

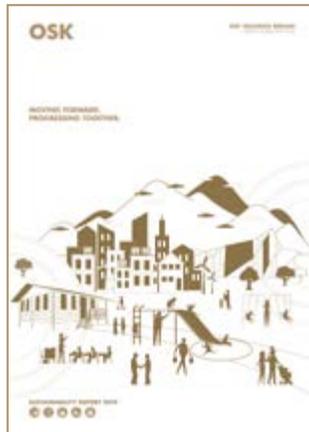
**MOVING FORWARD,
PROGRESSING TOGETHER.**



SUSTAINABILITY REPORT 2019



ABOUT THIS REPORT



THE COVER DESIGN OF OUR 2019 SUSTAINABILITY REPORT

“Moving Forward, Progressing Together” has been an ongoing theme that resonates with OSK Group as it encapsulates our journey of striving and progressing together as a Group towards our vision of being a long-term business builder and delivering value to our stakeholders.

This year, the cover design of our sustainability report features a glimpse of how we are improving societal well-being through efforts in our five sustainability focus areas, namely, Governance, Economic, Environmental, Social and Community. Besides showcasing the positive impacts we deliver to the local communities, the illustration also seamlessly transitions into the cover design of OSK Group’s 2019 Annual Report.

OSK Group Sustainability Report 2019 is the fourth consecutive edition of OSK Holdings Berhad (“OSK” or “the Company”) and its subsidiaries’ (“OSK Group” or “the Group”) Sustainability Report that documents our progress in driving a culture of sustainability and, embedding sustainable practices across the Group. This report is intended to present OSK Group’s sustainability strategies, initiatives and performance in creating value for our stakeholders. The publication of this report complements OSK Group’s 2019 Annual Report.

In keeping with Bursa Malaysia Securities Berhad’s Main Market Listing Requirements, as well as other additional reference and guidelines listed below, we continue to ensure transparent disclosure of our sustainable development journey to our wide array of stakeholders.

PRINCIPAL GUIDELINES

- Bursa Malaysia Securities Berhad Main Market Listing Requirement
- Bursa Malaysia’s Sustainability Reporting Guide

ADDITIONAL GUIDELINES

- Global Reporting Initiative (“GRI”) Standards

REPORTING PERIOD AND CYCLE

- 1 January – 31 December 2019 (“FY2019”) *unless otherwise stated
- The OSK Sustainability Report is prepared and published on an annual basis, based on its financial year.

SCOPE

- Our reporting scope encompasses the operations of OSK, a public listed company on the Main Market of Bursa Malaysia Securities Berhad, and its subsidiaries in Malaysia.
- The content of the report excludes our business and corporate activities conducted outside Malaysia and activities undertaken by the Group’s

joint venture and collaborative partners, occupants, tenants, sites, as well as third party vendors and suppliers that are beyond the direct and immediate control of OSK Group, unless otherwise stated.

FEEDBACK

- This report, as well as our previous Sustainability Reports, are available in PDF format and can be accessed on our corporate website at:

 <http://www.oskgroup.com/corporate-announcements/>

- As we endeavour to continuously improve our sustainability efforts and disclosure, we welcome feedback, suggestions and comments from all our stakeholders to further strengthen our sustainability performance and reporting.

- Kindly address your feedback to OSK Group Chief Sustainability Officer at:

 sustainability@oskgroup.com

FEATURES IN THIS SUSTAINABILITY REPORT



This icon indicates where more details can be accessed elsewhere in our Sustainability Report or Annual Report 2019.



This icon indicates where more details can be accessed online.



To access our Sustainability Report, please scan the QR code above with your smart device.

 <http://www.oskgroup.com/corporate-announcements/>

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ABOUT US

OSK Holdings Berhad (“OSK” or “the Company”) began its stockbroking business in 1963 and was listed on the Kuala Lumpur Stock Exchange (“KLSE”, now known as Bursa Malaysia Securities Berhad or “Bursa Malaysia”) in 1991. OSK grew over the years to become a regional investment bank under OSK Investment Bank Berhad (“OSKIB”).

In 1997, OSK diversified into properties through its subsidiary company, OSK Property Holdings Berhad (“OSKPH”). When OSKIB became a regulated entity in 2007 by Bank Negara Malaysia, the shares of OSKH were distributed to the shareholders of OSK to comply with regulatory requirements.

In 2012, OSKIB merged with RHB Investment Bank Berhad in a share swap exercise resulting in OSK becoming a major shareholder in RHB Banking Group – the 4th largest bank in Malaysia, an investment holding position that OSK continues to hold until today.

Subsequently, OSKPH and PJ Development Holdings Berhad (“PJDH”) merged into OSK Group in 2015, which transformed OSK into an enlarged entity with diversified business interests in five key segments, namely, Property, Construction, Financial Services, Industries and Hospitality.

Today, OSK’s property development business, under the “OSK Property” brand, is a leading home-grown name that takes pride in providing a range of quality homes from its sprawling township in Sungai Petani, Kedah, to high-rise city condominiums and mixed-use developments in the Klang Valley to modern affordable landed residences in the Iringan Bayu township in Seremban, Negeri Sembilan.

OSK is also expanding its overseas presence beginning with its maiden project in Melbourne, Australia, known as Melbourne Square. A joint-venture partnership with Employees Provident Fund Malaysia (“EPF”), Melbourne Square is a connected, live-work-play precinct that is set to transform the city’s evolving skyline.

In addition to the property development segment, other businesses under OSK Group are also well established in their respective industries, including OSK Construction, a “Class A” and “G7” certified contractor which operates in tandem with OSK Property under the “Prop-Con” model.

OSK’s industries segment, on the other hand, involves the manufacturing of power cables under the Olympic Cable brand and precast concrete wall panels, an industrialised building system solution, under the Acotec brand.

OSK Capital, the financial services arm, provides capital financing; while our hospitality segment comprises hotels under the “Swiss-Garden International” brand, as well as a vacation club under the “SGI Vacation Club” brand.

Capitalising on our business building expertise, OSK Group is focused on improving the performance of our business portfolios to deliver strong sustainable returns to our shareholders.



PROPERTY

- Property Development
- Property Investment and Management



CONSTRUCTION

- “Class A” and “G7” Contractor



FINANCIAL SERVICES

- Capital Financing
- Investment Holding



INDUSTRIES

- Industrialised Building System
- High Quality Power Cables



HOSPITALITY

- Hotels and Resorts
- Vacation Club

ABOUT US

Embracing Sustainable Growth

The spirit and essence of sustainability is integrated into OSK’s vision and mission to create long-term sustainable growth in all our businesses.

Our sustainability vision and mission support OSK’s corporate strategy, as we continually advance and innovate to build resilient and future-ready businesses.

SUSTAINABILITY VISION:

Building Sustainable Businesses of Tomorrow.

SUSTAINABILITY MISSION:

A responsible organisation that creates significant value for our stakeholders – for today and tomorrow.

OUR CORPORATE VISION

At OSK, our vision is to be a long-term business builder that delivers superior value to all our internal and external stakeholders.

OUR CORPORATE MISSION



SHAREHOLDERS

We seek to create long-term value for our shareholders through delivering strong and sustainable returns.



BUSINESS UNITS

We help our businesses deliver unique and high-quality products and services to our customers through the expertise of our business leaders, our willingness to invest in talent, our efficient infrastructure and our effective operational processes.



BUSINESS PARTNERS

We create and nurture mutually rewarding long-term partnerships with our suppliers, consultants, business associates and customers.



EMPLOYEES

We aim to be an employer of choice through maintaining a good work culture and adopting a genuine interest in the long-term career development of our employees.



COMMUNITY

We aim to enrich the lives of the communities in which we operate.

OUR CORPORATE VALUES

We aim to achieve our vision by embracing these values in our daily work.



EXCELLENCE

We make decisions and formulate strategies based on objective facts. We try our best to have a thorough understanding of our businesses and the markets in which we operate so that we make decisions that are well thought-through.

We adopt high standards in all that we do so that our businesses consistently deliver high quality products and services.



FORWARD THINKING

We adopt a long-term view of our businesses and the markets that we operate in, and we are conscious of the long-term effects of the decisions we make.



HUMILITY & RESPECT

In all our internal and external dealings, we seek to create an environment of mutual respect through demonstrating humility, appreciation and cooperation.



INTEGRITY

We are dedicated to building strong relationships that are mutually beneficial to all our stakeholders and us. Even in the most challenging situations, we behave in a professional and ethical manner.



PEOPLE DRIVEN

Our people are the ones who power the organisation. As such, we try our best to recruit, groom and retain people who have good character, are committed to the organisation and are highly skilled in their areas of expertise.

CHAIRMAN'S MESSAGE



On behalf of the Board of Directors, it is my pleasure to present OSK Holdings Berhad's Sustainability Report 2019, our fourth edition for the Group.

The year 2019 marked the end of the decade with increasing disruptions in the social, environmental, technological and geopolitical landscape throughout the world, as rapidly shifting priorities alter the ways companies embed sustainability into their business strategies. Recognising the potential risks this poses not only to the continued well-being of our community, but to the Group as a whole, we directed our focus to strengthening our sustainability resilience, primarily on the four aspects below:

1. Contributing to the nation's vibrant economy by creating rewarding employment opportunities and upskilling our people to prepare them for future challenges;
2. Upholding our commitment to good governance and continuing to deliver on our promise to provide quality products and services to our customers;
3. Innovating and exploring new ways to conserve our environment, while minimising and mitigating the impact of our activities to our surroundings; and
4. Making a difference in the community, especially among the underprivileged, to ensure that their needs are met and providing them with the support they need to lead a healthy and successful life.

Our response to the growing urgency to address sustainability holistically is reflected in our actions taken during the year, which include re-assessing the effectiveness and relevancy of our material matters and re-aligning them to address emerging priorities; incorporating enterprise risk management in our sustainability framework; and evaluating our contributions to the wider sustainability agenda.

The year 2020 is expected to be an exciting year ahead, as we move forward to focus our sustainability efforts on our five most material matters, namely:

- **Ethics & Integrity** to strengthen the Group's governance underpinned by ethical conduct and sustainability principles;

- **Innovation** to promote environmental conservation and incorporating innovative advancements into our business operations;
- **Quality Products and Services** to uphold our reputation and honour the trust given to us by our stakeholders and customers;
- **Talent Management** to prepare our workforce to ensure that they continue to excel and contribute to the growth of the Nation's economy; and
- **Health and Safety** to safeguard the well-being of our employees, suppliers, vendors, consultants and customers at all times.

With this, I would like to take this opportunity to thank the Government, regulators and agencies for their efforts in instilling sustainability, and I also wish to express my appreciation to the members of our Board, management and employees for their commitment and drive to embrace sustainability as an integral part of the Group's culture and conduct.

Tan Sri Ong Leong Huat @ Wong Joo Hwa

Executive Chairman
28 February 2020

Updates (22 April 2020)

The paragraphs below provide an update on the sustainability actions and views adopted by the Group, following events that took place after 28 February 2020.

As the Covid-19 pandemic intensifies with total confirmed cases globally exceeding 2.6 million and a death toll surpassing 180,000 (as at 22 April 2020), Malaysia is not spared from the impact of the virus as total domestic cases reached 5,532 with a death toll of 93 (as at 22 April 2020).

Nonetheless, we are pleased to be among the first movers who had adopted proactive risk mitigation measures as early as late-January 2020 before cases began escalating in the country. In addition to adhering to the Movement Control Order ("MCO") enforced by the Government, we have put in place the necessary precautionary actions across our premises to safeguard the health and well-being of our customers, tenants, employees, as well as everyone around us.

Careful consideration was also taken prior to the implementation of each measure to ensure that they are in accordance with the guidelines issued by from the Ministry of Health and other global health authorities to minimise the risk of transmission.

During these challenging times, it is worth noting that our healthcare workers are on the frontline contributing tirelessly in the fight against the virus. In solidarity with the community and showing them that we are together in this crisis, OSK Foundation made a contribution to The Edge Covid-19 Equipment Fund to support the purchase of much-needed medical equipment such as masks, protective suits and ventilators for our hospitals.

Further discussion on the above can be found on pages 35-39 in this report. Despite the challenging impacts of Covid-19, we look forward to continue our sustainability journey to deliver meaningful and positive change to the community, environment and all our stakeholders.

STRATEGY FOR SUSTAINABLE VALUE CREATION

Guided by our Sustainability Policy and objectives, which was established in 2016, we continue to embed sustainability in the manner we conduct our businesses.

OSK is committed to building sustainable and long-term businesses, while shaping and spearheading impactful change for our customers, our talents, the communities where we operate in, the marketplace and the environment.

SUSTAINABILITY AT OSK



OUR SUSTAINABILITY POLICY

Guiding Principles for OSK's Sustainability Policy

- 1 To comply with, and exceed where practicable, all applicable legislations, regulations and codes of practice.
- 2 To integrate sustainability values into our business decisions.
- 3 To ensure that all Directors and employees are fully aware of our Sustainability Policy and are committed to its implementation and improvement.
- 4 To ensure that external parties involved in any business dealings with the Group are aware of and strive to adhere to our Sustainability Policy, where practicable.
- 5 To engage with relevant stakeholder groups to identify and align their concerns with the Group's sustainability strategy, where applicable.
- 6 To review and report the key sustainability matters annually and continually strive to improve our sustainability performance.

Sustainability to OSK



STRATEGY FOR SUSTAINABLE VALUE CREATION

SUSTAINABILITY ROADMAP 103

The Group's sustainability journey started four years ago with the identification of material sustainability matters that were most relevant to OSK in 2016. This was followed by the formulation of KPIs for 10 selected most material matters in 2017. In 2018, we continued to track our KPIs and reviewed our Sustainability Performance.

For FY2019, we undertook a second materiality assessment taking into consideration the maturity of our businesses, our achievement and initiatives thus far. The following table illustrates the Group's sustainability journey – past, present and future:

Awareness and the Foundation		Operational Sustainability Practices	Continuous Improvement	Moving Forward
2016	2017	2018	2019	2020
Identified 32 material sustainability matters (material matters) that were most relevant to OSK.	Remained 32 material matters.	Remained 32 material matters.	Undertook a second materiality assessment. Streamlined 32 material matters into 20 material matters, in line with current business aspirations and sustainability guidelines. Out of the 20 material matters, five were determined to have the most impact and significance to the Group's business viability and long-term success. Conducted our first online Materiality Assessment Survey covering internal and external stakeholders of OSK.	Adoption of the 20 material matters to guide the Group's overall sustainability direction and support the Group's business objectives. Adoption of the five most material matters as the primary focus of the Group's sustainability initiatives and reporting across our sustainability impact areas: People/ Talent, Business & Customers, and Community.
No key performance indicators ("KPIs") on sustainability matters.	Formulated KPIs for 10 selected material matters.	Continued tracking of KPIs for the 10 material matters.	Continued tracking of KPIs for the 10 material matters.	Map the five most material matters to Enterprise Risk Management ("ERM") framework and develop new KPIs and targets to measure sustainability performance.
Identified five reporting pillars which are Governance, Economic, Environment, Social and Community.	Remained with five pillars.	Remained with five pillars.	Remained with five pillars.	Remained with five pillars.

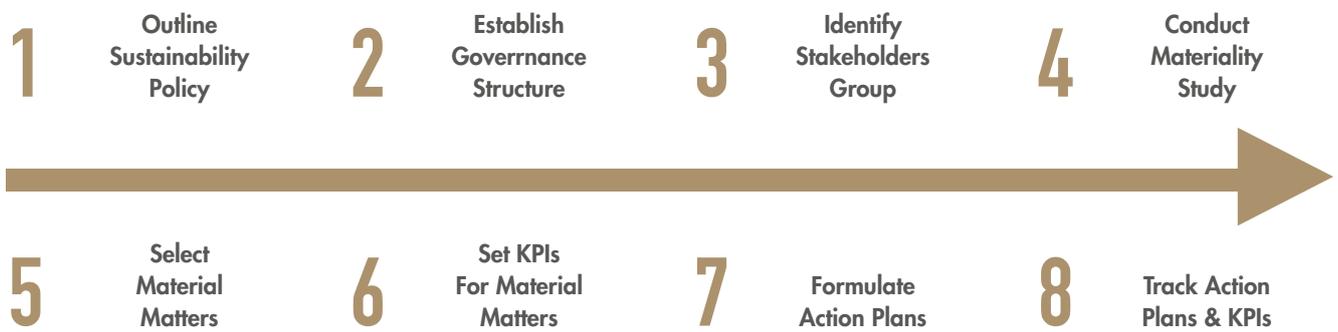
STRATEGY FOR SUSTAINABLE VALUE CREATION

HOW WE IMPLEMENT SUSTAINABILITY

Our roadmap towards sustainable development represents a measured approach that is geared towards forming the necessary perspectives and practices to deliver practical and tangible outcomes across the entire Group, including each subsidiary, business unit and department. Our plans and

activities are grounded on the outcome of our materiality analysis, which guides us towards achieving our targets in sustainability.

OSK'S ROADMAP TO SUSTAINABILITY



HOW WE GOVERN SUSTAINABILITY

102-18, 102-19, 102-32

Sustainability Governance is an essential factor in driving sustainability and ensuring long term success. Since 2016, the Board of Directors ("BOD") is responsible for driving and ensuring the effectiveness of the Group's sustainability strategy.

Supporting the BOD are the Group Management Risk Committee ("GMRC") and the Chief Sustainability Officer ("CSO") who are responsible for overseeing the overall implementation of sustainability strategies and initiatives across the Group. There is also the Sustainability Working Group ("SWG"), which includes Business and Functional divisions responsible for practising sustainability in their daily operations, as well as tracking and monitoring its progress.



STRATEGY FOR SUSTAINABLE VALUE CREATION

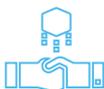
HOW WE ENGAGE OUR STAKEHOLDERS

102-40, 102-42, 102-43, 102-44

Effective and meaningful engagement with key stakeholder groups is essential to achieving robust strategy development and shared ownership in the Group's success. It also forms the foundation of good governance and trust, allowing us to

engage and evaluate diverse perspectives in our decision-making to create sustainable impact.

In 2019, we maintained continuous engagement with our key stakeholders to seek their feedback through various means including meetings, customer surveys, roadshows and social media, as summarised in the table below:

Stakeholder Groups	Areas of Interest	OSK's Stance	Engagement Methods	Frequency of Engagement
Business and Industry Partners 	<ul style="list-style-type: none"> Industry best practices Innovation and advances in the industry New business opportunities OSK's position within the industry Fair procurement Staying connected with the Company Support of local suppliers and local producers <p> To read more about our response, please refer to the "Economic" section on pages 21-22 of this Sustainability Report.</p>	<p>Together with our industry peers, OSK is committed to advancing the industry through active participation in the marketplace and sharing updates on our progress, challenges and other developments.</p>	<ul style="list-style-type: none"> Annual and Sustainability Reports Consultation on industry matters Corporate presentation Events and roadshows Forums and dialogues Membership in associations Satisfaction survey 	<ul style="list-style-type: none"> Annual As and when required As and when required Ongoing As and when required Annual Annual
Community 	<ul style="list-style-type: none"> Impact of operations to the community Local community development Philanthropy Staying connected with the Company <p> To read more about our response, please refer to the "Social" and "Community" sections on pages 29-41 and 42-45 of this Sustainability Report.</p>	<p>As part of our society, OSK understands that our business operations have an impact on the community. We are committed to our role as a contributor and enabler for the communities in which we operate.</p>	<ul style="list-style-type: none"> Community engagement activities Community partnerships Social media tools Website, catalogues and brochures 	<ul style="list-style-type: none"> Ongoing Ongoing Ongoing Ongoing
Customers including Tenants, Shoppers and Guests 	<ul style="list-style-type: none"> Brand reputation Confidence and trust in the Company Pleasant experience Value for money <p> To read more about our response, please refer to the "Economic" and "Community" sections on pages 21-22 and 42-45 of this Sustainability Report.</p>	<p>Building strong relationships and trust forms the foundation of everything we do. OSK envisions being the partner of its customers and maintaining a long-term perspective of its business operations.</p>	<ul style="list-style-type: none"> Events and roadshows Feedback channels Loyalty programmes Market research Meetings Social media tools Website, catalogues and brochures 	<ul style="list-style-type: none"> Ongoing Ongoing Ongoing As and when required Ongoing Ongoing Ongoing

STRATEGY FOR SUSTAINABLE VALUE CREATION

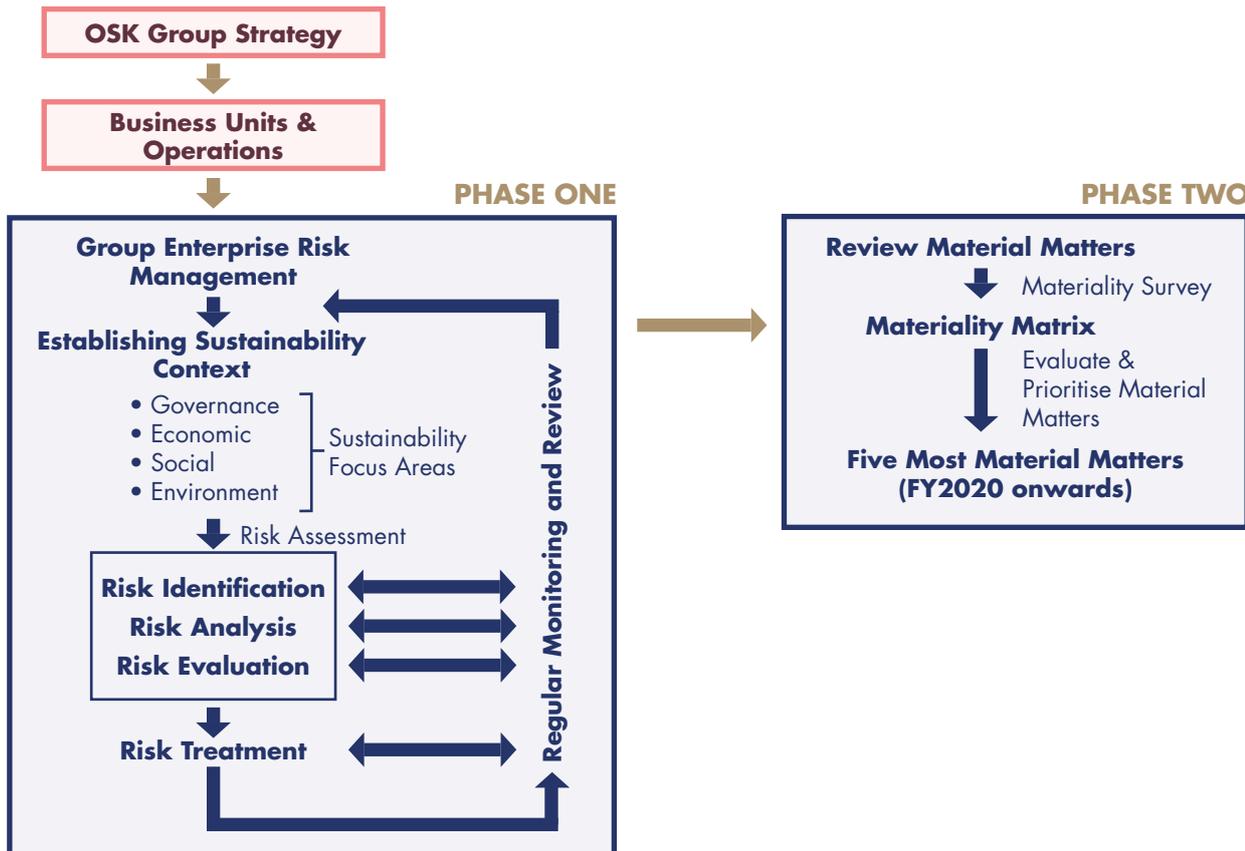
Stakeholder Groups	Areas of Interest	OSK's Stance	Engagement Methods	Frequency of Engagement
Employees 	<ul style="list-style-type: none"> • Attractive remuneration • Career development • Work-life balance <p> To read more about our response, please refer to the "Social" section on pages 29-41 of this Sustainability Report.</p>	OSK is committed to providing an engaging, inclusive and stimulating work environment that encourages quality performance, high employee satisfaction and loyalty.	<ul style="list-style-type: none"> • Annual dinner • Employee engagement survey • Employee volunteerism • Internal employee portal • Internal engagement activities • Training and development • Townhall meetings • Whistleblowing channel 	<ul style="list-style-type: none"> Annual Annual As and when required Ongoing Ongoing Ongoing Ongoing Ongoing
Government and Regulators 	<ul style="list-style-type: none"> • Compliance • Contributions to the economy, local community and nation-building <p> To read more about our response, please refer to the "Governance", "Economic" and "Community" sections on pages 18-20, 21-22 and 42-45 of this Sustainability Report.</p>	Each subsidiary is responsible to comply with all relevant regulations. We support the Government's initiatives and place great emphasis on being an exemplary corporate citizen.	<ul style="list-style-type: none"> • Formal meetings • Performance reports 	<ul style="list-style-type: none"> As and when required Ongoing
Media 	<ul style="list-style-type: none"> • Corporate updates • Events • Upcoming developments <p> To read more about our response, please refer to the "Economic" and "Community" sections on pages 21-22 and 42-45 of this Sustainability Report.</p>	Delivering the right message to the media is key, especially at corporate events and launches, where we disseminate first-hand project information, initiatives and updates.	<ul style="list-style-type: none"> • Events and launches • Media networking sessions • Media visits 	<ul style="list-style-type: none"> Ongoing Ongoing Ongoing
Shareholders and Investors 	<ul style="list-style-type: none"> • Brand reputation • Future competence • Long-term relationship development • OSK's position within the industry • Positive investment growth • Risk management <p> To read more about our response, please refer to the "Economic" section on pages 21-22 of this Sustainability Report.</p>	OSK's overall goal is to create sustainable shareholder value while fulfilling the expectations of other stakeholders. A strong focus on financial performance, risk management and internal control is instrumental in achieving this goal.	<ul style="list-style-type: none"> • Annual general meetings • Annual and Sustainability Reports • Bursa announcements • Investor relations ("IR") briefings or conference calls • Quarterly financial reports • Shareholder updates 	<ul style="list-style-type: none"> Annual Annual As and when required As and when required Quarterly As and when required
Supply Chain Partners 	<ul style="list-style-type: none"> • Fair procurement • Staying connected with the Company • Support of local suppliers and local produce <p> To read more about our response, please refer to the "Economic" and "Social" sections on pages 21-22 and 42-45 of this Sustainability Report.</p>	OSK works across its value chain to minimise risks, maximise future opportunities and ensure sustainable economic growth.	<ul style="list-style-type: none"> • Satisfaction survey • Supplier audits • Supplier events 	<ul style="list-style-type: none"> Ongoing Ongoing Ongoing

SUSTAINABILITY REVIEW 2019

As part of our efforts in addressing emerging challenges, the Group reviewed its sustainability perspective and processes from which a series of actions were implemented to further improve our

sustainability approach, performance and traction.

The sustainability enhancement measures undertaken during 2019 was divided into two main phases as follows:



PHASE ONE

ALIGNMENT WITH GROUP ERM - Understanding Sustainability Risks and Opportunities

To ensure deeper insights on sustainable development and resource allocation, SWG worked with the Group Risk Management (“GRM”) department to incorporate strategic sustainability risk mitigation measures into the Group’s decision-making and performance evaluation process.

To this end, we identified the need to re-engage our materiality factors via a materiality assessment, to ensure that potential concerns impacting the governance, economic, social and environmental sustainability of the Group are addressed and aligned to the Group’s enterprise risk profile.

PHASE TWO

MATERIALITY REASSESSMENT – Reviewing Our Material Sustainability Matters 102-46 102-47

In 2017, we prioritised 10 out of the 32 material matters identified in 2016 to ensure focused sustainability initiatives and disclosure.

In keeping with our Sustainability Guiding Principle, SWG re-assessed the Group’s 32 material matters in 2019, alongside the Group’s enterprise risk profile to evaluate its continued relevance in supporting the Group’s long-term success and our ability to deliver sustainable value to our stakeholders.

SUSTAINABILITY REVIEW 2019

During this process, SWG streamlined the existing 32 material matters into 20 material matters.



SWG adopted the view that the streamlined 20 material matters provide a close reflection of the Group’s current business landscape and offer a more coherent interpretation of the established GRI Standards in terminology and application. Hence, the SWG decided that these 20 material matters be used as the basis for the Group’s sustainability reporting from FY2020 onwards.

In identifying these 20 material matters, the following measures were undertaken by OSK Group:

- Sustainability meeting with GMRC;
- Pre-Materiality Assessment Workshop Meeting;
- Materiality Assessment Workshop with Senior Management; and
- Materiality Assessment Workshop with Business Units.

To ensure impartiality, efficiency and effectiveness of the exercise, we engaged an external consultant to develop and carry out an online Stakeholders’ Materiality Assessment Survey. The objective of the survey was to obtain feedback on the Group’s sustainability performance and, stakeholders’ concerns with respect to the 20 material matters.

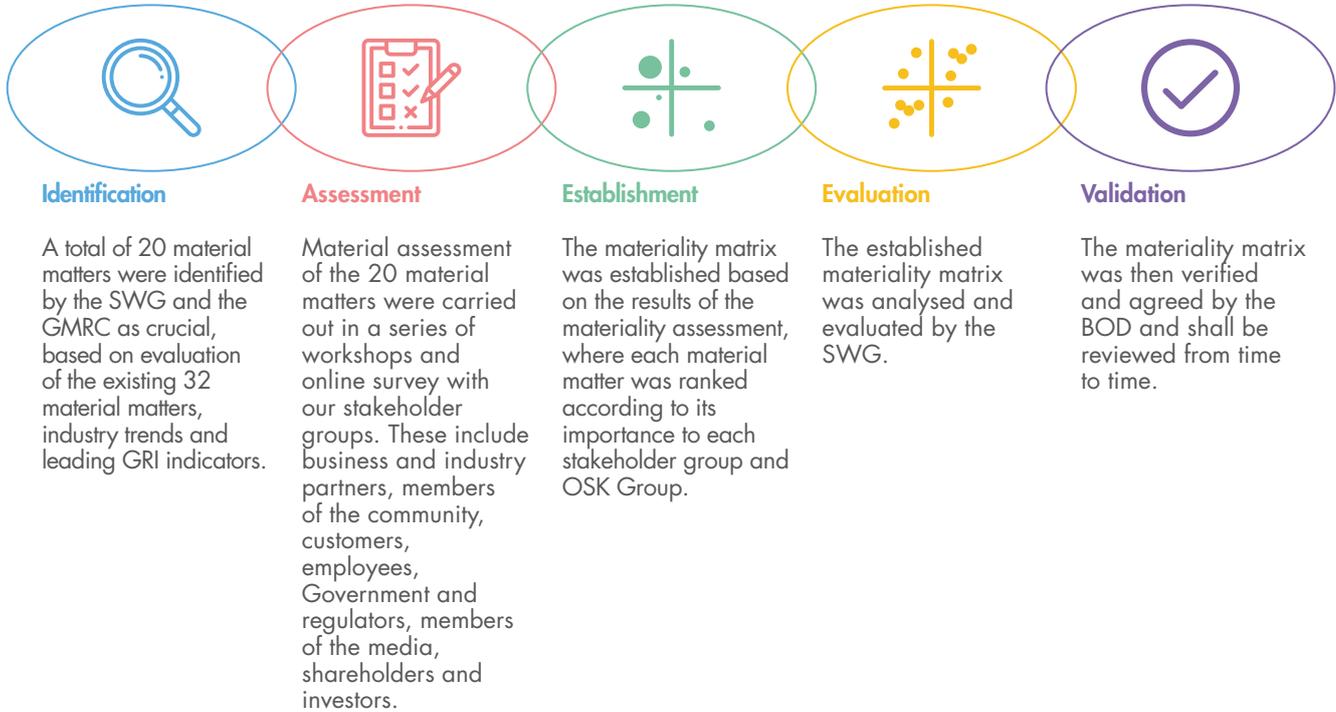
Key internal and external stakeholder groups were invited to participate in the Stakeholders’ Materiality Assessment Survey. They comprised:



The output of the materiality assessment was the generation of a new materiality matrix. The matrix was then deliberated by the SWG with the Senior Management and the Business Units (via workshops) to ensure that the profile of the matrix was in alignment with the Group’s vision and long-term business aspirations, as well as potential risks and opportunities that may arise.

SUSTAINABILITY REVIEW 2019

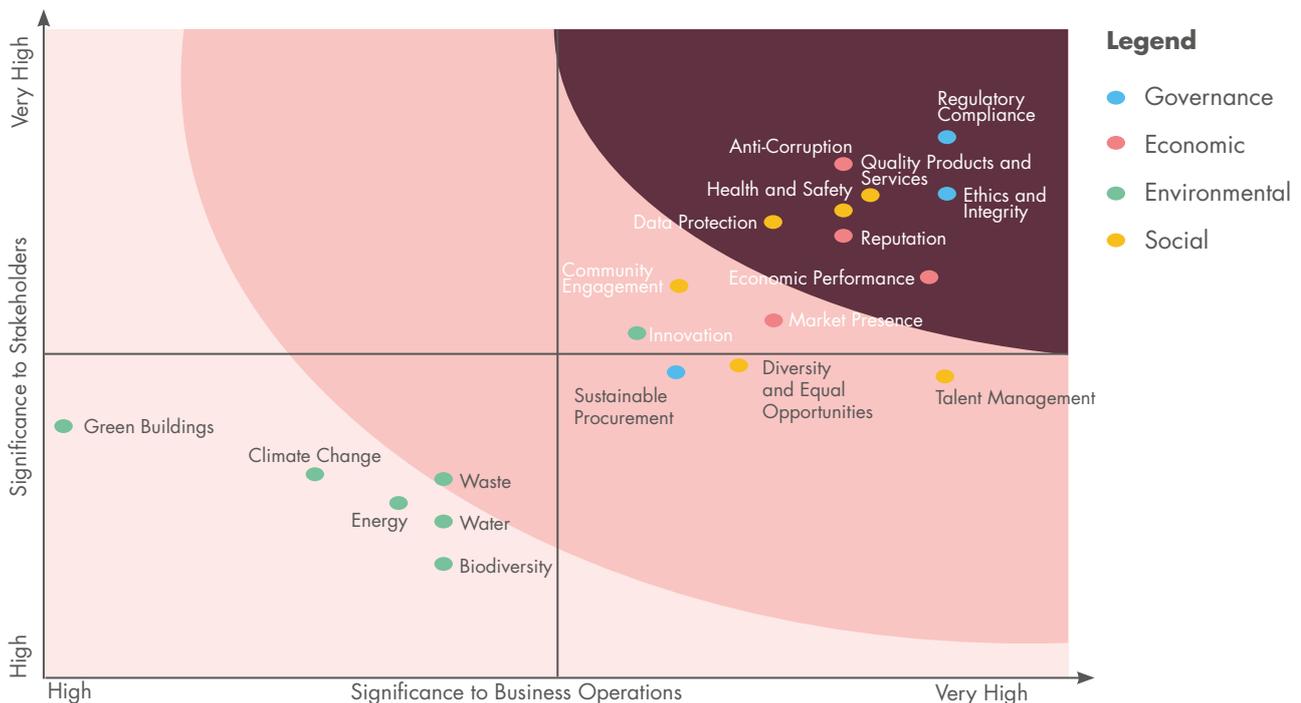
Materiality Reassessment Process



NEW MATERIALITY MATRIX – What Matters to Us

The position of each material matter within the matrix is indicative of its relative importance to stakeholders and to

our business operations. Material matters located in the top right quadrant are recognised as those with most significant influence and impact to the continued success of OSK Group.



SUSTAINABILITY REVIEW 2019

Upon detailed deliberation on the material matrix, the SWG proposed that the five most material matters shown below shall anchor the Group’s sustainability journey and emphasis for year 2020 and beyond.

Nonetheless, the other 15 material matters shall continue to be pursued to ensure holistic and sustainable growth across all levels of the Group’s operations.

20 Material Matters For FY2020	Five Most Material Matters For FY2020	Sustainability Focus Areas
<ul style="list-style-type: none"> • Regulatory Compliance • Anti-Corruption • Quality Products and Services • Ethics and Integrity • Reputation • Health and Safety • Data Protection • Waste • Water • Biodiversity • Energy • Climate Change • Green Buildings • Economic Performance • Market Presence • Innovation • Diversity and Equal Opportunities • Talent Management • Sustainable Procurement • Community Engagement 	<ul style="list-style-type: none"> • Ethics and Integrity • Innovation • Quality Products & Services • Talent Management • Health & Safety 	<ul style="list-style-type: none"> ➔ Governance ➔ Economic & Environment ➔ Economic & Social ➔ Social ➔ Social



Ryan & Miho, a GBI Gold certified development

Artist's Impression

OUR SUSTAINABILITY ACHIEVEMENTS

In 2017, we formalised our KPIs and have been reporting its achievements in our annual Sustainability Report. We have ensured that our transition this year will not divert from the progress we have achieved so far to underscore the

importance of continuity in reporting. Our reporting themes are selected based on the importance of these material matters to our business operations and the level of interest to our stakeholders.

KPIs & OUTCOMES

Material Matters	Owners	KPIs	Targets	Outcomes
Governance				
Business Ethics  To read more about our performance on this Material Matter, please refer to page 18 of this Sustainability Report.	Company Secretarial ("Co-Sec")/ All	Number of initiatives taken to enhance business ethics practices.	Minimum three initiatives per year.	<ol style="list-style-type: none"> 1. Rolled out the Anti-Bribery and Corruption Handbook ("ABAC Handbook"). 2. Rolled out the revised Fraud Policy. 3. Rolled out e-acknowledgement for ABAC Handbook, revised Fraud Policy, Code of Conduct and Business Ethics, and Whistleblowing Policy for all new and existing employees. 4. Existing and new policies are made available to all employees via internal employee portal.
Risk Management  To read more about our performance on this Material Matter, please refer to page 19 of this Sustainability Report.	Risk Management	Number of activities conducted to cultivate a positive risk management culture.	Minimum two initiatives per year.	<ol style="list-style-type: none"> 1. Conducted risk awareness training to OSK Group entities. 2. Conducted Business Continuity awareness to OSK Group entities. 3. Conducted cyber security and IT risk awareness to OSK Group entities.
Transparency  To read more about our performance on this Material Matter, please refer to page 19 of this Sustainability Report.	Co-Sec	Maintain good corporate governance ("CG") practices and Disclosure.	To be listed in the Minority Shareholder Watch Group ("MSWG") Top 100 Companies for Overall CG & Performance.	<ol style="list-style-type: none"> 1. Listed on the ASEAN CG 2018 List of Top 100 Companies for CG Disclosure (ranked 41st). *Source:  http://www.mswg.org.my/list-of-top-100-companies-for-cg-disclosure-by-rank 2. Listed on the ASEAN CG 2018 List of Top 100 Companies for Overall CG & Performance (ranked 66th). *Source:  http://www.mswg.org.my/overall-cg-performance-by-rank
Note: MSWG has yet to release the lists for FY2019 at time of printing.				

OUR SUSTAINABILITY ACHIEVEMENTS

Material Matters	Owners	KPIs	Targets	Outcomes
Economic				
Economic & Business Performance  To read more about our performance on this Material Matter, please refer to page 21 of this Sustainability Report.	All	Number of initiatives taken to contribute to local economy/community.	Minimum three initiatives per year.	<ol style="list-style-type: none"> OSK Foundation supported 39 organisations/beneficiaries in 2019.  Details are listed in the "Community" section of this report. OSK Property continued to support the wellbeing of the Orang Asli community by building a home for an Orang Asli family in EPIC 3.0.  Details are listed in the "Community" section of this report. Atria supported and continues to support the Alzheimer's Disease Foundation Malaysia ("ADFM") via a dementia-friendly community corner within the mall.
Environment				
Waste Management  To read more about our performance on this Material Matter, please refer to page 26 of this Sustainability Report.	All	Number of waste management initiatives or campaigns conducted.	Minimum two initiatives per year.	<ol style="list-style-type: none"> Recycling Right 2.0 initiative. Recycling excess materials and cuttings from Acotec panels to minimise wastage. 3R (Reduce, Reuse, Recycle) practices encouraged Company-wide.
Social				
Quality  To read more about our performance on this Material Matter, please refer to page 29 of this Sustainability Report.	Property Development	Quality Assessment System for Building Construction Works ("QLASSIC") score for development projects.	Achieve a minimum score of 75%.	QLASSIC scores achieved by OSK Property: <ul style="list-style-type: none"> "Luminari" in Butterworth, Penang – 80%; "Windmill Upon Hills" in Genting Permai, Pahang – 80%; and "TimurBay" in Kuantan, Pahang – 76%.
Public & Customer Safety  To read more about our performance on this Material Matter, please refer to page 31 of this Sustainability Report.	Property Investment - Atria	Timely maintenance of public facilities calculated by number of major breakdowns (requiring specialist/service provider actions) per year.	Keep within the number of allowable major breakdowns per year (not more than eight breakdowns with four being the target allowable).	<ol style="list-style-type: none"> Implemented precautionary measures against Novel Coronavirus (Covid-19) across all retail, hotels, resorts, factories and office premises under the Group. No major breakdown was reported during the year, except toilet maintenance that required change of parts. The issue was promptly addressed.

OUR SUSTAINABILITY ACHIEVEMENTS

Material Matters	Owners	KPIs	Targets	Outcomes
Social (Cont'd)				
Occupational Safety & Health  To read more about our performance on this Material Matter, please refer to page 33 of this Sustainability Report.	Construction Hospitality Cables	Number of initiatives conducted to cultivate a safety and health awareness culture.	Minimum two activities per year.	<ol style="list-style-type: none"> 1. Implemented precautionary measures against Novel Coronavirus (Covid-19) at Plaza OSK. 2. Swiss-Garden Beach Resort Damai Laut <ul style="list-style-type: none"> • Conducted one-day briefing by Jabatan Bomba (Manjung/ Pantai Remis). • Conducted one-day briefing on the formation of Occupational Safety and Health Administration & Emergency Response Team ("ERT") Committee. • Conducted two-day Cardiopulmonary Resuscitation ("CPR") & First Respondent Training. • Displayed Hazard Identification, Risk Assessment & Risk Control info to mitigate workplace risk. • Displayed operating manuals at work stations where there is a potential risk when operating machinery or implementing work processes. 3. Swiss-Garden Beach Resort Kuantan <ul style="list-style-type: none"> • Carried out basic life support and first aid training (CPR & Automated External Defibrillator) at the workplace. • Conducted ERT Training 4. Olympic Cable Company ("Olympic Cable") <ul style="list-style-type: none"> • Conducted fire drill. • Conducted ERT training. • Conducted safe work practice briefing. • Conducted forklift safety training. • Conducted hearing conservation training.
Training & Career Development  To read more about our performance on this Material Matter, please refer to page 41 of this Sustainability Report.	Group Human Resources ("HR")	Training satisfaction score.	Achieve an average satisfaction score of 75%.	The Group achieved an average training satisfaction score of 84%.
Employee Engagement  To read more about our performance on this Material Matter, please refer to page 37 of this Sustainability Report.	Group HR	Percentage of employee satisfaction score.	Benchmark against the Global Engagement Index ("GEI") of 66%.	<ol style="list-style-type: none"> 1. Conducted OSK Group Virtual Townhall (1Q2020). 2. The Group achieved an overall employee satisfaction score of 75%.

ENSURING GOOD GOVERNANCE & ACCOUNTABILITY



Good governance is at the heart of OSK’s business activities. It not only serves as the foundation to support the Group’s high-performance culture, but also serves to preserve stakeholders’ confidence and ensures that the organisation is well placed to respond to changes in our external environment.

In keeping with OSK being a responsible corporate citizen, we ensure our policies, procedures and practices remain relevant, accurate, consistent and responsive to our stakeholders’ concerns and expectations.

**MOST MATERIAL MATTER:
Business Ethics**

ETHICS AND INTEGRITY

102-16, 102-17

Ethical business is a crucial element in the corporate culture of OSK as it underscores a commitment to promote good business conduct and sound corporate governance, which are integral to our core values. We strive to uphold the highest principles of moral behaviour and integrity throughout our business chain to operate effectively across our diverse business activities. We have, therefore, formulated a framework for appropriate management of roles and responsibilities of employees at all levels to merit public trust and uphold our reputation.

We continued to cascade our Code of Conduct and Business Ethics (“Code”) to all existing and new employees. The Code outlines our central guide and reference for ethical decision-making to ensure business is conducted with integrity. The Code addresses three broad areas of employee performance, namely: Personal Conduct, Conflict of Interest and Business Conduct & Ethics (as shown in the graphic on the right).

While our Code is established at the Group level, it is cascaded down to all subsidiaries and communicated to all

Personal Conduct

All employees are expected to conduct their roles with the standards according to the stipulated guidelines and endeavour their best effort to maintain the reputation of the Group.

employees, as well as key stakeholders through our stakeholder engagements and our employee portal.

We have also formulated a Whistleblowing Policy that serves as an avenue for employees and members of public to raise concerns of any suspected or known impropriety in conduct that they may have observed in OSK Group. The policy permits an employee of the Group or member of the public to confidentially raise concerns on any misconduct. Whistle-

Conflict of Interest

Exists when the personal interest of a director or an employee conflict in any way with the interests of OSK. All situations where conflict of interest might exist must be reported to the Group’s Senior Management and appropriate approvals must be obtained.

blowers can lodge their concerns directly or via dedicated emails and letters to the Whistleblowing Coordinator or Chairman of the Audit Committee. The Chairman of the Audit Committee deliberates on all whistleblowing cases on a regular basis. Our Whistleblowing Policy is available on our OSK Holdings Berhad website at:



Code

Business Conduct & Ethics

Summarises the values, principles and business practices that guide the business of the Group and provide minimum ethical requirements expected from the directors and employees.



<http://www.oskgroup.com/corporate-governance/>

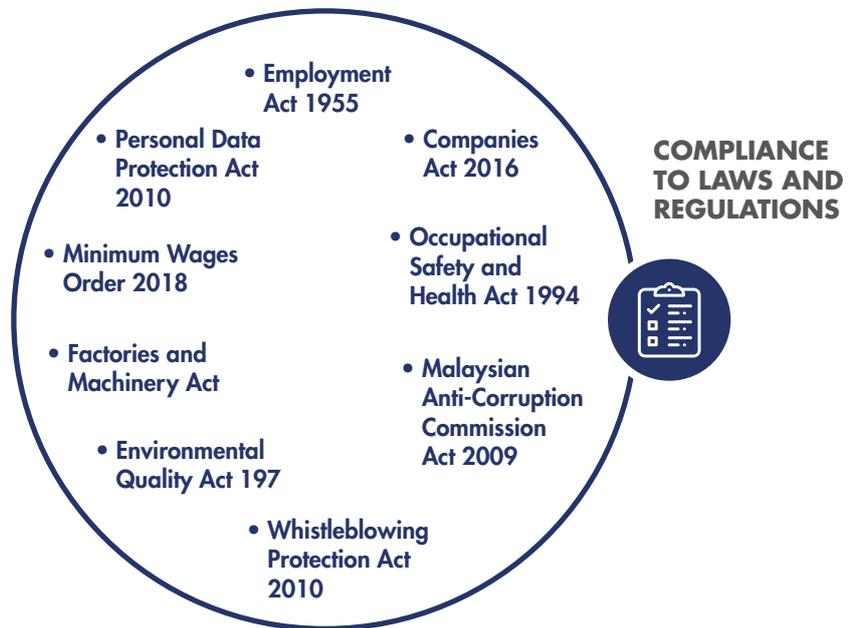
ENSURING GOOD GOVERNANCE & ACCOUNTABILITY

MOST MATERIAL MATTER: Transparency

REGULATORY COMPLIANCE

419-1

Regulatory compliance has become an essential element in our business processes to inculcate sustainable practices in our ranks. We endeavour to be compliant with laws and regulations and conduct due diligence in all our undertakings, as we strive towards responsible business operations across our headquarters and subsidiaries. Our strong compliance culture ensures we uphold our reputation and image to remain trustworthy amongst our stakeholders. Henceforth, the Group has formulated various internal procedures, policies and guidelines to ensure zero non-compliance in our business operations. Key regulations that govern our business operations are shown in the graphic on the right.



In 2019, the Group did not incur any significant fine for non-compliance with applicable laws or regulations. During the year under review, OSK was listed by the Minority Shareholders Watch Group as one of the "Top 100 Companies for Corporate Governance Disclosure" (ranked 41st) and "Top

100 Companies for Overall Corporate Governance & Performance" (ranked 66th). This reflects an acknowledgement of our ongoing efforts in improving our Corporate Governance practices, policies and disclosures, as well as upholding the spirit of transparency in our daily operations.

MOST MATERIAL MATTER: Risk Management

PRUDENT RISK MANAGEMENT

Enterprise Risk Management is an important business tool for good management and governance at OSK. We have a comprehensive risk management framework in place to help identify potential risks and developing solutions to either prevent recurrence or minimise their impact while being able to take advantage of potential opportunities.

In 2019, OSK had mapped out our material sustainability matters based on our Enterprise Risk Assessment 2019.

Our business risks across the Group are reviewed monthly with quarterly reporting by the GRM department. During the year, we organised bi-annual Group-wide Enterprise Risk Awareness

exercise to address emerging business risks and assess our ability to respond effectively. It was also conducted to improve compliance with legal, regulatory and reporting requirements, which enhances efficiency and effectiveness of business operation across the Group.

In addition, the GRM team conducted quarterly meetings and discussions on business risks with our Senior Management and heads of department to ensure continuous communication and facilitation of risk assessment, as well as implementation of risk mitigation measures at the Group level.

We recognise the need to develop risk cards for our subsidiaries to gain

visibility, among others, on gross risk rating, internal controls on the effectiveness and residual risk rating of certain business aspects including sales, quality, property management, cash flow management, procurement, customers, delivery, compliance, data management and talent management.

Implementation of risk cards enable us to stay informed, robust and nimble, when facing potential business challenges.

 To read more about our risk management measures, please refer to our "Statement on Risk Management and Internal Control" and "Enterprise Risk Management Framework" sections on pages 108-111 and 112-115 in our Annual Report 2019.

ENSURING GOOD GOVERNANCE & ACCOUNTABILITY

ANTI-BRIBERY AND ANTI-CORRUPTION

205-2, 205-3

OSK Group does not condone nor support any form of corrupt practices within the organisation, including the parties whom we work with. Towards the realisation of good governance and integrity in all aspects of our operations, we have established the Whistleblowing Policy and Fraud Policy in September 2017.



Introduction to the ABAC Handbook.

We introduced the Group's Anti-Bribery and Anti-Corruption Handbook ("ABAC Handbook") that was adopted Group-wide in January 2020. The policies and procedures detailed in the handbook are applicable to all employees and third-party suppliers, vendors and agents, which carry out business activities with or provide services to the Group.

Additionally, in keeping with the new ABAC Handbook, the Group revised our Fraud Policy which was approved in January 2020 with a focus on refining our scope and expanding its coverage to 3rd party(ies) that perform services for or on behalf of OSK Group.

These policies function as a guide for our employees to act in accordance with OSK's values and to ensure protection when inappropriate behaviour is reported. Besides the inclusion of corporate policies in our employees' induction pack, the policies are also accessible in the Policy Portal on the Company's Intranet.

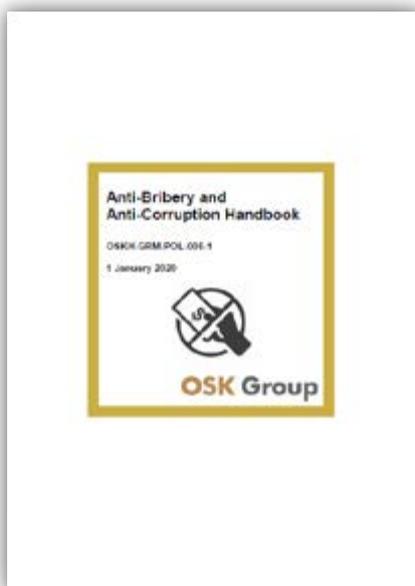
The ABAC Handbook is implemented in conjunction with three Group-wide policies, namely:

1. Code of Conduct and Business Ethics
2. Whistleblowing Policy
3. Fraud Policy

The ABAC Handbook is available on OSK Holdings Berhad's website at:



<http://www.oskgroup.com/corporate-governance/>



CREATING SHARED ECONOMIC GROWTH



MOST MATERIAL MATTER: Economic & Business Performance

As a responsible corporate citizen with diversified business activities, our corporate objective goes well beyond the mandate of delivering sustainable profits for our shareholders. This can be seen in the way our reporting has evolved to include more comprehensive disclosures covering the governance, economic, environmental and social aspects of our businesses.

This financial year, the Group generated a net profit of RM418.7 million with a value-added distribution of RM701.8 million.

For a more comprehensive presentation of our financial results and business performance, please refer to our Annual Report 2019.

SUSTAINABLE PROCUREMENT

102-9, 204-1

Suppliers rank among the most essential resources in our business chain, in our efforts to achieve sustainable development. At OSK, we ensure responsible sourcing, in line with our sustainability approach of 'Responsible Behaviour' and to 'Limit Our Adverse Impact'. Our suppliers

As a conglomerate with diversified business interests, OSK acknowledges the significance of promoting inclusive growth for the Group and its stakeholders. This is realised by leveraging on our central belief that "Moving Forward, Progressing Together" is not only about growing our bottom line, but also ensuring that we provide equal employment opportunities and promoting holistic growth.

including contractors, service providers and consultants are among the group of people who support our business operations in delivering quality properties, products and services to our customers.

Our business policy expects business practices performed by suppliers to be consistent with our sustainability policy. We conduct annual assessments on our suppliers' performance including safety and health, regulatory compliance and quality of service.

MARKET PRESENCE

202-2

As OSK employees constitute one of our key stakeholder groups, we strive to nurture them professionally and promote their personal growth. We are, therefore, committed towards providing an inclusive and equal opportunity work environment that integrates people from different backgrounds, ethnicity, age groups, languages, physical abilities and skillsets.

We strive to recruit local talents for all our businesses. Our Senior Management team comprised all Malaysians during the financial year.

Most importantly, we pledge to remain corruption-free in all our dealings in upholding our core value of integrity.

To help strengthen our national economy, we continue to hire locals besides investing in our talent pool through internship opportunities. This enables young Malaysians to enhance their employability and professional skills.

REPUTATION

102-13

Maintaining a good reputation and positive branding are vital to deliver the best quality products and services to our customers. We continue to be active advocates as we believe that effective communication with our partners and peers essentially gives us the voice to engage with the wider community, including Government agencies, regulators and the general public. In being connected to the industry, we also keep ourselves abreast of the latest industry developments and practices.



**This financial year,
the Group generated
a net profit of
RM418.7 million
with a value-added
distribution of
RM701.8 million**



CREATING SHARED ECONOMIC GROWTH

AWARDS & RECOGNITION

We are pleased to be the recipient of various awards during the year as follows:



OSK Holdings Berhad

- National Annual Corporate Report Awards (NACRA 2019)
 - Certificate of Merit (Annual Report 2018)
- HR Asia
 - Best Companies to Work for in Asia 2019



OSK Property

- StarProperty Awards 2020
 - Corporate Awards**
 - StarProperty All-Stars Award – Best Overall Champion
 - StarProperty Consumers' Choice Award
 - Project Awards**
 - Excellence**
 - Windmill Upon Hills – The Holiday Home Award
 - Luminari – The Northern Star Award
 - Honours**
 - Timurbay – The Eastern Star Award
 - Merit**
 - Ryan & Miho – The Long Life Award
 - You City III – The Proximity Award
- The Edge Property Excellence Awards
 - Top Property Developers Awards 2019 (Ranked 14th)
- Sin Chew Business Excellence Awards 2019
 - OSK Property (Property Excellence Awards & CSR Excellence Awards)



Swiss-Garden International

- Swiss-Garden Beach Resort Kuantan
 - Agoda's 2019 Gold Circle Awards
 - Asia-Pacific Tourism & Travel (APTTF) Awards Year 2019:
 - Best Family Retreat Destination in Malaysia
 - Hotel of the Year Awards – Top 100 Luxury Resorts Worldwide 2019:
 - Best Family Beach Resort Asia 2019
- Swiss-Garden Hotel Bukit Bintang Kuala Lumpur
 - Asia-Pacific Tourism & Travel (APTTF) Awards Year 2019:
 - Best City Hotel in Kuala Lumpur
 - Experts' Choice Award 2019 by tripexpert.com (Booking.com)
- Swiss-Garden Beach Resort Damai Laut
 - Hotel of the Year Awards – Top 100 Luxury Resorts Worldwide 2019:
 - Best Beach Resort for Families Asia 2019
- Swiss-Inn Johor Bahru
 - Agoda's 2019 Gold Circle Awards
- Swiss-Inn Chinatown Kuala Lumpur
 - Experts' Choice Award 2019 by tripexpert.com (Booking.com)



Atria Shopping Gallery

- Best Family Friendly Mall – BabyTalk and MamaPapa Readers' Choice Awards 2019

SUPPORTING ENVIRONMENTAL WELL-BEING

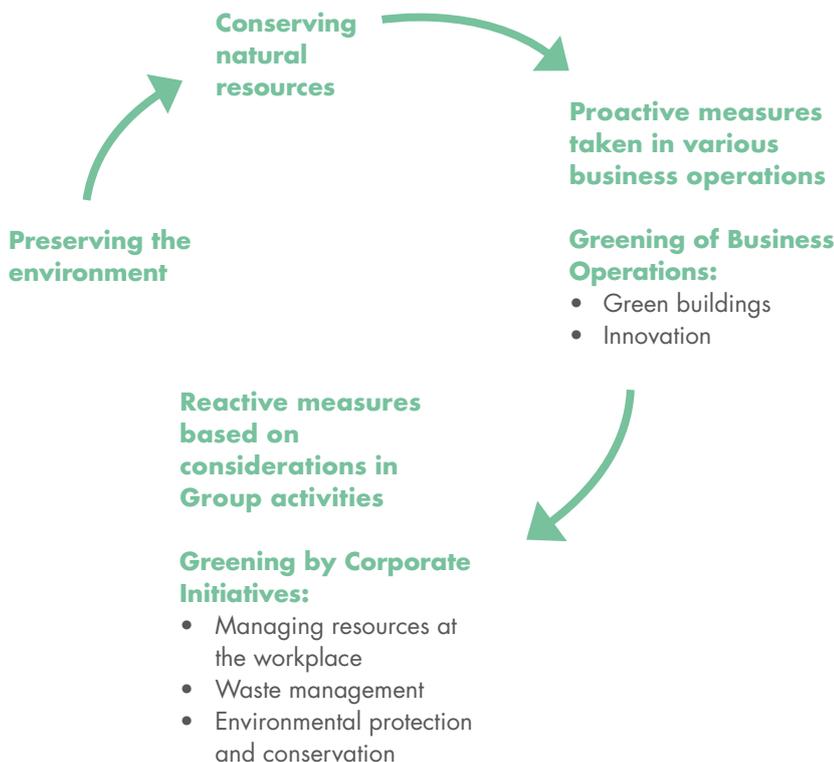


OSK Group’s approach to environmental management is captured in our sustainability approach to “Limit Our Adverse Impact”, as well as contribute towards broader efforts in mitigating the adverse impacts of climate change and related matters. Accordingly, we continue to be mindful of our responsibility to look at sustainability from a macro perspective and evaluate how we can play our part as a responsible corporate citizen.

Among others, we believe that our employees, across all ranks are in the best position to implement sustainable environmental practices by identifying and undertaking initiatives that are practical, effective and cost-efficient. In this regard, our construction division obtained the ISO 14001:2015 Environmental Management System to ensure that the delivery of ongoing projects comply with environmental requirements.

OUR APPROACH TOWARDS ENVIRONMENTAL SUSTAINABILITY

In contributing towards the goal of sustainable development, we have mapped out our environmental approach as follows:



INNOVATION 103

OSK believes that innovation serves as a platform for us to promote environmental protection, while strengthening the Group’s operations and presence in the industry. We keep abreast of the latest technology and innovate our processes, where possible, to continuously provide improved quality products and services to our stakeholders. In July 2019, Olympic Cable introduced a ‘Continuous Vulcanisation’ line machine with level-two improvement by changing the hose joint type and modification of overflow valve. This practice helps reduce oil waste while carrying out maintenance on the machinery. This measure helps reduce oil spill incidents and minimises scheduled waste at our cable factory.

In ensuring greater operational synergy, OSK Property has successfully implemented our "Prop-Con" initiative to integrate the Property and Construction teams to deliver improved quality standards within the organisation. This integration affirms the quality assurance and quality control (“QA/QC”) of our property development projects.

SUPPORTING ENVIRONMENTAL WELL-BEING

GREEN BUILDINGS

The Green Building Index (“GBI”) is an environmental rating system for buildings developed by the Malaysian Institute of Architects and Association of Consulting Engineers Malaysia which promotes efficient building design while taking into consideration the preservation of the environment. We had previously adopted eco-friendly practices in our projects by benchmarking them against the GBI. This year, we are proud that our property development project, “Ryan & Miho”, in Section 13 Petaling Jaya, has been awarded the coveted GBI Gold certification.

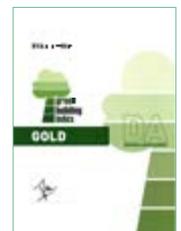


Ryan & Miho, Section 13 Petaling Jaya

Artist's Impression

Ryan & Miho was awarded the GBI Gold certification based on the following six design assessment criteria:

- Energy efficiency
- Indoor environmental quality
- Sustainable site planning and management
- Materials and resources
- Water efficiency
- Innovation



Acotec wall panels

During the GBI assessment, we excelled in indoor environmental quality, material resources and innovation, where we scored maximum points for the first two criteria.

Supporting the move towards a more efficient construction method to improve the delivery standards of the Malaysian construction industry, our subsidiary Acotec, manufactures Industrialised Building System (“IBS”) pre-cast building components, which offer faster construction time, reduced total cost, improved built quality and minimised construction waste generation.

SUPPORTING ENVIRONMENTAL WELL-BEING

MANAGING RESOURCES AT THE WORKPLACE

OSK continues to take steps to reduce consumption of resources at our corporate and subsidiaries' premises.

This covers the consumption of electricity and water, recycling of materials, as well as a systematic approach to

re-use materials over their entire life cycles. Building upon our previous environmental initiatives, we continue to implement efforts to bring the latest technology with value-added energy efficiency to the forefront of our businesses.

We also constantly monitor the progress of our environmental initiatives to analyse their effectiveness.

Energy Management



Atria's sensor-based escalators stop when not in use.



Atria uses energy efficient LED lights.



Atria uses a Building Control System to optimise energy usage efficiency in the building, such as Air Conditioning and Mechanical Ventilation ("ACMV") and lighting.



You Vista has photo and motion sensors connected to lights and fans in common areas which will automatically switch off when no one is around.



SGL VC's Melaka property is fitted with Variable Refrigerant Flow ("VRF") air-conditioning system and solar energy for water heating.

Water Conservation



Our green property projects feature rainwater harvesting systems that reduce water consumption by 50%.



Water consumption for landscape irrigation has also been reduced by 50% via the use of native and adaptive plants.



Facilities at Atria's toilets are fitted with sensors that control water volumes.



Other energy saving or energy-efficient amenities at our buildings include:

- Low-flow sink and bathtub faucets, showerheads and toilets at our hotels.
- Dual-flush valves on water closets that provide a full flush and optional half flush.
- Lavatory/sink aerators with more restrictive alternatives.
- Using higher-efficiency plumbing fixtures.

ENERGY 302-4

We are conscious of the importance of energy efficiency and endeavour to optimise our energy consumption, where applicable. The Group's energy usage comes from both

electricity and fuel usage. We are committed to contributing towards curbing climate change progressively by ensuring greater energy efficiency and minimising our carbon footprint where possible.

SUPPORTING ENVIRONMENTAL WELL-BEING

MOST MATERIAL MATTER: Waste Management

DOING IT RIGHT – WASTE MANAGEMENT 306-2

In 2019, the Group continued with its recycling campaign that was introduced in July 2018 and renamed it as "Recycling Campaign 2.0". The campaign aims to embrace recycling the right way and to take steps to manage our wastes responsibly, as part of the Group's sustainability effort in addressing waste management at the workplace.

We aim to use the 2,013 kg of recyclables collected in 2018 as a benchmark to target for the future. We continue to emphasise the twin acts of the 2Rs, namely, to "Reduce and Reuse" at the source. We collected a total of 2,862 kg (June – December 2019) of recyclables, through our partnership with waste management solution provider RODA. We managed the collection and analysed the effectiveness of our recycling collection over the course of the campaign and took concerted measures to ensure items are properly recycled by certified end-recyclers.

The "Recycling Campaign 2.0" was rolled out within our offices in the Klang Valley, namely Plaza OSK, Atria and SGI VC premises. Details of the recycling campaign including the collection mechanics, type of recyclable items and upcoming

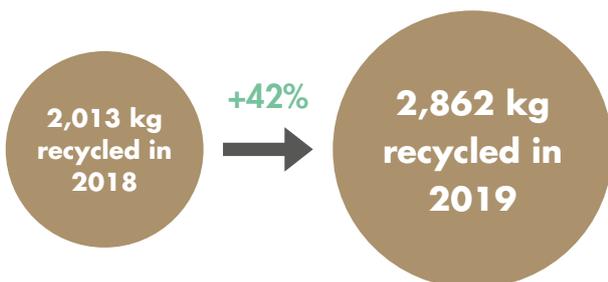
environmental-related activities are shared via our employee portal to promote awareness and participation among employees.

Other waste management initiatives include measures undertaken by Olympic Cable, among which include the promotion of safe transportation of scheduled wastes through the "One-Correct packaging for scheduled waste safe transportation" initiative. In terms of daily operations, we encourage our employees to optimise the use of resources, such as paper, where applicable.

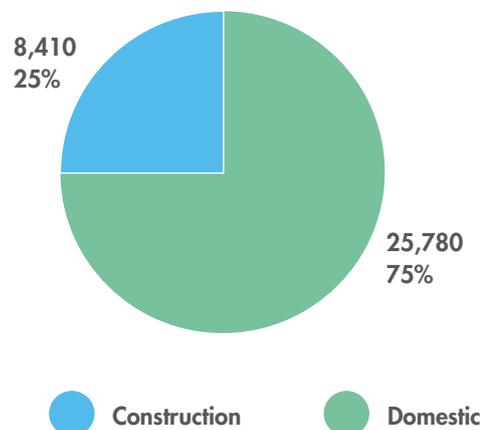
At OSK Construction, waste produced during construction consist of construction waste and domestic waste. In addition to our "Recycling Campaign 2.0", we also implemented the "Zero Plastic Campaign" at all our construction sites, where storage and collection of recyclables were carried out regularly. The adjacent chart is a summary of the types of waste generated at the "Ryan & Miho" project site in Petaling Jaya, Selangor, where 33% of the construction waste generated was recycled during the year.



RECYCLING CAMPAIGN 2.0



Types of waste generated at the "Ryan & Miho" project site in 2019 (kg)



SUPPORTING ENVIRONMENTAL WELL-BEING

PROMOTING ENVIRONMENTAL PROTECTION AND CONSERVATION 103

Biodiversity is vital to maintaining a resilient natural environment as it forms the foundation of the vast array of ecosystem services that are intimately linked to our lives. OSK is cognisant of the importance of protecting our biodiversity.

We make it a practice to minimise biodiversity impact by including it as part of our operations and decision-making. We also extend our support to conservation programmes that promote biodiversity.

Swiss-Garden Beach Resort Damai Laut: Giving Nature a Helping Hand with Baby Turtle Release

With support from OSK Foundation, guests at Swiss-Garden Beach Resort Damai Laut ("SBDL") were given an experience of a lifetime as they watched endangered turtle hatchlings being released to the sea, carried out in collaboration with the Segari Turtle Sanctuary in Lumut, Perak. Located along the southern reaches of Lumut, SBDL's pristine white sandy beach has been identified as one of the natural locations that are

suitable for the release of turtle species. Besides ensuring that the adjacent beach is kept clean and safe from poachers, the resort also organised a two-day exhibition to enhance public awareness on the importance of marine turtles in the ocean's ecosystem. The exhibition also served to support Malaysia's ongoing conservation efforts to protect endangered sea turtles.



SBDL guests releasing endangered turtle hatchlings to the sea



Perak Fisheries Department Director Zaki Mori (forefront in black shirt) with SBDL guests

Contribution to the Victorian Bushfire Appeal

In January 2020, our associate company, Yarra Park City in Melbourne, Australia, the developer of the iconic Melbourne Square project in the Southbank precinct of Melbourne, donated AU\$20,000 to the Victorian Bushfire Appeal to support efforts in fighting the unprecedented bushfire disaster that had claimed at least 33 lives along with countless animals, and ravaged more than 11 million hectares of land, forests and parks across Australia. With more than 5,900 homes and buildings burnt, it was one of the most destructive bushfire crises that struck the continent for decades, as yet another indication of the impacts of climate change.

Contributions to the Victorian Bushfire Appeal is expected to provide practical support for impacted Victorians ranging from families who had lost their loved ones, farmers whose premises were damaged by the bushfires, as well as those who had lost their homes during the crisis.



SUPPORTING ENVIRONMENTAL WELL-BEING

MELBOURNE SQUARE Setting a New Standard in Healthy Living



Public park at Melbourne Square

Artist's Impression

Melbourne Square, a five-acre mixed-development project with lush parklands and green open spaces, is designed and built as a connected, work-live-play precinct created with a holistic approach to environmental sustainability, health and well-being.

Being OSK Group's maiden foray in the Australian property market, Melbourne Square comprises a total floor space of 364,140 square metres (3,919,600 square feet) and is set to become one of the largest developments in the Victoria district. The six-tower development complex showcases our commitment to build high quality residential, retail and commercial properties centred on green healthy living.

Recognised for its innovative, green and people-centric design, Melbourne Square was named as one of the best developments in the Asia Pacific, winning two accolades in the 2019/20 Asia Pacific Property Awards in the 'Residential High-rise Architecture' and 'Mixed-use Development' categories, respectively.

Sustainability



Targeting to achieve 5-Star National Australian Built Environment Rating System ("NABERS") Energy Rating and 5-Star Green Star rating.

NABERS is an initiative by the Government of Australia to evaluate the environmental performance of Australian buildings and tenancies; while Green Star is a sustainability rating system for buildings in Australia, initiated by the Green Building Council of Australia. Green Star rating assesses the sustainability of development projects at all stages of the built environment life cycle.

Green Spaces

3,745m²

Parklands and green spaces

End-of-trip facilities

300+

Bike racks, lockers, gym and yoga studios and state-of-the-art change and shower rooms, integrated café, etc.

Wellness Centre

Targeting
**Gold
Standard**



The WELL Building Standard was developed by integrating scientific and medical research on environmental health with leading practices in building design, construction and management.

CREATING A RESPONSIBLE MARKETPLACE & BEING A RESPONSIBLE EMPLOYER



OSK recognises the importance of upholding responsible practices and maintaining quality relationships with our employees, communities and the society. Hence, we strive to embed social sustainability into our core business strategy as part of our long-term value creation. Among the impacts that we continuously improve on include upholding customer satisfaction across our various business operations via quality products and services, as well as the ethical treatment of data within our operations.

Additionally, OSK invests resources towards maintaining a healthy working environment for our employees by inculcating a socially inclusive, diverse and positive workplace culture. This is carried out to ensuring progressive organisational growth through targeted measures in talent management, and safeguarding the safety and health of our people at all times. Our societal impact extends to supporting local communities, where we work towards ensuring sustainable community development.

MARKETPLACE

MOST MATERIAL MATTER: Quality

QUALITY PRODUCTS AND SERVICES 102-43

Quality products and services is among the most critical factors that determine a company’s success in today’s competitive business landscape. It is an intrinsic part of our value creation that is encapsulated into the delivery processes of all our businesses to maintain competitiveness and long-term sustainability.

Our commitment towards quality services and products is exemplified by our certification and compliance with industry-leading quality standards and benchmarks across our business units, as follows:

Subsidiary	Certification	Description
Acotec	BS 476: Part 22: 1987	Product Listing Certification
	Quality Management System (ISO 9001:2015)	Manufacturing of Precast Concrete Wall Panel
	TUV SUD PSB	Various product ranges
	SIRIM QAS International Jabatan Kerja Raya Malaysia Tenaga Nasional Berhad	
OSK Property	Quality Management System (ISO 9001:2015)	Provision of building construction services
OSK Construction	Quality Management System (ISO 9001:2015)	Provision of building construction services
	Environmental Management System (ISO14001:2015)	Provision of construction services for building works
	Sistem Penilaian Keselamatan dan Kesihatan Dalam Pembinaan ("SHASSIC")	5-Star SHASSIC of 87% and 90% score for the development of Iringan Bayu
	Quality Assessment System for Building Construction Works ("QLASSIC")	Score of 78% for Windmill Upon Hill
Swiss-Garden International	Quality Management System (ISO 9001:2015)	Provision of Hotel Management Service

CREATING A RESPONSIBLE MARKETPLACE & BEING A RESPONSIBLE EMPLOYER

In 2019, three of our projects received a QCLASSIC score from the Construction Industry Development Board ("CIDB") of Malaysia as a result of continued efforts in maintaining quality workmanship in our construction process.

QCLASSIC is a third-party quality assessment in construction to evaluate the quality of workmanship and the completion of a development project against industry standards. Two of our property development projects, namely "Windmill Upon Hills" in Genting Permai, Pahang, and "Luminari" in Butterworth, Penang, achieved a QCLASSIC quality score of 80%, respectively, while our "Timurbay" development project in Kuantan, Pahang, recorded a score of 76%.

Customer satisfaction also ranks high on our delivery priority, where we strive to consistently achieve high levels of approval by our guests and customers.

Our hospitality business through Swiss-Garden International ("SGI") and SGI Vacation Club ("SGI VC") aspire to consistently achieve a high level of guest satisfaction with quality services at our properties. We established an online survey tool providing a simple channel for guests to submit

comments and suggestions to allow growth and improvement on the part of the hotel and vacation club. Illustrated below are the results of the survey obtained by SGI and SGI VC respectively.

Likewise, we conduct market surveys at our Atria Shopping Gallery to obtain customers' feedback on their satisfaction, shopping needs and expectations. Criteria used in the survey are age range, visiting frequency, purpose of visit, main shopping attraction, rating on public toilet facilities, car park facilities, common corridor facilities, customer service and outlets in the shopping gallery. The survey is conducted on a quarterly basis. In 2019, we were rated as "Excellent" and "Good" based on the survey conducted, with the majority of the "Excellent" rating attributed to the customer service category.

At Olympic Cable, we are proud to report that we achieved an average score of 4.25 out of 5. Olympic Cable's customer survey criteria varied from sales personnel services, accuracy and timeliness of quotation to complaints handling and accuracy of delivery.



"Windmill Upon Hills" and "Luminari" received a **QCLASSIC score of 80%**

"TimurBay" received a **QCLASSIC score of 76%**



SGI achieved an overall customer service performance score of **3.45/5**



SGI VC achieved a total guest satisfaction score of **65.1/100**

CREATING A RESPONSIBLE MARKETPLACE & BEING A RESPONSIBLE EMPLOYER

MOST MATERIAL MATTER:
Public & Customer Safety

ENSURING A SAFE ENVIRONMENT FOR OUR CUSTOMERS

Atria Promotes a Safer Community through Safety Campaign

Atria held a two-day Crime Prevention & Fire Safety Awareness campaign aimed at educating the public about preventive measures and better solutions in creating a safer community.

Launched by ADUN Bandar Utama, YB Jamaliah binti Jamaluddin, the campaign was also supported by the Malaysia Crime Prevention Foundation, Royal Malaysia Police ("PDRM"), Bomba, Gabungan Persatuan Peniaga Kunci Malaysia and MyTaman, an IoT community app that helps deliver greater security in the neighbourhood and promote a close knit community.



YB Jamaliah binti Jamaluddin, ADUN Bandar Utama (centre) with sponsors of Atria Crime Prevention & Fire Safety Awareness campaign during the launch

With the crime prevention, control and reduction approach, the campaign lined up a series of fun and interactive talk sessions and live demonstrations on useful tips of cybercrime prevention and fire safety.

CUSTOMER AND PUBLIC ENGAGEMENT EVENTS

Providing a positive customer experience is a crucial part of OSK's culture of excellence. In upholding high levels of satisfaction and strengthening our customer relationships, we have conducted customer engagement programmes where we created interaction opportunities to share meaningful milestones and moments in every step of our customer journey.

In FY2019, we engaged with our customers and the public through various engagement sessions. Among the events that were carried out include:

- Promoting a safer community through Safety Campaign by Atria
- Earth Hour Treasure hunt by Atria
- Celebrating early project completion for "Windmill Upon Hills" and "Luminari"
- Introduction to Asset Management services for "Timurbay" customers
- Corporate cocktail for Swiss-Garden Beach Resort Kuantan clientele
- Interval International Workshop for SGI VC members

TALKS ON DEMENTIA THROUGH MEMORY WALK

Atria and the Alzheimer's Disease Foundation Malaysia ("ADFM") hosted hundreds of patients living with dementia together with their caregivers to a "Memory Walk" to raise awareness on dementia and the challenge and stigma that surrounds it. This marked the third Memory Walk hosted by Atria, which commemorated the World Alzheimer's Month ("WAM") 2019 with a series of activities including a line of informative and educative seminars, talks and healthy activities to allow members of the public to better understand dementia. Launched by YB Jamaliah binti Jamaluddin, ADUN Bandar Utama assemblywoman, the two-day WAM 2019 event also included a panel discussion where participants and caregivers shared their stories and experiences.



Memory Walk at Atria

CREATING A RESPONSIBLE MARKETPLACE & BEING A RESPONSIBLE EMPLOYER

DATA PROTECTION 418-1

OSK sees the safeguarding of data from misuse, compromise or loss as an essential part of our culture of integrity. We recognise that organisational and customer data is an important corporate asset and necessitates the implementation of effective protection measures to ensure that it remains secure, safe and accurate at all times.

As a responsible organisation, the Group and our subsidiaries attach great importance to the confidentiality of personal data which is adopted as a working standard to be complied at all times.

In compliance with the Malaysian Personal Data Protection Act 2010 ("PDPA 2010"), we have established our Personal

Data Protection Policy, which regulates the protection of data obtained from customers, potential customers, customers and employees of companies working with us. This policy is made available on our portal in both English and Bahasa Melayu to inform stakeholders about how we collect, manage and use personal data of various parties that maintain a working relationship with the Group.

All our Business Divisions ensure their respective employees understand and endorse a Letter of Consent on Disclosure Clauses for Personal Data to ensure stakeholders' interests and rights to confidentiality are safeguarded.

As for data recovery, we ensure all of our key information technology systems undergo daily data backup in accordance with our data backup procedures.

Data security and protection measures employed to strengthen our ability to prevent accidental loss, damage or misuse of data and defend ourselves against cyber security threats are as follows:



CREATING A RESPONSIBLE MARKETPLACE & BEING A RESPONSIBLE EMPLOYER

MOST MATERIAL MATTER: Occupational Safety & Health

HEALTH AND SAFETY

403-1, 403-2, 403-4, 403-5, 403-9, 403-10

Ensuring Health and Safety at all our project sites is one of our key responsibilities to protecting the safety and welfare of our affected stakeholders, which include our employees, contractors and customers. We strive to meet regulatory requirements set under the Occupational Safety and Health Act ("OSHA") 1994, where applicable, by continuously improving our safety performance. Our primary goal is to foster a healthy work environment that is safe from potential hazards for all employees, as well as visitors and customers.

At OSK, occupational health and safety is managed at the company and the respective subsidiaries where our practices are benchmarked against legislations and regulations, which include the Occupational Safety and Health Act, Factories and Machinery Act and the Occupational Health and Safety Assessment Series.

We have also established independent Safety and Health Committees across our different business divisions to meet the specific needs of each business unit. Our Safety and Health committees are led by the respective division leaders supported by an implementation team with a balanced ratio of 1:1 comprising representatives from the management team and employees from various departments.

Among the activities carried out by the respective Safety and Health committees include:

- Carry out workplace assessments to pre-empt potential hazards;
- Conduct periodic safety and health workplace reassessments;
- Maintain records on hazard assessments; and
- Re-evaluate the suitability of previously adopted safety and health control methods.

We also practise Hazard Identification, Risk Assessment and the Determining Control ("HIRADC") method as part of our standard Occupational Safety and Health ("OSH") procedure at OSK Construction, Olympic Cable, as well as our hospitality chain, SGI. It enables us to plan, introduce and monitor preventive measures to ensure that potential OSK risks are effectively controlled at all times. At Olympic Cable, we have an Environmental, Health and Safety Policy that guides our environmental, health and safety performance.

In addition to the established OSH protocols, the Group actively manages and supervises the effectiveness of safety and health requirements at both our headquarters and subsidiaries which are guided by our Incident Management Policy. The policy provides a clear definition and approach to incident lodgement and management to minimise the potential adverse impacts to the Group. The policy also outlines the roles and responsibilities of the Management and employees in relation to incident management.

As part of the Incident Management Policy, we adhere to Emergency Response Handling Procedures for effective management of preparations and responses to emergency situations at our Atria Shopping Gallery and Faber Towers. This ensures the safety of our customers, retailers and employees at our properties.

In strengthening our preparedness against potential incidents, the Group ensures employees are kept abreast of the latest Safety and Health information and skills through briefings, trainings and continuous education as part of efforts to ensure a safe working environment. In 2019, we conducted training sessions for our employees, subcontractors, and customers where safety and health management tools and guidelines were shared.

To upkeep each construction employee's self-awareness and safety competency, we conducted a total of 62 on-the-job training sessions and 161 Toolbox Meetings to ensure all tasks are carried out in the prescribed manner.



Plaza OSK employees underwent a fire drill exercise

CREATING A RESPONSIBLE MARKETPLACE & BEING A RESPONSIBLE EMPLOYER

The table below shows the training and briefing sessions conducted by the various business divisions during the year:

Training	
Swiss-Garden International	
1	1-Day Briefing by Jabatan Bomba (Manjung/Pantai Remis)
2	1-Day Briefing on formation of OSHA & Emergency Response Team ("ERT") Committee
3	2-Day CPR & First Respondent Training
4	ERT Training
Olympic Cable Company	
5	Fire Drill & ERT Training
6	Safe Work Practice Briefing
7	Forklift Safety Training
8	Hearing Conservation Training
OSK Construction	
9	Tuberculosis Awareness Training
10	Safety and Health Committee Training
11	Basic Scheduled Waste Management Training
12	ERT Basic Training
13	Tool Box Meeting
14	Project Safety Induction
15	Bar bending & Genset Machine Safety Training
16	Signalman for Crane Operations Safety Training
17	Emergency Evacuation Drill & Manual Handling
18	Safety Handling of Fogging Machine
19	Chemical Safety Training
20	Accident Investigation Team Training
21	Evacuation Safety Training
22	Signalman/Flagman Training
23	Hot Work (Welding) Safety Training
24	Training on Safety for Brick Layer and Plasterer Works
25	Construction Waste Management Training
Atria	
26	Fire Awareness Training & Emergency Drill

OSK continues to work towards zero incident at our workplace. We record all incidents and report them immediately to ensure the necessary mitigation and corrective actions are taken.

CREATING A RESPONSIBLE MARKETPLACE & BEING A RESPONSIBLE EMPLOYER

COMBATTING NOVEL CORONAVIRUS (“Covid-19”) 403-6



CARING FOR OUR EMPLOYEES’ WELL-BEING AND PLAYING OUR PART TO FLATTEN THE CURVE

In response to the Covid-19 pandemic that is affecting more than 200 countries and territories across the globe including Malaysia, our series of measures that began as early as late-January 2020 before the onset of high daily infection rates proved successful in protecting our employees and their families from the virus.

The Group had initiated swift and early response to the Covid-19 threat beginning early February 2020, where Business Continuity Plan (“BCP”) to mitigate impacts from the virus spread was discussed at the Group Management Risk Committee and presented to the Board Risk Management Committee on the strategic action plans proposed. This took place when Covid-19 escalated in the People’s Republic of China, which led to a multi-city lockdown and subsequent cases detected in Malaysia.

Following the announcement of the national Movement Control Order (“MCO”) (18-31 March 2020) by the Prime Minister on 16 March 2020, we closed our office premises at Plaza OSK and all employees were requested to work from home to mitigate the spread of Covid-19. We further abided by the 2nd phase (1-14 April 2020) and 3rd phase of the MCO (15-28 April 2020), as the Government took decisive action to ensure effectiveness in ending the chain of transmission of the virus.

Key focus:

- To ensure the health and safety of all employees and the people they are in close contact with.
- To help contain and “circuit break” the transmission of Covid-19 through various measures to safeguard our offices, site offices, retail mall, hotels, construction sites, factories, workers’ quarters, etc.
- To ensure business continuity despite the closure of our work premises.



Employees’ safety & health is our #1 priority

Breaking the transmission of Covid-19 is our #1 commitment



During this period, our business operations continued to run with minimal disruption, while we did all we could to protect our employees and the community. Some of the measures applied include daily checks to ensure each employee’s well-being and sharing daily updates related to Covid-19 and the MCO. Key areas highlighted include the precautionary measures recommended by the Ministry of Health and the World Health Organisation, in addition to reminders on the importance of maintaining a healthy lifestyle, practising social distancing and upholding high standards of hygiene.

While the impact of the outbreak and the imposition of MCO caused many businesses to come to a standstill, we continued to assure our stakeholders and customers that the Group’s operations remained fully functional to support their needs during the period. All internal and external meetings and correspondences were carried out via video conferencing, emails and mobile messaging.

Here is a summary of the key steps we took to mitigate the transmission of Covid-19 before the MCO was announced:

Ensuring health & safety of all employees, customers, tenants, associates, suppliers and visitors



Segregated Plaza OSK entrances into two zones, one for tenants and one for visitors via dedicated lifts.



Hand sanitiser placed at multiple locations.



Temperature check for all staff and visitors at the respective offices.



Increased frequency of cleaning and sanitisation activities, including all parcels/packages received through post and courier.



Staff health advisories issued. Those who were unwell, were not allowed to report to work in the office.



Travel advisory on high risk countries.

CREATING A RESPONSIBLE MARKETPLACE & BEING A RESPONSIBLE EMPLOYER

Mitigate and "Circuit break" the transmission of Covid-19 at our premises



Group IT prepared Remote Access Functions for all Business Units.



Group Finance prepared to facilitate majority transactions via online and softcopy approval.



Self-quarantine for OSKers who may have had close contact with Covid-19 cases.



Enhanced cleanliness of workers' hostels, retail mall and factories.



Sources and secure face masks for our front liners.



Set up and promoted online team meetings using Microsoft Teams and Zoom.

Ensure business continuity for our operations



Conducted crisis simulation for BUs and Support Function Groups ("SFGs") to prepare for potential shut down.



As part of the simulation, we also tested Atria and Swiss Garden Residence's office as remote/alternate worksite.



Five Group Management Risk Committee meetings were conducted to formulate strategic action plans.



Group IT assisted in obtaining tools to facilitate working from home e.g. printers and laptops.

Business Units/ Support Function Groups DATE

Crisis Simulation

OSK Property	11 Mar
Group Finance	11 Mar
Group Human Resources	12 Mar
Group Corporate Services	6 Mar
OSK Capital	6 Mar
Swiss-Garden International	12 Mar
Acotec	13 Mar
Group Information Technology	5 Mar

Here is a summary of the key steps we took to ensure business continuity while curbing the spread of Covid-19 during the MCO:

Actions	Goals	During MCO
	Cleaning for all locations	Continue to be carried out at locations where essential services are still operating e.g. Plaza OSK, Atria, etc.
	Travel ban advisory	Applicable to all staff member.
	Work from home	All BUs and SFGs are working from home with no major disruptions except those functions involved in site/factory and hostel.
	GMRC and workgroups meeting to strategise and implement action plans	Senior Management and HODs are proactively keeping in touch with all staff members while managing every aspect of the business.
	Social distancing	Social distancing markers implemented, including in office lifts.
	Active communication with staff	Advices, updates and learning guides through e-mail.
	Security	Ensuring all closed premises were properly secured and checked regularly.

CREATING A RESPONSIBLE MARKETPLACE & BEING A RESPONSIBLE EMPLOYER

OSK Group ensured that all operations and activities were in full compliance with the MCO and guidelines issued by the authorities including the National Security Council, the Human Resources Ministry and the Ministry of Health throughout the period.

Here is a summary of the measures taken by each business unit during MCO:

Property Development and Construction

Locations: Kuala Lumpur, Selangor, Negeri Sembilan, Pahang, Pulau Pinang and Kedah.

- Attended to construction workers' welfare by providing food, sanitisation and monitoring the health of the workers.
- Assessed financial and operational impact and carried out planning for construction catch-up post-MCO.
- Expanded sales channel to virtual platforms such as Instagram, websites and phone calls.



- Property viewing is carried out through videos.
- Planning and discussions for new projects via online communications.

Property Investment

Locations: Plaza OSK, Atria and Faber Towers

- Continued with actions implemented prior to MCO, where necessary.
- Building maintenance and security services continued to support tenants that were providing essential services.
- Identified areas for cost minimisation during the MCO period, especially usage of utilities.
- Developed rosters for OSKers who were carrying out support services and issued official letter from the Company to facilitate movements.
- Preparations were in place for further implementation of health-focused measures post-MCO such as social distancing in lifts.
- Close communication with tenants on the latest developments through circulars.

Industries

Locations: Nilai, Taiping, Bandar Tenggara and Melaka

Acotec

- Factory operation was closed and the premises were secured by the security team.

OCC

- Continued to operate at 50% capacity from 18th March to 1st April 2020 with permission from MKN. Factory was closed after 1 April 2020.



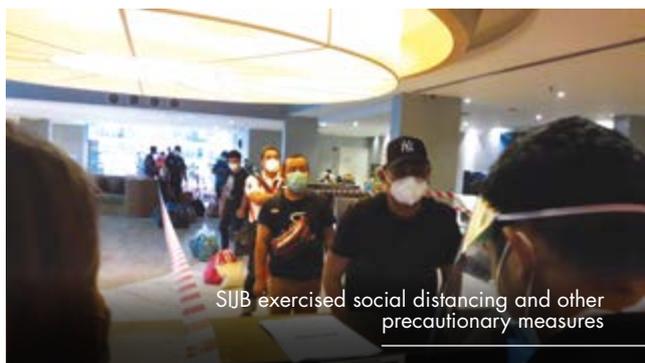
- Social distancing measures were implemented.
- Workers' temperature checked and packed food were provided instead of dining at the canteen.
- Workers are rostered to carry out regular preventive maintenance and cleaning of the factory.

CREATING A RESPONSIBLE MARKETPLACE & BEING A RESPONSIBLE EMPLOYER

Hospitality – Hotels and SGI Vacation Club

Locations: Damai Laut, Kuantan, Genting Highlands, Sg Petani, Johor Bahru and Kuala Lumpur

- All hotels remain closed.
- Minimal staff on duty.
- Minimal usage of utilities.
- Sales activities were performed on virtual platforms.
- Virtual training for SGI VC sales staff.
- Continued to engage with travel agents.
- Swiss-Inn Kuala Lumpur ("SIKL") and Swiss-Inn Johor Bahru ("SIJB") were included in the list of hotels used by the Ministry of Health for quarantine purposes.



SIJB exercised social distancing and other precautionary measures

Capital Financing

Location: Plaza OSK

- Monitored the credit standing of clients effectively during the current period of uncertainties.

Australian operations - Melbourne Square ("MSQ") project via associate company Yarra Park City

- Limited Restriction was implemented since mid-March by the Government of Australia
- Construction site remained open and works were on-going



TRAVEL

All business-related travel both domestic and international was cancelled or postponed.



WORK-FROM-HOME

Our office remained open and the business was fully operational. However, we advised those who use public transport for work and those with young children and elderly at home to work from home.



MEETINGS

All weekly meetings for project, sales and settlement were being held as usual. However, all face-to-face meetings were being replaced with meetings via teleconference and/or video conference.



DISPLAY SUITE

Display Suite remained open. However, we abided by the public gathering rule of maximum two people.



SITE VISITS

We continue to attend the project site, as needed, until such a time that our contract shut down the site or/and our employees deemed it was unsafe to visit the site.



PREPAREDNESS

In the event of any complete lockdown or isolation, MSQ office was well placed to continue business as usual via technology platform that allows remote operations.

As a responsible employer, we are committed to safeguarding the health and wellness of all our employees at all times. As a result of the measures taken above, we are pleased to update that as at 30 March 2020, none of our employees nor their family members have contracted Covid-19.

CREATING A RESPONSIBLE MARKETPLACE & BEING A RESPONSIBLE EMPLOYER

OSK FOUNDATION Supporting Malaysia's Healthcare Heroes

OSK Foundation joined Corporate Malaysia in fighting against Covid-19 by contributing RM500,000 to The Edge Covid-19 Equipment Fund that was initiated by The Edge Media Group. The collected funds were used to purchase much needed medical equipment such as medical grade protective suits, masks, gloves, oxygen concentrators, face shields and ventilators to enable our frontline healthcare heroes to perform their duties safely and effectively.

Just one week after the fund was launched, the fund had started sending 1,000,000 face masks and 35,000 personal protection suits to more than 30 designated hospitals nationwide. In the following week, another 4,000 protective suits and 200,000 were delivered to 20 designated hospitals.

As at 3 April 2020, The Edge Covid-19 Equipment Fund had collected a total of RM13.9 million, while The Edge Covid-19 Healthcare Workers Support Fund raised RM10.0 million, bringing the total donations received from Corporate Malaysia and Malaysians to RM23.9 million.

- #FightCovid19
- #PrihatinMalaysia
- #KitaJagaKita
- #StaySafeStayHealthy



The Edge Covid-19 Equipment Fund contributing medical equipment to a hospital

Source: The Edge Malaysia - The Week of April 6-April 12, 2020

CREATING A RESPONSIBLE MARKETPLACE & BEING A RESPONSIBLE EMPLOYER

DIVERSITY AND EQUAL OPPORTUNITIES

401-1, 401-2, 405-1

Ensuring a diverse workforce and providing equal opportunities at the workplace are among the mandatory indicators of a responsible employer. In this regard, OSK has allocated significant resources towards inculcating an inclusive culture that understands and accepts individual differences in age, cultural background, physical abilities and disabilities, race, religion and gender. The Group strongly believes that adopting a wide band of inclusion provides us with the advantage of diverse perspectives and deeper cultural awareness that will in turn contribute to better decision making and value for the business.

We have formulated our Diversity and Inclusion Policy that provides a framework for OSK Group underscoring inclusive and acceptable practices and behaviour for all employees. In doing so, we actively ensure fair employment and equal treatment of all employees across all business divisions in the Group.

The Group enjoys a fair level of diversity across age groups, employment type and ethnicity, reflecting the demography of the population where our businesses operate.

Workforce by Gender

2,035
Workforce

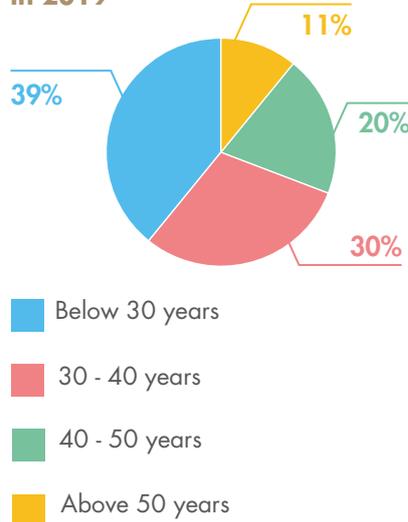


1,186 (58%)
Men

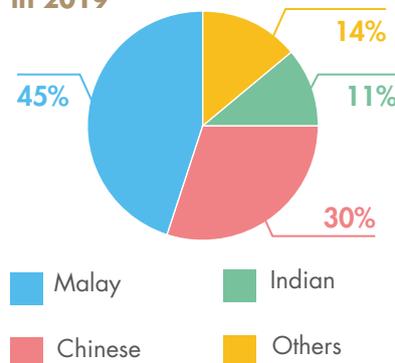


849 (42%)
Women

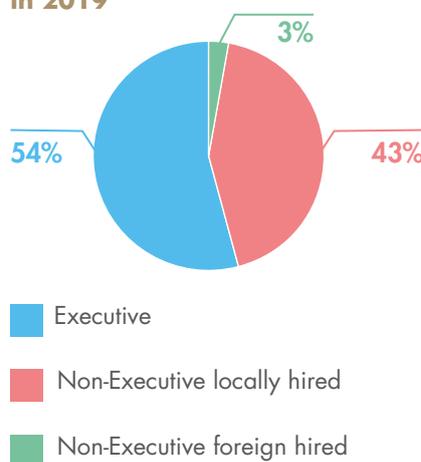
Workforce by Age Group in 2019



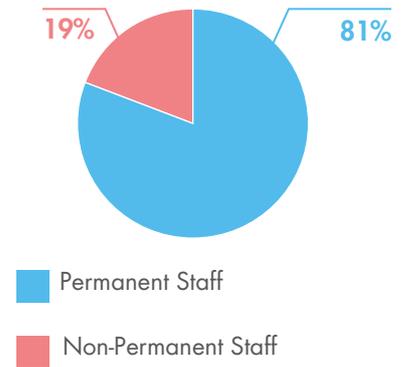
Workforce by Ethnicity in 2019



Workforce by Employment Type in 2019



Workforce by Employment Contract in 2019



As we continually embrace employee growth and development throughout their tenure with the Group, we strive to uphold our employee retention rate, subject to workforce dynamics in the respective industries.

Apart from embracing employee diversity, we also invest in active employee engagement programmes to build a healthy work life balance and develop strong working relationships amongst each employee. We believe that effective employee engagement through a people-driven culture strengthens individual ownership and a sense of belonging to the Group.

CREATING A RESPONSIBLE MARKETPLACE & BEING A RESPONSIBLE EMPLOYER

MOST MATERIAL MATTER: Employee Engagement

EMPLOYEE ENGAGEMENT PROGRAMMES

Townhall Meetings and Employee Surveys

OSK holds regular engagement sessions such as townhalls with its employees to seek their views and feedback on a broad range of issues and concerns ranging from the work environment and personal development to company performance and prospects. The inputs received help us better understand their views, needs and expectations, thereby allowing a broader consideration of diverse opinions in the Group’s decision-making process.

The Group’s first Virtual Townhall was held on 8 April 2020, which saw a gathering of the Group’s Senior Management, Business Unit Heads and Support Function Group Heads on Microsoft Teams to discuss developments in the first quarter of 2020 and our strategy moving forward.

The virtual townhall relayed important messages on the Group’s performance, updates on the respective business segments, and the proactive measures implemented in relation to the Movement Control Order, including our BCP, to mitigate the various impacts during this exceptionally challenging period.

The three key objectives of our BCP, which was activated prior to the implementation of the Movement Control Order on 18 March 2020, are:

- To ensure the health and well-being of all employees, as well as the people that they are in close contact with;
- To help contain and “circuit break” the transmission of Covid-19 through various measures to protect the safety of our offices, site offices, retail mall, hotels, construction sites, factories, workers’ quarters, and other premises; and

- To ensure business continuity in the event that our work premises are closed.

The townhall messages were subsequently cascaded to all employees within the Group by the respective Business Unit Heads and Support Function Group Heads to ensure meaningful engagement with our workforce. The townhall was among the measures taken to align our employees in facing the challenges ahead.

Our Group Human Resources teams also carry out employee satisfaction surveys each year to provide management with ideas and insights into aspects that could improve employee performance and productivity. The outcome of these surveys was reviewed by Management with action plans being devised to manage issues that surfaced.

During the year in review, OSK’s Group-wide engagement index was 75.1% (FY2018: 68.6%). The results are competitive as measured against the Global Engagement Index score, which stood at 66% for FY2019.



OSK Construction townhall

OSK Annual Dinner 2019: “Jukebox Night Fever”

OSK Group’s Annual Dinner is one of our core avenues for employee engagement and relationship building and serves as a means to strengthen the Group’s core values and culture. The Group’s annual dinner at The Majestic Hotel Kuala Lumpur was a glitzy affair that created many memorable moments.

Themed “Jukebox Night Fever”, the event saw close to 800 OSK employees dressed to the nines in vibrant and sparkly costumes from the 60’s, flowery pieces from the 70’s right up to the denim looks favoured by K-pop and boy band groups.



Jukebox Night Fever

Promoting Fitness at Work

In December, the Group opened its first OSK Wellness & Chillax Zone to all employees to promote work-life balance and a healthy lifestyle. Managed by the Building Management Department, the 3,845 sq ft Wellness & Chillax Zone is fully equipped with locker and shower facilities and an array of fitness equipment including treadmills, weight machines, cross-trainers, gym balls, and dumbbells. It also doubles as a chillax lounge for after-work interaction among employees.



OSK Wellness & Chillax Zone

OSK Wellness & Chillax Zone is open daily from Monday to Friday between 7.00 a.m. and 9.00 p.m.

In addition, weekly Yoga and Zumba classes are held at Plaza OSK to improve employees’ overall well-being, while providing an avenue for our employees to relax and de-stress from work.

CREATING A RESPONSIBLE MARKETPLACE & BEING A RESPONSIBLE EMPLOYER



Thrill-Seeking Skytrex Adventure Team Building

A thrill-seeking teambuilding session was organised at Skytrex Sungai Congkak that gathered around 100 OSK employees with the objective of strengthening our employees' team spirit and camaraderie at work.



Take Charge of Your Personal Safety; During Traveling, Anytime and Anywhere

We hosted a one-hour lunch talk by the Managing Director of Perfect Protection, Michael Chong, who focused on practical preventive measures during travelling and solutions for road users, self-defense tips for both genders and the use of personal safety protection devices.



Solidarity through Sports, Futsal Tournament a Success

The tournament gathered 72 participants comprising eight male and four female teams from various business units and functions who showed off

their skills in friendly matches at the KSL Sport Centre Setapak in Kuala Lumpur. The competition evoked a greater sense of unity and better networking among employees beside much fun and laughter.



The Laser Battle Challenge

Following good response from the previous Laser Battle challenge, we organised a second Laser Battle Challenge providing an exhilarating adventure and adrenaline-pumping fun at Berjaya Times Square that saw the participation of over 100 OSK employees.



Riang Ria Raya Decoration Competition & Iftar Get Together

The Hari Raya decoration competition, organised during the month of Ramadhan, boosted employee morale as each floor (occupied by OSK) in Plaza OSK was decked in colourful Hari Raya décor creating a warm festive ambience. Seven teams from various departments showcased their creativity in capturing the colourful memories and fun of Hari Raya Aidilfitri with their creative ideas. The highlight of the competition was an Iftar get together and a prize giving ceremony for the winners.



Luncheon Talk on "Empowering Women's Image for Success"

In conjunction with International Women's Day, a lunch talk on "Empowering Women's Image for Success" was held exclusively for the ladies of OSK. We invited Lynda Lian, an Image Consultant from SWET Image International, to share her insights on personal grooming and tips on wearing the right attire to project a professional image. Around 100 ladies enjoyed the fruitful session on empowerment where the speaker shared on the importance of leaving a memorable and powerful impression on the people they meet, which could help their career development.



Movie Nights with a New Experience!

OSK Movie Nights serve as an informal get-together event annual event for employees to mingle and have fun after working hours. The movie nights saw employees enjoying the screening of blockbuster movie titles, such as "Marvel Comics Spider-Man: Far From Home" and the Disney classic "The Lion King".



CREATING A RESPONSIBLE MARKETPLACE & BEING A RESPONSIBLE EMPLOYER

SGI Vacation Club's Team Building & Achiever's Circle Award Night 2019

SGI VC organised a Team Building & Achiever's Circle Award Night 2019 on 16 and 17 April 2019 at the Broga Hill Eco Farm Resort in Semenyih. The team building event brought 125 employees under one roof where they underwent activities such as Photo Hunts, Obstacle Courses, Raft Building, Kayak "King", Zumba and Tug-of-War to build rapport, teamwork and comradeship. The fun-filled Achiever's Circle Award Night 2019, themed "Aloha Hawaii", was held to reward outstanding employees for their excellent contribution to the organisation in 2018.



SGI VC team building 2019

Attracting Young Talents at JobStreet MCTF 2019

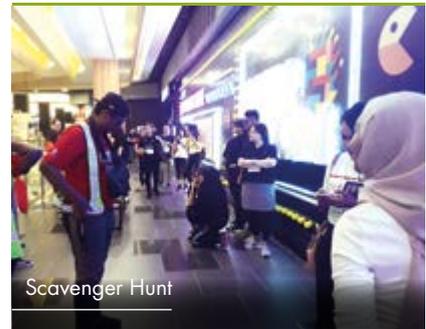
OSK's Young Leaders together with our Talent Acquisition ("TA") team became the Group's ambassadors during the JobStreet Malaysia Career & Training Fair ("MCTF") 2019. The two-day event held at Mid Valley Exhibition Centre saw over 1,000 job seekers visiting the OSK booth to register their interest for various roles within the Group. Besides getting to know us, booth visitors also submitted their resume online and were engaged by our GHR team through one-on-one discussions.



JobStreet Malaysia Career & Training Fair 2019

'Get to Know Atria' Scavenger Hunt

The Scavenger Hunt was organised at Atria where teams were given a list of tasks in two sets of challenges including one in the Party Room, Malaysia's first interactive party space with innovative gaming experiences. The employee engagement initiative sought to promote inter-division teamwork across various OSK business units.



Scavenger Hunt



OSK Group Finance team building 2019

CREATING A RESPONSIBLE MARKETPLACE & BEING A RESPONSIBLE EMPLOYER

TALENT MANAGEMENT

404-1, 404-2

In line with our effort to build sustainable bench strength, we have embarked on a structured talent management exercise by focusing on the two following areas:



Employees are provided with ample opportunities in their career growth, given the Group’s continued emphasis on upskilling and knowledge improvement. As leadership development is a key priority at OSK, we have adopted a structured talent framework which dovetails into our Succession Planning pipeline. The Talent Management Framework is based on a set of key business drivers to address capacity gaps. At the same time, a Talent Council was set up to measure our rate of success in talent acquisition, review existing talent initiatives, provide direction and the necessary resources. The framework covers all levels of employees with the initial efforts concentrating on building

two talent pipelines – talent identification and the Graduate Trainee Programme.

Efforts on talent identification centres on assessments to spot potential talents who demonstrate outstanding performance with high leadership capabilities. The second talent building pipeline, the Graduate Trainee Programme is a 12-month programme which provides all-round exposure to graduate trainees through job rotations within their assigned business units. The development programme was based on the “learning journey” concept incorporating a combination of formal learning, personal mentoring, coaching and on-the-job experience.

AMONG THE ‘BEST COMPANIES TO WORK FOR IN ASIA 2019’

During FY2019, OSK was recognised for its strong workplace culture, earning us the honour of being one of the “Best Companies to Work for in Asia 2019”. The award, which covered 12 markets across Asia, including Hong Kong, Singapore, Malaysia and Indonesia, was decided by employees based on an assessment model called, Total Engagement Assessment Model (“T.E.A.M”).

T.E.A.M is a unique 360-degree employee engagement survey that studies not just how much an employee is engaged, but also how they are engaged differently in a group environment, and in response to corporate initiatives.

Organised by leading HR publication, HR Asia, the award covers aspects ranging from corporate culture and

employee engagement to team dynamics.

We dedicate the win to our 2,000-strong employees who form the backbone of our businesses. The recognition was an achievement in how we manage our talents, as we continue to improve our workplace for employees to grow and thrive.



Ong Ju Yan, Group Managing Director of OSK (fifth from the right) with the team



CREATING A RESPONSIBLE MARKETPLACE & BEING A RESPONSIBLE EMPLOYER

MOST MATERIAL MATTER: Training & Career Development

Learning & Development

The basic building blocks of Group-wide Learning & Development comprise dynamic self-improvement modules in Personal Effectiveness, Interpersonal Effectiveness, and Managerial and Leadership, in line with the OSK Group's Leadership Competency Framework.

The Group continues to leverage on internal expertise in our effort to groom the next line of leaders with our "Leaders as Teachers" experiential learning series. We have delivered 305 job-specific training for all levels of employees, out of which 20% were delivered by senior managers. In 2019, we implemented an awareness programme on Leadership Competency & Personal Development as a new addition to the series.

We also launched the "Coach for Peak Performance" for managers within the Group in May 2019. The programme was spearheaded by the Group HR department in collaboration with Development Dimension International Malaysia.

To facilitate effective learning, we have been benchmarking our training outcomes since 2016 with a targeted benchmark score of 75%. The evaluation process tracks the learning efficacy of employee training programmes and assess whether they are aligned with the Group's strategic goals and objectives.

This year, we achieved an Employee Training Satisfaction score of 84%, exceeding our internal the benchmark by nine percentage points.



Interpersonal Effectiveness

Targeted to develop knowledge and skills needed to build effective interpersonal relationships; focusing on positive impact and influence



Personal Effectiveness

Targeted to develop ability to manage one's self, leading towards self-mastery



Managerial and Leadership Skills

Targeted to develop fundamental managerial and leadership skills at various leadership pipelines



305 job-specific training for employees in 2019

Total number of training hours in FY2019

16,590



Achieved Training Evaluation score of **84%** for training effectiveness

Awareness Drive on Leadership Competency & Personal Development

In recognising the vitality of learning agility, all employees (executives and above) are expected to develop an Individual Development Plan ("IDP") focusing on both leadership and/or technical/functional competencies.

In driving awareness requires the sharing of individual leadership stories, and connect them to OSK's leadership competency Framework which provides useful insights on how best to use it for career and personal development in OSK.

About **92%** of our employees have completed their IDP

HELPING THE UNDERSERVED IN THE COMMUNITY 413-1



OSK FOUNDATION: MAKING A DIFFERENCE IN THE COMMUNITY

OSK Foundation was incorporated in May 2015 as the philanthropic arm of OSK Group. It was established to consolidate and further enhance the company's on-going commitment towards contributing to the well-being of our community.

Every year, OSK Group allocates up to 0.5% of its net profit to the foundation to assist and promote the causes that we are running or have adopted. It is the foundation's commitment for the disbursed funds to have the strongest impact by ensuring that we give effectively and efficiently.

Going beyond donations associated with charitable giving, the foundation also focuses on giving time and attention through

advocating volunteerism by our management and staff.

The foundation's key areas of focus are Education, Community Development and the Environment. We seek to create and provide more opportunities via high impact, sustainable projects that can assist, improve and sustain issues within these areas of focus through grant-giving, partnerships, volunteerism and programme development.

OSK Foundation is governed by the Board of Trustees ("BOT") chaired by OSK Holding Berhad Executive Chairman Tan Sri Ong Leong Huat, RHB Bank Berhad Chairman Tan Sri Azlan Zainol and the President of the International Strategy Institute and the Economic Club of Kuala Lumpur Tan Sri Dato' Dr Michael Yeoh.

OSK Foundation supported more than **526** beneficiaries with a contribution of more than **RM1,000,000** in FY2019.

THREE CORE FOCUS AREAS OF OSK FOUNDATION

Community Development*

- High impact, sustainable projects that can assist, improve and sustain underprivileged communities.



Environment*

- Improve awareness and provide assistance to environmental-related programmes and organisations.



Education*

- Education opportunities for the disadvantaged.
- Programmes that can assist in advancing educational standards for the underprivileged.



* The activities/initiatives may overlap in terms of areas of focus

HELPING THE UNDERSERVED IN THE COMMUNITY

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Under our focus areas, we would like to highlight the work we have done with some organisations and beneficiaries.

EDUCATION: EMPOWERING KNOWLEDGE

OSK Foundation believes that education is the most effective driver of change, as it remains the biggest socio-economic equaliser in our society. The Foundation adopts the view that when we ensure education is accessible for all, not only are we providing them with the tools and means to build a more progressive society, but more importantly, we are also enabling them and their families to escape the cycle of poverty.

Inspiring High Achievers through Teach For Malaysia ("TFM")

Teach For Malaysia is an independent, non-for-profit organisation that identifies and trains qualified volunteers to teach with the aim to empower students in high-need schools and their communities.

The Foundation has been sponsoring TFM one-to-two fellows over the past years who will serve as full-time teachers in high-need schools. In addition, on an annual basis, a senior personnel within the OSK Group will participate in TFM Week, where they will share motivational and career aspiration talks with a class.



TFM Week

Improving Social Mobility Through Closing The Gap ("CTG")

Closing the Gap is a programme that helps bright students from low-

income backgrounds overcome hurdles towards attaining quality higher education via personalised one-on-one mentoring, training workshops, as well as residential camps. The mentors are all volunteers who have been scholars themselves and attended top universities from around the world.

OSK Foundation was the main sponsor for the 2018 student cohort, matching 31 kids with their assigned mentors.

Sparking Interest in STEM through Chumbaka Sdn Bhd ("Chumbaka")

The Foundation has tied up with Chumbaka on a three-year pilot project with the aim to bridge the digital divide between urban and rural schools and train students to achieve higher order thinking skills and to ignite their passion for Science and Technology in 14 identified high-need schools.

In the programme, children learn by building exciting projects such as mobile apps, computer games, robots, Internet of Things (IoT), and 3D structure. They are then given real-life challenges where they conduct their own research to turn their ideas into solutions, and share their findings with others.

By using technology to solve real-life challenges, children acquire valuable life skills such as problem-solving, communication, and tenacity.



Teachers in Chumbaka training

Contributing Towards A Better Learning Environment

Due to its proximity to Atria Shopping Gallery, OSK Foundation has been sponsoring SK Damansara Jaya ("SKDJ") 1's school infrastructure. Some of the upgrading works the Foundation has assisted SKDJ with include restoration works for the school's cafeteria and toilets, purchase of new tables and benches for the school canteen, as well as two new cabin classrooms for the Kelas Khas students to ensure that teaching and learning is carried out in a comfortable environment.



SKDJ 1 cabin classroom

The Foundation also made monetary contributions towards infrastructure enhancement projects in the following schools:-

1. Sekolah Menengah Persendirian Chong Hwa in Sentul, Kuala Lumpur;
2. SJK(C) Chinese National in Kampung Koh, Sitiawan;
3. SRJK(C) Kg Baru Mambau, Seremban; and
4. Lembaga Pengurus SJK(C) Alor Pongsu in Bagan Serai, Perak.

COMMUNITY DEVELOPMENT: ENRICHING THE LIVES OF UNDERSERVED COMMUNITIES

OSK Foundation actively contributed to the community's well-being through active participation in various programmes and initiatives to support

HELPING THE UNDERSERVED IN THE COMMUNITY

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underserved and/or marginalised communities. Within this area, the Foundation has worked on:

1. Sponsoring the annual cost of Orang Asli teachers' training, as well as sponsorship of one of the Orang Asli pre-schools in Pos Musuh, Tapah, Perak (via Persatuan Kebajikan Suara Kanak-Kanak Malaysia ("SUKA")).



Orang Asli teacher conducting a class with Orang Asli children

2. Sponsorship of Persatuan Kebajikan Kanak-Kanak Kajang's ("PKKKK") tuition teacher's fees and meal programmes for children from underprivileged or broken family backgrounds.



Gifts of Hope contribution to PKKKK single mothers

3. Scholarships for identified students at Kolej Universiti Tunku Abdul Rahman.

OSK Property Supports Dasar Komuniti Negara ("DKN")

OSK Property is proud to be part of the DKN initiative or the National Community Policy. As an initiative under the National Housing Policy 2.0, OSK Property is committed to improve the living environment of the residents of Program Perumahan Rakyat ("PPR") Jalan Thamby in Butterworth, Penang by carrying out repainting activities at

vandalised areas in the PPR, besides rolling out community activities such as gotong-royong and recycling programmes.



Tan Sri Ong Leong Huat (6th from left) receiving the appreciation plaque from the 7th Prime Minister Tun Dr. Mahathir Mohamad (4th from left)

Extending A Helping Hand to Hospis Malaysia

OSK Foundation continues to support Hospis Malaysia in 2019 by sponsoring activities linked to Hospis Malaysia's "Speak-up – Because I Matter" campaign. We also supported Hospis Malaysia by taking part in the Hospis Malaysia Treasure Hunt as well as the Palliative Care Awareness Month in an effort to enhance awareness on the importance of palliative care in Malaysia.

In conjunction with the Palliative Care Awareness Month, the Foundation together with Atria, hosted a "Paint a Brighter Future" fundraising drive to help spread awareness about palliative care among the public.



Paint a Brighter Future

Empowering Women through Entrepreneurial Trainings and Workshops Nationwide

During the year, OSK Foundation has partnered with the Women's Institute of Management ("WIM") to hold a

series of Small Business Training and Financial Management Workshops for underserved women groups nationwide.

Launched in October 2019, the two-day workshop covers every state in Malaysia, including Sabah and Sarawak, to offer comprehensive training and mentorship for women who wish to start their own small businesses. The target is to reach out to over 500 women in the country, including Orang Asli, Orang Sungai and single mothers.



WIM entrepreneurial workshop for underserved women groups

Celebrating "Gifts of Hope" with the Less Fortunate

OSK Foundation's "Gifts of Hope" programme was set up to provide opportunities for OSK employees to give back to society and to encourage them to participate in volunteering activities.

Under this programme, OSK employees help to fulfil the wishes of occupants from selected homes/shelters through the "Wish Board" displayed at the Plaza OSK lobby in the weeks leading up to major festive seasons celebration.



A Gift of Hope Christmas party

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SERVING THE NEEDS OF THE COMMUNITY – INITIATIVES BY BUSINESS UNITS

In keeping with our integrated sustainability approach, businesses under OSK Group also played a role in helping the local communities where they operate.

A New Kindergarten

OSK Property and OSK Foundation joined hands with KCC Paint Malaysia and Artzland Studio to breathe life into the walls of two old blocks that were re-adapted for use as a kindergarten. Together with school teachers and students of SJKT Ladang Shanghai in Seremban, 70 volunteers from OSK Property and OSK Construction transformed the deserted buildings into a bright and lively kindergarten with beautiful mural designs.



Volunteers from OSK Property and OSK Construction beautifying the walls with mural painting together with the school's students and teachers

The school also received new appliances and fixtures to create a conducive teaching and learning environment for the teachers and students.

Healthy Meals For Primary School Students

In an effort to enhance the living conditions of the Mambau community within the Iringan Bayu neighbourhood, The Foundation together with OSK Property carried out a healthy eating

campaign at Sekolah Rendah Jenis Kebangsaan ("SRJK") (C) Kampung Baru Mambau to provide nutritious meals for the school's students, in support of the Healthy School Canteen Management Guide by the Ministry of Education Malaysia.



Students of SRJK (C) Kampung Baru Mambau, Negeri Sembilan enjoying their lunch box

Recycling Workshop For The Young

SGL VC organised an educational recycling workshop with Rumah Victory Children & Youth Home at Taman OUG in Kuala Lumpur to impart the benefits of recycling, utilising recyclable materials and converting them into meaningful artworks.



SGL VC volunteers at Rumah Victory

Swiss-Garden Beach Resort Damai Laut ("SBDL") Raised Funds for Charity

SBDL held its 2nd edition of the 10km Charity Fun Run, in aid of the National Cancer Society Malaysia ("NCSM"). The fun run raised RM14,700, which was channelled to NCSM to provide quality medical care for Malaysian cancer patients. Almost 400 participants took part in the Charity Fun Run at Swiss-Garden Beach Resort Damai Laut.



SBDL Charity Fun Run

EPIC Merdeka Build 3.0 - A Memorable Merdeka Celebration for Orang Asli Family

EPIC (Extraordinary People Impacting Community) is a social enterprise. EPIC Homes is EPIC's flagship initiative where volunteers come together to build a home for a family in rural locations. This home is built from scratch.

A total of 25 volunteers from OSK took part in building a brand-new home comprising a living room, foyer, kitchen and two bedrooms for Petarick and his family of four.



EPIC Merdeka Build 3.0

WHAT'S AHEAD?

As we strive to provide sustainable value creation to our stakeholders, we also continuously work towards instilling a culture of sustainability at every level of the organisation to ensure the future viability of our business, people and the planet. And in doing so, we are constantly vigilant of our environmental footprint and continuously develop new ways to minimise impacts where possible, without compromising the quality of our products and services. It is our belief that the strong partnerships and the legacy of trust that we have built with our stakeholders will continue to inspire us to pursue sustainable growth in the years ahead.

Here are among the next steps we will take to push the envelope on sustainability, as we move forward in our path to create a brighter future for all our stakeholders:

Five Most Material Matters To Drive Sustainability

Following the completion of our second Materiality Assessment this year, the SWG had concluded that five most material matters (distilled from our 20 material matters) shall anchor the Group's sustainability journey and emphasis for FY2020 and beyond.



Below is a description of each of the Group's most material matters and the views that we hold on how it will add further value to OSK Group in the coming years:

MOST MATERIAL MATTERS FY2020	SUSTAINABILITY IMPACT AREAS	DEFINITION
Ethics & Integrity	<ul style="list-style-type: none"> Governance 	<ul style="list-style-type: none"> Values, principles, standards, and norms of behaviour of OSK Group are critical to the Company's business sustainability to promote social and economic growth.
Innovation	<ul style="list-style-type: none"> Economic Environment 	<ul style="list-style-type: none"> Efforts by OSK Group to support business advancement and remain competitive in the market by incorporating innovative working tools and technology-centric applications in its business operations. OSK Group to adopt an innovative approach to environmental conservation and protection to broaden its impact and efficiency.
Quality Products and Services	<ul style="list-style-type: none"> Economic Social 	<ul style="list-style-type: none"> OSK Group's continuous commitment to delivering quality products and services to our stakeholders, and customers in particular.
Talent Management	<ul style="list-style-type: none"> Social 	<ul style="list-style-type: none"> OSK Group to heighten its efforts in acquiring and developing its talent pool. This includes strategies undertaken in recruitment, talent development and training, engagement and retention of our employees.
Health and Safety	<ul style="list-style-type: none"> Social 	<ul style="list-style-type: none"> OSK Group continues to manage health and safety impacts across the life cycle of a product or service, particularly with regards to our customers and the occupational health and safety for our employees.

WHAT'S AHEAD?

STRENGTHENED SUSTAINABILITY GUIDING PRINCIPLE

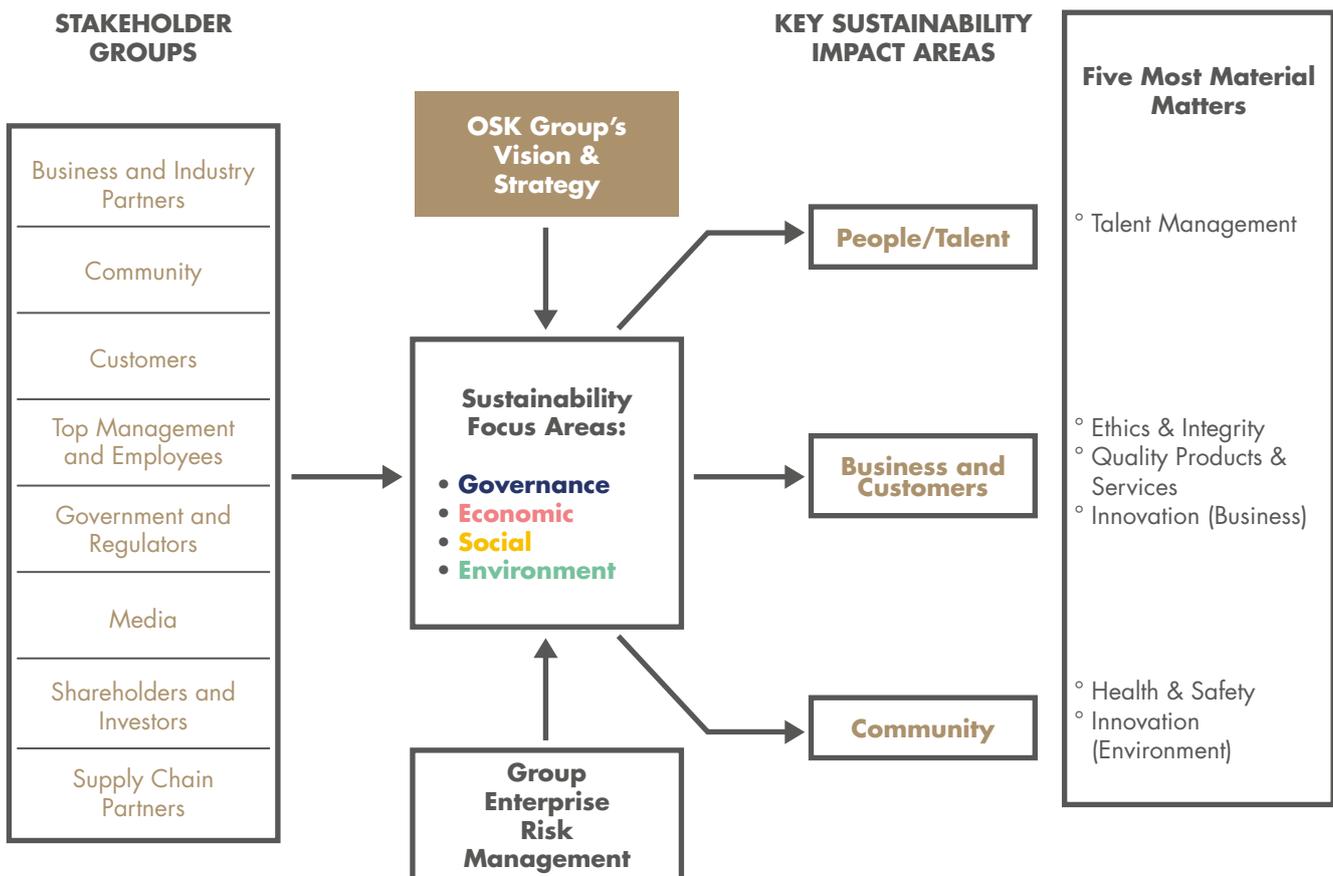
Following the introduction of the Group's Sustainability Guiding Principle as highlighted in our Sustainability Report 2018, SWG had improved it further by:

- Outlining the function of Group ERM as part of our decision-making process to mitigate risks, capture new opportunities and deliver positive Economic, Environment, Social and Governance impacts from the Group's operations; and

- Mapping our five most material matters against our key sustainability impact areas.

The enhanced "Sustainability Guiding Principle" shall form a comprehensive framework that becomes the basis of our sustainability decision-making and direction as we move forward to realise our aspiration to be a sustainable organisation in the coming years.

NEW SUSTAINABILITY GUIDING PRINCIPLE FOR FY2020 AND BEYOND



As we approach year 2020 that marks the arrival of a new decade, we look forward to making another meaningful step in our journey towards sustainable growth.

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