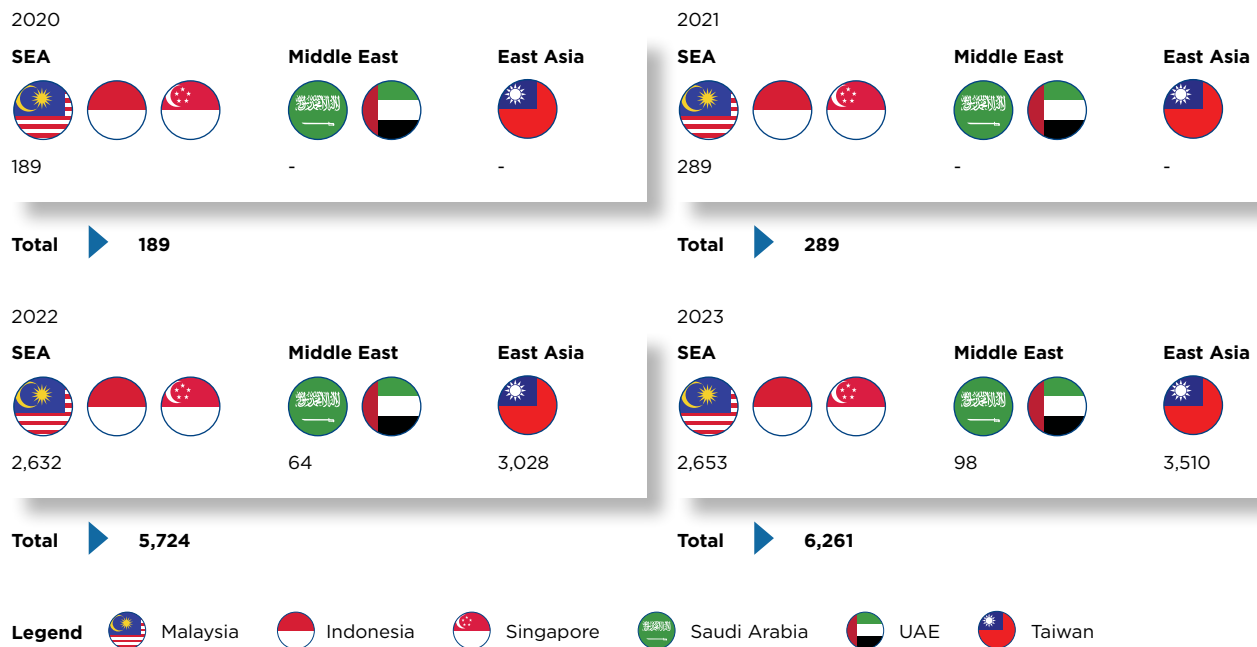
2. 2022 & 2023 data covers group-wide.

## SOCIAL VALUE CREATION

### TOTAL NUMBER OF NEW EMPLOYEES



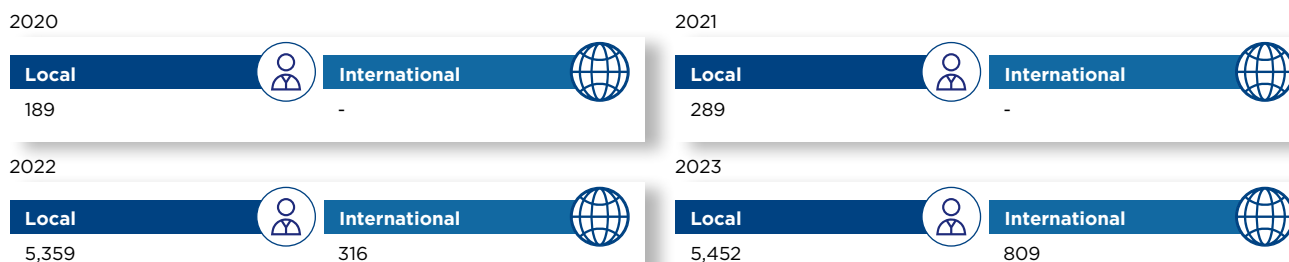
### Number of New Employees by Region (countries)



## SOCIAL VALUE CREATION

### TOTAL NUMBER OF NEW EMPLOYEES

#### Number of New Employees by Nationality



1. For 2020 & 2021 data covers UEM Edgenta MY only.
2. 2022 & 2023 data covers group-wide.

### SENIOR MANAGEMENT

#### Number of Senior Management hired from Local Communities<sup>1</sup>

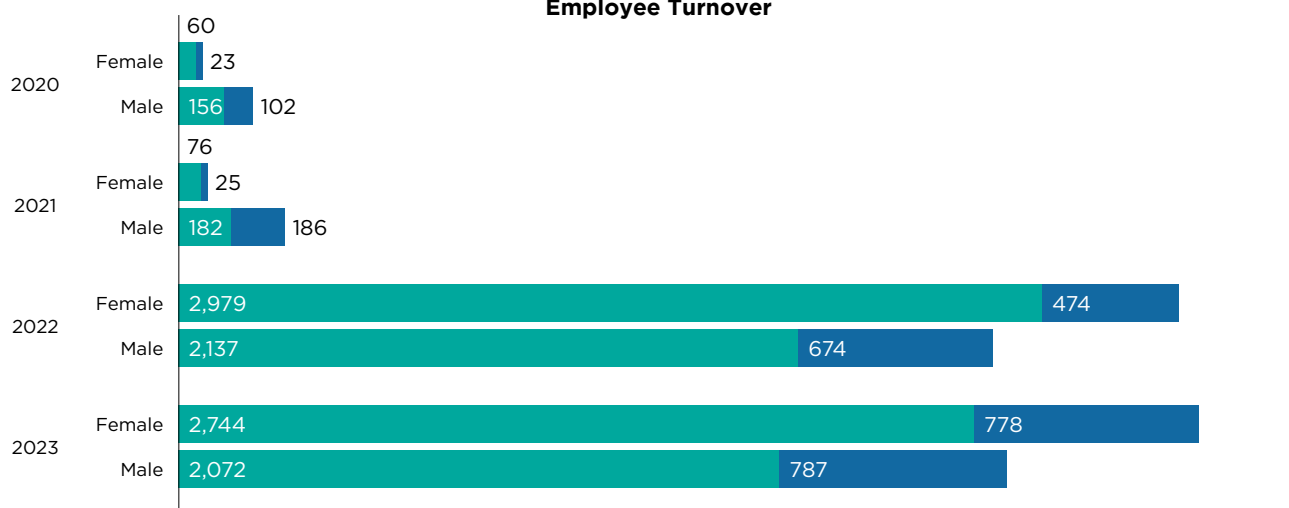


#### Female in Technical Position (%)



- <sup>1</sup> Local Communities = locally hired in the respective country  
For 2022 and 2023: Group-wide Data
- <sup>2</sup> Female in technical positions is calculated based on the total number of employees in Sr Mgt UET7-9.  
UEM Edgenta MY data only due to no centralization of job band for IB entities at present.

### Employee Turnover








1. For 2020 & 2021 data covers UEM Edgenta MY only.
2. 2022 & 2023 data covers group-wide.

● Voluntary Turnover ● Non-Voluntary Turnover



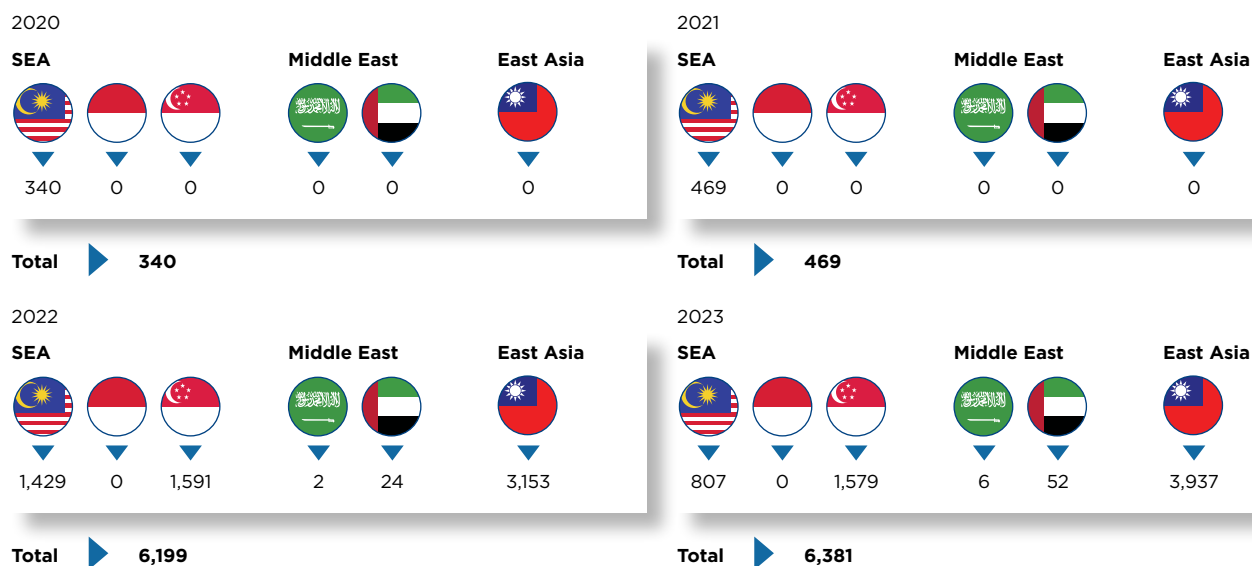
# SOCIAL VALUE CREATION

## TURNOVER BY EMPLOYEE CATEGORY (NUMBER)







	2020	2021	2022	2023
 Top Management	9	5	5	5
 Senior Management	32	40	38	37
 Middle Management	35	40	75	87
 Junior Management	94	115	309	274
 Non-Executive Management	171	269	5,837	5,978
<b>Total Turnover</b>	<b>341</b>	<b>469</b>	<b>6,264</b>	<b>6,381</b>

- For 2020 & 2021 data covers UEM Edgenta MY only.
- 2022 & 2023 data covers group-wide.

## Voluntary & Non-Voluntary Turnover



- 2020 & 2021 data covers UEM Edgenta MY only.
- 2022 & 2023 data covers group-wide.

**Legend**  Malaysia  Indonesia  Singapore  Saudi Arabia  UAE  Taiwan

## SOCIAL VALUE CREATION

### Total Turnover by Region



807



3,937



6



1,579



52

**Legend**


Malaysia



Indonesia



Singapore



Saudi Arabia





UAE





Taiwan

### Total Number of Employees Who Were Entitled To Parental Leave

	2020	2021	2022	2023
 Male	2,448	2,423	2,286	2,396
 Female	737	763	747	758



All data covers UEM Edgenta MY only.

### Total Number of Employees That Took Parental Leave

	2020	2021	2022	2023
 Male	133	127	147	173
 Female	49	54	43	37



All data covers UEM Edgenta MY only.

### Total Number of Employees Who Returned To Work In The Reporting Period After Parental Leave Ended

	2020	2021	2022	2023
 Male	131	124	137	168
 Female	48	54	40	35



All data covers UEM Edgenta MY only.

### Total Number of Employees That Returned To Work After Parental Leave Ended That Were Still Employed 12 Months After Their Return To Work

	2020	2021	2022	2023
 Male	N/A	123	104	161
 Female	N/A	45	45	33



All data covers UEM Edgenta MY only.

### Return To Work Rate of Employees That Took Parental Leave, By Gender

	2020	2021	2022	2023
 Male	98.5	97.6	93.2	97.1
 Female	98	98.2	93	94.6

All data covers UEM Edgenta MY only.

### Retention Rates of Employees That Took Parental Leave

	2021	2022	2023
 Male	93.9	83.9	117.5
 Female	93.8	83.3	82.5

All data covers UEM Edgenta MY only.

## SOCIAL VALUE CREATION

Disclosures	2020					2021					2022					2023				
The following benefits are standard for full-time employees of the organisation but are not provided to temporary or part-time employees. This list represents the minimum requirement:																				
	MY	SG	TW <sup>1</sup>	UAE	KSA	MY	SG	TW <sup>1</sup>	UAE	KSA	MY	SG	TW <sup>1</sup>	UAE	KSA	MY	SG	TW <sup>1</sup>	UAE	KSA
Life insurance	✓	-	✓	✓		✓	-	✓	✓		✓	X	✓	✓		✓	X	✓	✓	X
Health care	✓	-	X	✓		✓	-	X	✓		✓	✓	X	✓		✓	✓	X	✓	✓
Disability and invalidity coverage	✓	-	X	✓		✓	-	X	✓		✓	✓	X	✓		✓	✓	X	✓	✓
Parental leave	✓	-	X	✓		✓	-	X	✓		✓	✓	X	✓		✓	✓	X	✓	✓
Retirement provision	✓	-	X	X		✓	-	X	X		✓	X	X	X		✓	X	X	X	X
Stock ownership	X	-	X	X		X	-	X	X		X	X	X	X		X	X	X	X	X

<sup>1</sup> Life Insurance is only for Non-Operative employees.

### OUTLOOK

In the upcoming phase, UEM Edgenta will continue to engage with employees through various initiatives tailored to fortifying leadership development, championing inclusivity and diversity, and optimising recognition and rewards frameworks. By nurturing a workplace culture that celebrates diversity, we aim to foster a thriving and empowered workforce.

UEM Edgenta aims to manage employee engagement by continually listening to their voices and developing action plans to enhance their engagement levels. This involves setting short, medium, and long-term goals and targets.

To adapt engagement strategies based on feedback, UEM Edgenta utilises focus groups and action plans, implementing both quick-win solutions and long-term initiatives. We plan to boost employee engagement by fostering leadership capabilities, including increased interaction with senior leadership through events like town halls and initiatives such as “Turun Padang.” In promoting inclusivity and diversity, UEM Edgenta has published a Diversity, Equity & Inclusion (“DEI”) statement on Edgenta website aimed at raising awareness among employees, stakeholders and the public on our dedication to creating a fair and inclusive workplace. Additionally, the company is conducting a Human Rights Impact Assessment to better understand its social impact.

To ensure the effectiveness and relevance of recognition and rewards programmes, UEM Edgenta envisions an individualised approach. This includes personalised development plans through IDPs and accommodating diverse preferences through flexible spending accounts. The company also emphasises non-monetary recognition, such as spot recognition, and implements various incentive schemes tied to productivity, profitability, and sales to acknowledge employee contributions.

## SOCIAL VALUE CREATION

### CUSTOMER SATISFACTION

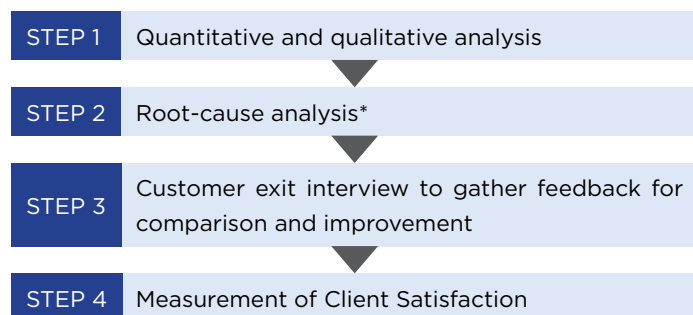
#### WHY IT MATTERS?

In our corporate culture, we understand the significance of satisfied customers in fostering enduring relationships. Their fundamental to building loyalty, extending beyond mere transactions to form lasting partnerships. By actively listening to our clients, promptly addressing concerns, and flexibly adapting our services to meet their evolving needs, we create an environment where trust and exceptional service flourish.

#### WHAT IS OUR APPROACH?

To continuously enhance our services, we employ proactive measures during meetings to gather insights and suggestions for refinement. Bi-annual Customer Satisfaction Surveys (“CSS”) is conducted systematically to gather feedback. Our on-site management team actively engages with end users, swiftly adapting and implementing improvements to address any service gaps. Additionally, we closely monitor customer retention rates and analyse the frequency of repeat engagements.

Regular surveys and reviews help us identify pain points and refine our core service offerings to meet evolving customer demands and expectations. To ensure a structured and prompt response to customer feedback, we develop a comprehensive corrective action plan after receiving the reports. This plan delineates detailed improvement initiatives, covering both soft and hard services, with a clear timeline for implementation. We leverage customer surveys and feedback to extract actionable insights through:



\* Customer feedback is carefully examined across various service categories and compared against the Key Performance Indicators (KPIs) specified in contracts.



Our management approach revolves around ongoing training, career development opportunities, and clear goal-setting. We empower our employees to achieve shared objectives.

In response to negative feedback, we swiftly collaborate with clients to implement immediate improvements. When faced with challenges in meeting timelines or client expectations, we engage in transparent discussions, seeking mutually beneficial solutions.

We analyse customer surveys and feedback comprehensively. Following each survey, the team works together to devise solutions aimed at enhancing customer satisfaction, ensuring that clients are kept informed and involved throughout the improvement process.

## SOCIAL VALUE CREATION

### WHAT VALUE WAS CREATED IN 2023?

Fostering customer loyalty lays the groundwork for developing specialised and customisable services that effectively meet customer needs. We continuously adapt and refine our service offerings based on customer preferences and requirements. Our strong focus on customer satisfaction encompasses various aspects, including enhancing service quality, building exceptional customer relationships, ongoing system improvements, innovative mechanisation, and efficient problem-solving. This approach not only ensures client satisfaction but also encourages contract renewals.

Moreover, our commitment to staff welfare, adherence to ESG principles, and flexibility in adjusting services to match evolving market dynamics set us apart from competitors. When executed skillfully and tailored to individual customer needs, these strategies give us a competitive advantage in the marketplace.

### OVERALL PERFORMANCE

Our approach in upholding a good customer satisfaction has been translated into both an overall good Customer Satisfaction Survey ("CSS") in the year 2023 across our operating companies and have enabled us to retain our current customers.

**Scored 89% on the Customer Satisfaction Survey ("CSS") (2022:88%)**

### OUTLOOK

As we move forward, we are poised to harness the power of data, technology, and advanced analytics to gain deeper insights from customer surveys and feedback in a systematic manner. By leveraging data-driven tools, we aim to uncover patterns, trends, and specific pain points. These insights will serve as a compass for strategic decision-making, empowering UEM Edgenta to implement targeted enhancements in its services and customer interactions, thereby elevating overall satisfaction and fostering brand loyalty.

In response to the evolving landscape of customer needs and expectations, we are committed to adapting our strategies by instituting regular feedback mechanisms. In the immediate term, our focus will be on introducing and optimising channels for real-time customer feedback, spanning surveys, reviews, and direct communication. This will include ongoing customer feedback sessions, engagement initiatives, and swift resolution of immediate customer concerns. Investments in research and development, upskilling of our workforce, collaboration with external partners, and the utilisation of emerging technologies for continuous innovation and the development of new products or services will enhance our customer value. Furthermore, our emphasis will be on delivering exceptional customer experiences across all touch points, encompassing streamlined processes, greater customer support, and personalised interactions.



## SOCIAL VALUE CREATION

### HUMAN RIGHTS ASSESSMENT

#### WHY IT MATTERS?

At UEM Edgenta, we believe in the universal application of human rights, irrespective of personal characteristics. As a responsible business, we are dedicated to upholding human rights law and standards throughout our operations, supply chains, and business relationships. We aim to ensure that our external stakeholders align with our commitment to championing human rights, promoting fair labour practices, and treating communities with respect. This commitment is deeply rooted in our company values and forms an integral part of our identity.

#### WHAT IS OUR APPROACH?

At UEM Edgenta, we are deeply committed to upholding human rights principles and promoting responsible labour practices. To achieve this, we have implemented various initiatives to build capacity and address this important topic to our business. These include increasing awareness of human rights issues across the organisation through knowledge-sharing effort, adhering to basic international human rights laws namely those regarding Child Labour and Forced Labour and expressing commitment in our policies to better align ourselves to international standards on human rights. To understand the impact of this material matter on our business, we commissioned a Human Rights Impact Assessments ("HRIA") engagement. This assessment involves three phases: due diligence gap assessments, potential impact assessments, and actual impact assessments, culminating in a score aligned with the United Nations Guiding Principles ("UNGP"). Based on this score, we shall develop our human rights policy to ensure that human rights are consistently upheld across our organisation and supply chain, fostering a culture of respect and responsible practices, and treating communities with respect. This commitment is deeply rooted in our company values and forms an integral part of our identity.

Existing policies and frameworks reinforce UEM Edgenta's commitment to human rights and labour practices:

- Code of Conduct sets ethical standards for employees.
- Code of Conduct for Business Partners extends ethical expectations to supply chain partners.
- Diversity, Equity & Inclusion Statement affirms the commitment to diversity and inclusion.
- Notice on Sexual Harassment establishes a framework to prevent and address sexual harassment in the workplace.

#### WHAT VALUE WAS CREATED IN 2023?

##### Championing Human Rights

Human Rights Training across UEM Edgenta is comprehensive, reaching all staff, specific departments, and individuals. These training sessions are conducted by a Human Rights lawyer as part of our ESG initiatives, engaging management and leaders. Additionally, human rights talks during HR Edgenta Roadshows create awareness, complemented by the development of digital learning materials for broader accessibility.

### HUMAN RIGHTS AWARENESS SESSIONS

**What We Did:** Conducted a series of sessions covering all regions in Malaysia to enhance awareness and understanding of human rights principles among employees.

**Progress and Achievements:** Throughout the year, the company has initiated steps to recognise the National Union of Hospital Support, Allied Services, and Government Agencies. This move demonstrates our commitment to respecting the right to freedom of association and collective bargaining among our staff. Currently, efforts are in progress to reach a first set of collective agreements addressing areas of mutual interest for both parties.

## SOCIAL VALUE CREATION



### Top Initiatives and Programmes in 2023:

#### Human Rights Awareness Sessions:

Conducted a series of sessions covering all regions in Malaysia to enhance awareness and understanding of human rights principles among employees.

#### Leadership-Specific Awareness Session:

Organised a dedicated human rights awareness session for UEM Edgenta's Senior Leadership Team, facilitated by a Human Rights lawyer to ensure leadership alignment.

#### Commissioning HRIA initiative:

Took a crucial step by embarking on a Human Rights Impact Assessment ("HRIA"), showcasing the commitment to conduct a thorough assessment aligned with UN Guiding Principles.

#### Roll-out of Sexual Harassment Notice:

Initiated the implementation of a notice on sexual harassment, reinforcing a zero-tolerance policy and establishing mechanisms for addressing such issues.

#### Diversity, Equity & Inclusion Statement:

Rolled out a comprehensive statement affirming the company's commitment to promoting diversity, equity, and inclusion.



## SOCIAL VALUE CREATION

### OVERALL PERFORMANCE

Number of substantiated complaints concerning human rights violations

**0 CASES**  
in 2020 - 2023

Number of confirmed cases of forced, indentured, bonded or involuntary labour



### OUTLOOK

Looking ahead, our commitment remains firm in adhering to international best practices and bolstering compliance across all aspects of our operations. We are dedicated to refining our human rights policy to ensure it reflects our strong dedication to ethical conduct and respect for human rights.

Moreover, we will diligently assess the action points identified through our Human Rights Impact Assessments (“HRIA”) and strive towards better alignment with international standards. As part of our growth strategy, we are exploring opportunities to expand into international offices and supply chains. In doing so, we aim to strengthen our global presence while upholding our values and principles.

Critical to this endeavour is the enhancement of our code of conduct for business partners. By fostering a shared commitment to ethical business practices, we aim to ensure that our partners uphold the same standards of integrity and accountability that we hold ourselves to.

# SOCIAL VALUE CREATION

## LOCAL COMMUNITY

### WHY IT MATTERS?

At the core of our operations is a deep understanding of the communities and neighbourhoods we serve, acknowledging our duty to support them. We recognise the significant impact our business activities can have on these communities and value their pivotal role in shaping our initiatives. Through our community support programmes, we actively involve stakeholders such as investors and employees, building stronger bonds and trust within the company. Embracing this mutual relationship, we are committed to contributing to the overall development and well-being of these communities, thereby enhancing social capital and fostering a sense of belonging.



### WHAT IS OUR APPROACH?

The focus on 'Community Contributions and Development' is directed towards three key areas: Education, Community Enrichment and Well-being, and Environment.

#### Education

Advocating and supporting a collaborative approach in all our efforts to empower and advance education, especially for the younger generation

#### Community Enrichment and Well-being

Delivering positive impact to the communities where our businesses are rooted, including by assisting underserved communities, supporting festive celebrations, national events, sports activities as well as providing essential aid during natural disasters

#### Environment

Contributing to biodiversity conservation, ecosystem protection and other important environmental issues

We are dedicated to making a positive impact on the local communities where our business operates, aiming to enhance overall socioeconomic development. Our policies prioritise the well-being of both society and the environment while delivering value to our shareholders. This commitment aligns with our "Edgenta of The Future 2025" ("EoTF2025") vision, guiding us to understand and address society's needs and concerns. Through this vision, we develop strategies to tackle future opportunities and challenges, ensuring sustainable growth and prosperity for our local communities.

We are aligned with the 12<sup>th</sup> Malaysia Plan ("12MP") for 2021-2025, which emphasises sustainability across the economy, society, and the environment. As a responsible corporate citizen, we are committed to supporting Malaysia's sustainable development goals.

# SOCIAL VALUE CREATION

## WHAT VALUE WAS CREATED IN 2023

### Saving Animals, Serving Community

UEM Edgenta, through its visionary programme “Saving Animals, Serving Community,” actively promotes a compassionate society towards animal care.

From September to December 2023, the Corporate Communications Department achieved a significant milestone by rescuing 7,225kg of surplus pet food and preventing 20,230kg of carbon dioxide emissions through the Pet Food Project. In collaboration with The Lost Food Project, this project supported over 50 shelters, rescuers, and feeders in the Klang Valley, Seremban, and Malacca, delivering 120,424 cat and dog meals.



Jul



Starting in July 2023, the company collaborated with the Society for the Prevention of Cruelty to Animals (“SPCA”) Selangor for a five-month ‘spay and neuter’ initiative, encouraging responsible pet ownership with subsidised rates.

Aug

Sept

Oct



In October 2023, a contribution of RM19,000 was made to the SPCA fund, supporting animal adoption, spay/neuter programmes, and overall animal welfare. In the same month, UEM Edgenta sponsored a pair of more than 100-year-old Aldabra Giant Tortoises named Do and Re, and renewed the adoption of a 5-year-old giraffe, Mas Kira, reflecting the company’s commitment to wildlife conservation through a one-year comprehensive sponsorship covering welfare, food supply, and veterinary care.

Nov

Dec

Additionally, UEM Edgenta provided sponsorship to the Faculty of Veterinary Medicine at Universiti Putra Malaysia and Universiti Malaysia Kelantan, contributing to the betterment and welfare of animals. These initiatives showcase the company’s dedication to animal welfare, conservation efforts, and sustainable practices.



## SOCIAL VALUE CREATION

Our commitment to community welfare extends throughout the year with the "Jalinan Kasih Edgenta" programme, bringing joy to underserved communities during various festive seasons:

### CHINESE NEW YEAR CELEBRATION (16 JANUARY 2023)

UEM Edgenta engaged in a heartwarming Chinese New Year celebration with Rumah Orang Tua Ampang, Kuala Lumpur. Essential food items were distributed to the senior citizens. We also decorated the home with Chinese New Year theme decorations accompanied by an engaging "Yee Sang" tossing session, aiming to bring joy to the home residents.



### RAMADAN COMMUNITY INITIATIVE (MONTH-LONG):

A month-long community initiative during Ramadan impacted the lives of over 2,000 individuals across various states nationwide. Essential food, grocery vouchers, and cash contributions were provided to over 475 asnaf families in locations where the company operates. The programme included raya shopping treats, beginning from Masjid Ar Rahah in Bangsar South and extending to mosques in Perak, Penang, Kedah, Terengganu, and Perlis. Orphans from Rumah Bakti Nur Ain in Bangi were treated to a shopping spree at AEON in IOI City Mall, Putrajaya, in preparation for Hari Raya Aidilfitri, concluding with an "iftar" session at Le Meridien Hotel in Putrajaya on 18 May 2023.



### DEEPAVALI SHOPPING SPREE (31 OCTOBER 2023):

More than 20 Edgenta Stars and volunteers from Jabatan Kebajikan Masyarakat (JKM), Kuala Lumpur, accompanied 35 families from the needy group in Bangsar for a shopping spree at Mydin Hypermarket, Subang Jaya. Each family had the opportunity to purchase groceries of their preference for the upcoming Deepavali celebration.



### CHRISTMAS CELEBRATION AT RUMAH KIDS (SUBANG JAYA):

UEM Edgenta spread festive cheer with an early Christmas celebration at Rumah KIDS in Subang Jaya. Edgenta Stars actively participated by singing Christmas songs, playing games with the children, and presenting gifts to create lasting memories. A monetary contribution was also presented to Rumah KIDS to support its financial needs, ensuring it continues to provide a safe and nurturing environment for the children.



## SOCIAL VALUE CREATION

### Empowering the Community



Mar

In March 2023, UEM Edgenta conducted the 'Back-to-School Riang Ria' programme, providing school uniforms, scholastic supplies, and gift vouchers to 200 underprivileged students from SK Bangsar, SK Jenderam, and SMK Jenjarom, ensuring their preparedness for the new school year.

Also in March 2023, UEM Edgenta aided flood-affected communities in Segamat, Johor, by providing 1,000 families with 1,000 boxes of food essentials valued at RM50,000, including rice, flour, sugar, biscuits, cooking oil, sardines, noodles, tea, and coffee. During the launch of Net Zero Targets, UEM Edgenta organised a charity recycled craft workshop for Edgenta Stars, donating proceeds to Rumah KIDS in Subang Jaya.

Jul

Furthermore, in July 2023, UEM Edgenta was honored with the prestigious "Company of the Year (Asset Management & Infrastructure Solutions) for Outstanding Community Engagement" award at the Sustainability and CSR Malaysia Awards 2023.

Dec

Additionally, on 1 December 2023, UEM Edgenta partnered with Universiti Putra Malaysia ("UPM") to establish an Arboretum Education Center at the Ayer Hitam Forest Reserve in Puchong, demonstrating its commitment to environmental sustainability and social responsibility. This initiative transformed the forest reserve into an arboretum, promoting learning about forest significance and Dipterocarp genus conservation.



## SOCIAL VALUE CREATION



### OVERALL PERFORMANCE

Disclosures	2022	2023
Operations with local community engagement, impact assessments, and development programmes	15	19
<b>Investments in community initiatives (RM)</b>		
Total investment / contributions for community initiatives (RM)	195,000	308,666.35
Number of community members reached through CSR programme	12,500	8,805
Number of NGO partnerships	11	28
<b>Volunteering</b>		
Number of employees participating in CSR programme	158	360*
Number of hours volunteered per employee	5	5
Number of total hours volunteered	790	1,800

\* Malaysia Operations only

### OUTLOOK

Our goal is to maintain an ongoing commitment to our communities by actively engaging in outreach programmes, offering sponsorships, and making donations. We aim to allocate our efforts in alignment with our CSR pillars, which include education, community enrichment, well-being, and environmental initiatives. This involves supporting educational programmes, fostering community development projects, promoting well-being initiatives, and contributing to environmental conservation efforts.