



## ► SUSTAINABILITY STATEMENT

The Group acknowledges its important duty as a responsible corporate citizen and remains strongly committed to the principles and practices of sustainability. The Group values sound and responsible business ethics and encourages a transparent corporate governance. It is fully committed in practicing a high level of corporate governance across all its business activities, upholding a strong corporate culture in corporate governance, efficient in management and trustworthy in all its business dealings. This culture reflects the Group's interactions with its employees, customers, stakeholders, and the society in which it operates in, all the while considering the economic, social, and environment factors. Thus, sustainability is a factor that has been formally incorporated into the Company's Risk Framework since 2019.

***Windows On The  
Park, Kuala Lumpur***  
- space is set aside for  
a park that is large  
enough to serve the  
needs of the entire  
community on the  
8.9 acres site



## SUSTAINABILITY STATEMENT

For the financial year ended 31 March 2020, the SqWhere development in Sungai Buloh was delivered on time and have met the Group's set of quality standards. The Group also understands the importance of engaging with its customers and aims to continuously improve its customer service across all levels. The valuable relationship with the residents at all of SDB's developments are fostered through targeted community activities.

As we adopt a holistic approach to business management by upholding the Economic, Environmental and Social (EES) pillars of sustainability, we continue to work closely with our various stakeholders to identify and address sustainability matters that significantly influence their decision-making. To this end, we are committed to strengthening stakeholder engagement so that we can better manage emerging issues and drive change on the ground.

We are steadfast in adopting a multi-stakeholder approach by communicating and collaborating with regulators, investors, employees, customers and other relevant stakeholders to further strengthen our performance in the context of sustainability at present and in the future.

## SUSTAINABILITY GOVERNANCE

Having established a Risk Management & Sustainability Committee ("RMSC") in 2019, the core responsibilities of the RMSC are:

- I. To implement sustainability strategies within the parameters of the Group's risk appetite and approved by the Board;
- II. Oversee stakeholder engagement to ensure that all issues and suggestions raised are taken into consideration in managing sustainability;
- III. Identify material sustainability matters for the Group, recommending strategies, setting policies, goals and targets;
- IV. Co-ordinate and monitor the implementation of sustainability initiatives; and
- V. Oversee the preparation of Sustainability Report and recommend it to RMSC for Board's approval.



**Windows On The Park, Kuala Lumpur**

- all SDB developments incorporate the sounds and sights of nature with large windows and wide balconies

**SDB's SUSTAINABILITY GOVERNANCE STRUCTURE****STAKEHOLDERS ENGAGEMENT**

The table below shows how SDB engages with its stakeholders:

No.	Stakeholders	Engagement Channels	Areas of Interest / Material Sustainability Matters
1.	Shareholders / Investors	<ul style="list-style-type: none"> <li>General Meetings</li> <li>Bursa Malaysia announcements</li> <li>Media releases</li> <li>Financial / Annual reports and announcements</li> </ul>	<ul style="list-style-type: none"> <li>Financial Performance</li> <li>Return on Investment</li> <li>Governance and sustainability</li> <li>Risk Management</li> </ul>
2.	Management	<ul style="list-style-type: none"> <li>Meetings with the Board</li> <li>Business review</li> <li>Regular strategic / operational meetings</li> </ul>	<ul style="list-style-type: none"> <li>Interest of various stakeholders</li> <li>Business growth and operational improvements</li> <li>Financial results</li> <li>Corporate strategies and business risk</li> </ul>
3.	Employees	<ul style="list-style-type: none"> <li>Performance management</li> <li>Events, workshops and trainings</li> <li>Health and safety briefings</li> <li>On-boarding and Internal communication channels such as email and group chat</li> <li>Employee survey and festive celebrations</li> </ul>	<ul style="list-style-type: none"> <li>Remuneration</li> <li>Career development opportunities</li> <li>Talent and performance management</li> <li>Work place safety and health</li> </ul>
4.	Customers / Tenants	<ul style="list-style-type: none"> <li>Face to face interactions</li> <li>Digital and social media channels</li> <li>Corporate events and formal correspondence</li> <li>Customer survey / feedback</li> </ul>	<ul style="list-style-type: none"> <li>Quality and affordability of products and services</li> <li>Customer service</li> <li>Safety and security</li> <li>Assurance and reliability</li> </ul>
5.	Contractors / Consultants / Vendors	<ul style="list-style-type: none"> <li>Pre-Qualification, tender and procurement process</li> <li>Face to face interactions and Meetings</li> <li>Corporate events and formal correspondence</li> </ul>	<ul style="list-style-type: none"> <li>Transparent procurement practices</li> <li>Payment schedule</li> <li>Pricing of services</li> <li>Timely completion and delivery</li> </ul>
6.	Community / NGOs / Industry Associations (Resident Associations, Management Corporations and/or Joint Management Bodies (JMB), Real Estate and Housing Developer's Association ("REHDA"), The International Real Estate Federation ("FIABCI")	<ul style="list-style-type: none"> <li>Periodic meetings and face to face interactions</li> <li>Corporate events &amp; digital platform</li> <li>Formal correspondence</li> <li>Corporate social responsibility ("CSR") activities</li> </ul>	<ul style="list-style-type: none"> <li>Environmental impact</li> <li>Security and facilities management</li> <li>Infrastructure enhancement</li> <li>Social Issues</li> </ul>

No.	Stakeholders	Engagement Channels	Areas of Interest / Material Sustainability Matters
7.	Financiers / Banks	<ul style="list-style-type: none"> <li>• Corporate disclosure through Bursa Malaysia</li> <li>• Media announcement</li> <li>• Periodic meetings and formal correspondence</li> </ul>	<ul style="list-style-type: none"> <li>• Financial Performance</li> <li>• Guarantees</li> <li>• Payment schedules</li> <li>• Project launches and sales</li> </ul>
8.	Government / Regulators	<ul style="list-style-type: none"> <li>• Regular meetings and formal correspondence</li> <li>• Involvement through representation of working groups</li> <li>• Briefings and consultations</li> <li>• Submission of information as and when requested</li> <li>• Site inspection</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance and adherence</li> <li>• Security and safety issues</li> <li>• Transparency and accountability</li> <li>• Permits and licenses</li> </ul>

**By The Sea,  
Penang** is a  
low-density  
development  
comprising 3 low-  
rise blocks of 138  
units of suites



## ECONOMIC SUSTAINABILITY



One of the underlying sustainability principles of the Group's business philosophy is fair dealings in its business practices, which have seen the Group managing its business well since 1962. Ethical engagement with the marketplace is something the Group takes very seriously. In this regard, the Group always strives to deliver products and services that provide value, quality and satisfaction for its customers. In line with the Group's

philosophy of conducting its business dealings with integrity, a transparent procurement process is in place. The Group practices an open tender system. All appointed business partners must also comply with all statutory regulations, standards and Code of Practices as per the contract terms and conditions. Environmental, safety and health factors are also included in the supply-chain contract.





## ENVIRONMENTAL SUSTAINABILITY



The Group believes that a business practice with a sustainable environment can boost its business, improve reputation and drive market opportunities. The Group also acknowledges the importance of environmental protection and preservation in all its business operations and as such, supports efforts that promote a cleaner and healthier environment in its day-to-day activities and operations. This is further demonstrated by the prestigious World awards that the Group has won consistently over the years that is not only based on a set of high-quality standards but also in enhancing the environment.

The main mission of the Group is to design, develop and manage quality developments that contribute positively to the sustainability of the environment's ecosystem. Employees are encouraged to reduce, reuse and recycle the use of paper, and employ energy-efficient practices like digital technology in its daily operations. The Group adopts environmentally friendly technologies to protect and preserve the natural environment and explore opportunities to use green and clean technologies and sustainable building materials in all our developments.

*Award Wins that represents the quality of products that preserves Mother Nature that the Company has been accredited by World standards:*

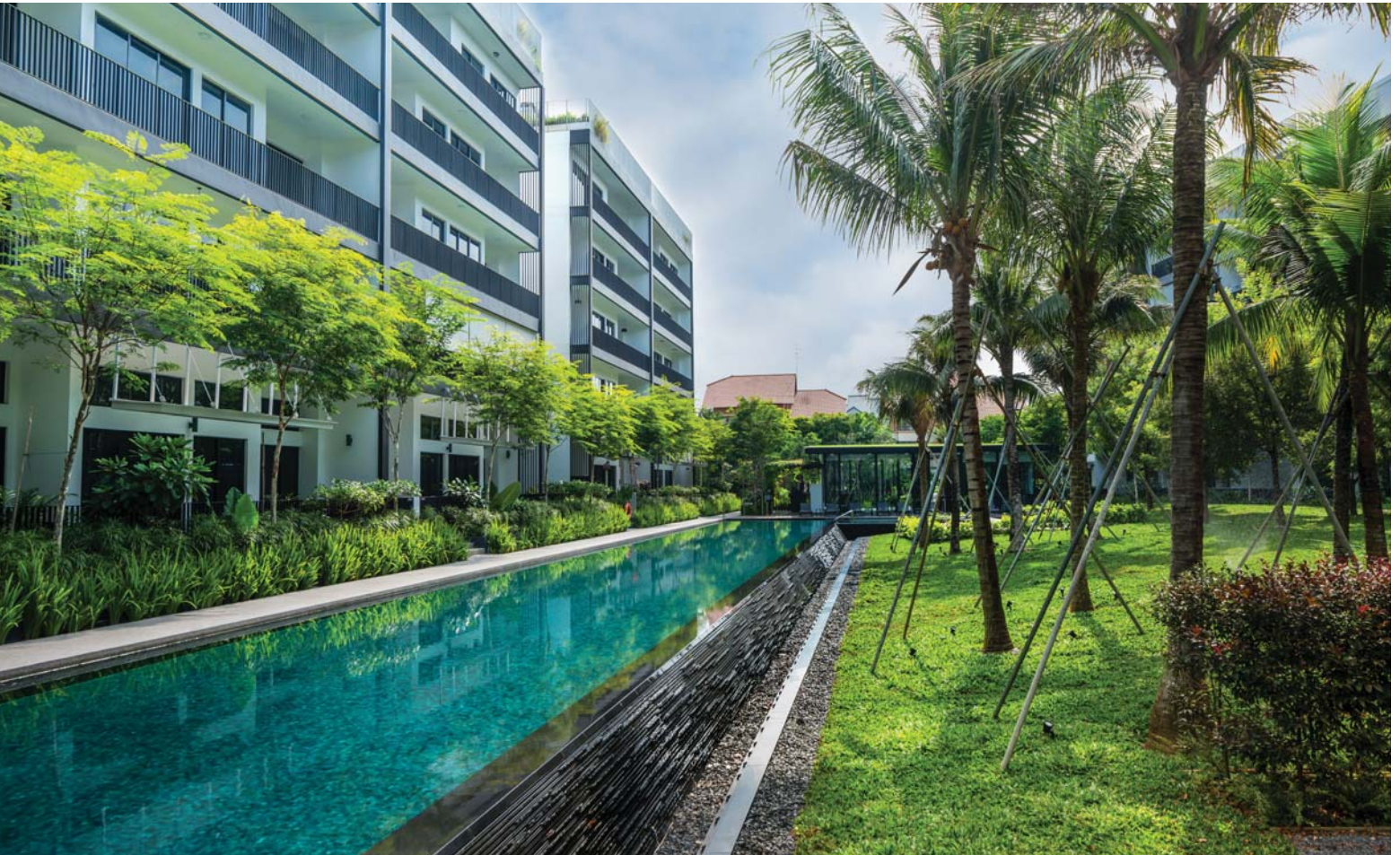
### 1. The Edge Property Malaysia's Best Managed Property Awards - 27 June 2020 (Windows On The Park)

Our Property Management arm was also awarded a Gold award for the Edge Best Managed Property Award for WINDOWS ON THE PARK in the Edge-Prop ILAM Malaysia's Sustainable Landscape Award and Bronze for Below 10 years Multi-own Strata Residential category.



**SqWhere, Sungai Buloh** Secret Passage is a pebbled walkway that leads you to secluded pavilions





**2. FIABCI Prix d'Excellence Awards – 30 May 2019 (Village)**

Village at Pasir Panjang, Singapore was announced as the World Gold Winner of FIABCI World Prix d'Excellence Awards 2019 in the Residential (Low-Rise) category during the 2019 FIABCI World Prix d'Excellence Awards held at the Golden Palace, Moscow, Russia.

**3. The Asia Pacific Property Awards – 14 & 15 May 2019 (Hijauan)**

SDB Group bagged another prestigious industry award, this time the Best Residential Development in Singapore at the Asia-Pacific Property Awards 2019-2020 for its Hijauan on Cavenagh project. This latest recognition follows from its previous achievement of winning the World Silver Winner of FIABCI World Prix d'Excellence Awards 2018 in the Residential (Mid-Rise) category.

***Village,  
Singapore  
draws to houses  
of the 1950's  
which bring  
about the subtle  
feel of simplicity  
and grace.***





*About 41% of the managerial roles are held by women, including the top post of Managing Director.*



## SOCIETAL SUSTAINABILITY



### Employment

The Group maintains an employment workforce of about 300 people in the current challenging business environment. Its Human Resources policies and guidelines are at all times in compliance with all relevant government legislations, to ensure that its workplace embraces diversity, inclusion, empowerment and equality. Key initiatives to further strengthen the organisation include providing a conducive working environment, workplace safety, employee's engagement in festival celebrations, job enrichment and succession planning, training and development.

### Employees



On gender equality, about 41% of the managerial roles are held by women, including the top post of Managing Director. And about 40% of all employees are women. All employees are given equal opportunity for career advancement and meritocracy is practiced in employee's annual performance assessment. Furthermore, the Group continues to practice the flexibility of working hours to employees, who are not involved in providing critical services. The Group is also in full compliance with accepted standards of safety and health at the workplace. And with regards to the government's SOP on handling Covid-19, all employees are provided with 3-layer face mask and all office premises provide hand sanitizers and are cleaned daily. Furthermore, all employees coming to work have their temperature screened and recorded daily. Because of all the precautions taken, there were no incidents or cases reported during the financial year.



### Customer

The Group also recognises the importance of continuously engaging with its customers, to build lifelong relationships. As such the Group is strengthening not only the quality of its products but, also its hospitality services across all levels. Feedbacks and grievances are collected and channeled to the respective teams involved at various property development levels to ensure that the products and services meet the highest level of standards to meet our customer's expectation and satisfaction. The Group also meets up regularly with financial institutions, sales agency and the media, in order to foster a closer relationship.



### Community

The Group believes in sharing its success with the community and has participated in community projects for the benefit of various stakeholders.

SDB hosted a Customer & Media Appreciation Day: Madagascar the Musical at the KLCC Plenary Hall on 7 and 8 of December 2019. SDB had invited 450 attendees, consisting of valued purchasers and the press to join Alex the Lion, Marty the Zebra, Melman the Giraffe and Gloria the Hippo for a memorable musical experience.



*Madagascar the Musical at the KLCC Plenary Hall was a fun-filled musical treat for SDB's purchasers and guests.*





*The weekend bazaar at the Hub SS2 featured small local businesses*

In conjunction with International Women's Day, SDB and flakes.my co-hosted a weekend bazaar consisting of small sustainable local business selling their offerings to the SS2 community at The Hub SS2. The bazaar was held at the landscaped gardens of The Hub@SS2 on 7 and 8 of March 2020. Besides the different offerings by the stalls, buskers were also performing sweet melodies to the crowd and approximately 600 people attended the bazaar.

*One-Two-Star  
featured 14  
gifted children  
performing  
their favourite  
songs from the  
movies.*



*The contestants of  
One-Two-Star during the prize  
giving ceremony*



### Corporate Social Responsibility (CSR)

SDB in collaboration with Milestone Production, hosted the One-Two-Star Talent Show on 3 November 2019 at Hotel Maya Kuala Lumpur where various children with special needs performed songs inspired from the movies. The talent show was an effort to further build confidence levels of these children while showcasing their unique musical abilities that the world at large rarely gets to see. Prior to the event, a workshop was held for all participants at Hotel Maya with coaches Dominic Lau and Joshua Gui providing constructive feedback and encouragement. Besides the CSR events that the Group has undertaken, we continue to maintain the earlier CSR initiatives to train people with disabilities (PWD) under the One-Two-Juice and One-Two-Wash platform. The Group is committed in its efforts to assist PWD with the added internship programmes to further facilitate those with disabilities to establish a career path and gain work experience either as a permanent or contract staff.