

SUSTAINABILITY STATEMENT



At Country Heights Holdings Berhad, our sustainability approach is built on core material aspects—economic, environmental, and social—highlighted by our stakeholders. Our daily operations are structured to serve our customers, protect the environment, and foster sustainable business growth. This year, we have launched various initiatives across these three pillars to enhance our overall sustainability impact.

STATEMENT OVERVIEW

We express the deepest gratitude to our colleagues, partners, shareholders, customers, and suppliers for their steadfast support during this challenging year.

Driven by our vision, "Ever Searching for Better Living," and our mission statement: "It is all about meaningful innovative creations", we are committed to operating responsibly at all times. Adhering to all relevant legislative and regulatory standards is crucial for maintaining our reputation and credibility, fostering digital innovation, and generating future business opportunities.

This statement is part of a broader disclosure including financial and non-financial reports, and should be read in conjunction with our Corporate Governance Overview Statement and the Statement on Risk Management and Internal Control.

What sustainability means to us

Sustainability is integral to our vision, mission, and values, enhancing our service offerings and customer relationships across industries. Despite some slow progress, our commitment remains strong, driven by market demand for verified sustainable practices.

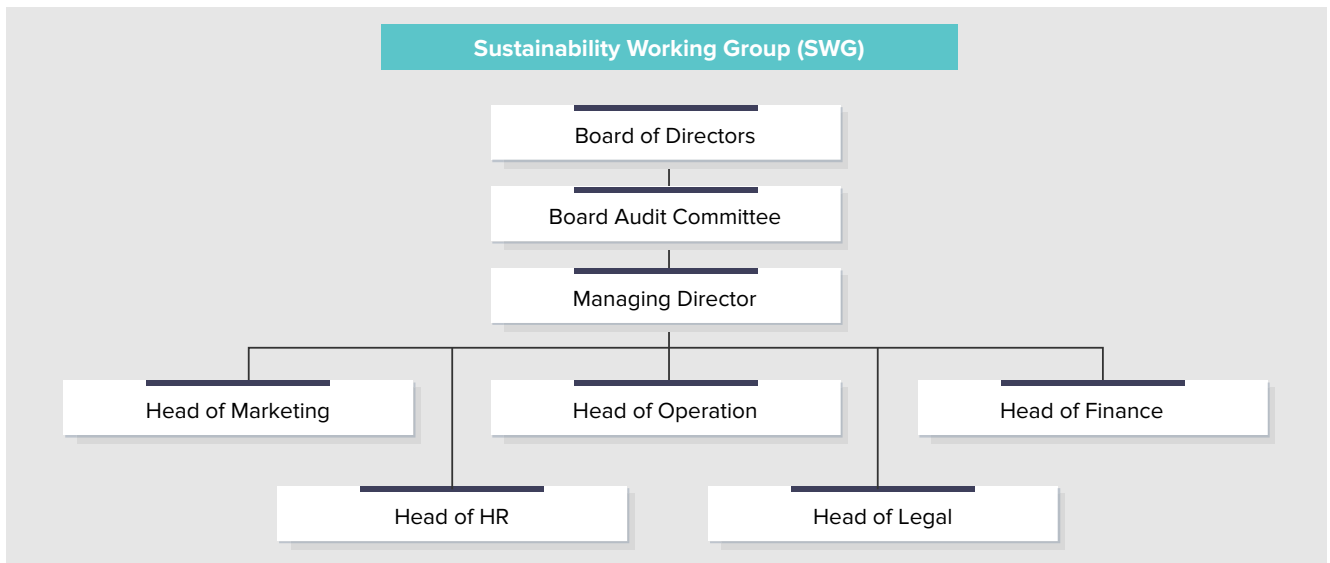
In 2023, Country Heights Holdings Berhad made significant strides by enhancing customer satisfaction, investing in transformative projects, and adopting new technologies like cloud-based systems. Our efforts not only bolster the local economy but also contribute to global sustainability, underscoring our leadership in Malaysia's property sector.

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Governance Structure

In 2023, Country Heights Holdings Berhad established the Sustainability Working Group (SWG) to oversee and enact our sustainability initiatives.

The SWG reports to the Managing Director and is led by the Officer-in-Charge of the SWG. This group is supported by department heads from operations, business, finance, risk, and human resources, ensuring a comprehensive governance structure for our sustainability efforts. This strategy helps integrate sustainable practices across all facets of our operations and strategic planning.



Roles:

Develop and monitor Group strategies and policies

Responsibilities:

- Ensure consistent implementation of sustainability practices and standards
- Raising awareness of sustainable practices amongst employees
- Champion stakeholder engagements

Scope

Our sustainability report highlights significant changes in our business structure to embrace advanced technologies such as Big Data, blockchain, and the Internet of Things (IoT).

Country Heights Holdings Berhad undertook a strategic talent reassessment exercise to create optimal alignment for our workforce to leverage these new technological demands.

Concurrently, we expanded our services in key sectors of our businesses in Healthcare and Medical; Resort and Hospitality, and Property Development.

These efforts aim to enhance our communication methods, integrate IoT solutions, and transform our business operations through data-driven approaches.

What does Data mean?

- Data can mean factual information, statistics, or measurements that can be analyzed, transmitted, or processed.
- Data can also mean information in digital form that is stored in or used by a computer.
- Data can be singular or plural and can be represented in various structures, such as tables, trees, or graphs.
- Data can be qualitative or quantitative and can belong to a set of items.

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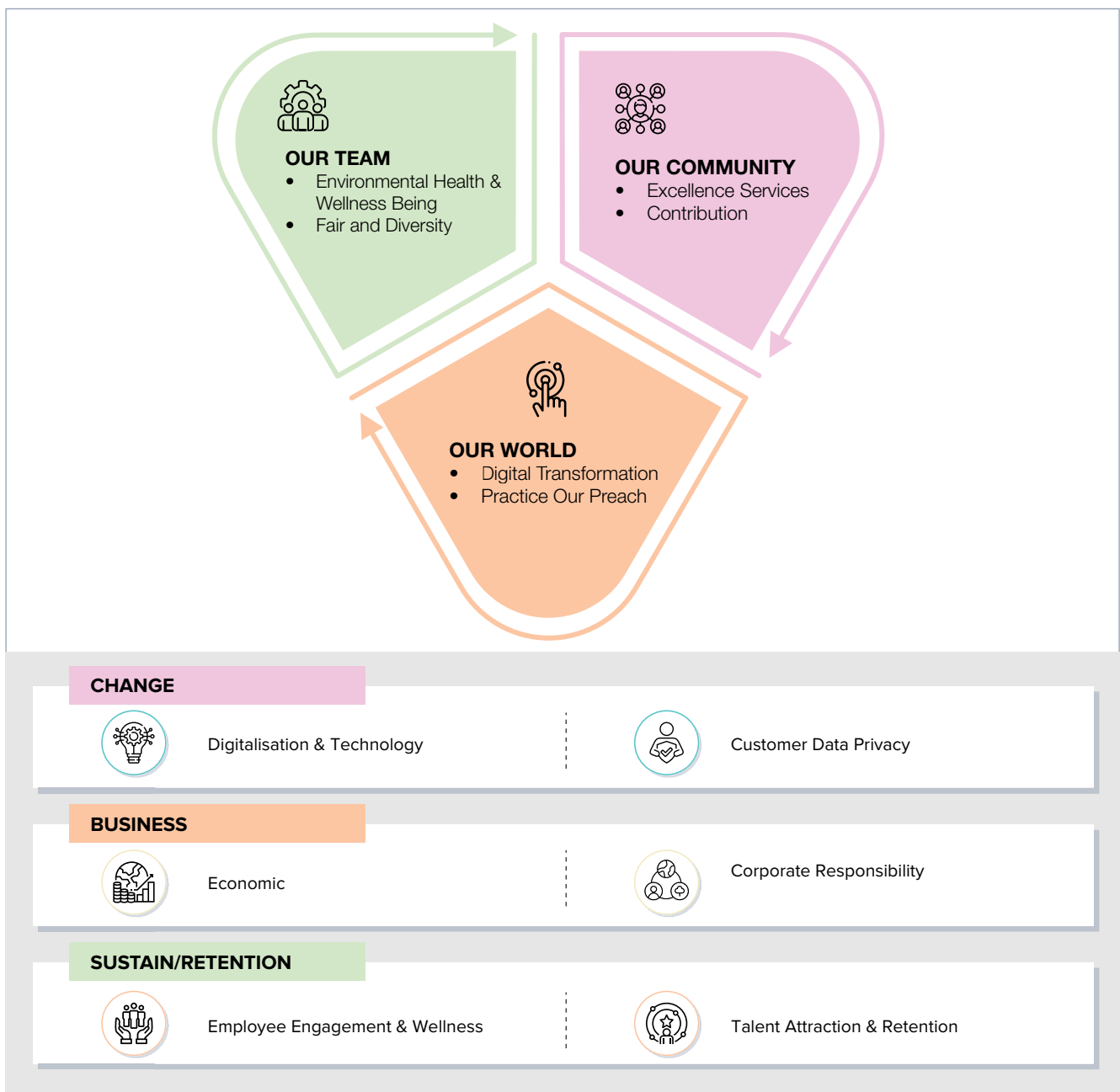
Frameworks and benchmarks

Compliance with International Standards: Our report adheres to the Global Reporting Initiative (GRI) Standards and meets Bursa Malaysia Securities Berhad requirements.

Community Investment: We apply the LBG Framework, recognized in GRI for evaluating corporate community contributions.

Alignment with SDGs: Our business practices are guided by the United Nations Sustainable Development Goals to address key global challenges like poverty, health, and climate change.

Positive Impact Commitment: We aim to leverage our business operations to make a significant positive impact on societal and environmental outcomes.



The value of our sustainability practices can be observed through our development.

We set out to build a place where people could live, learn, work, and play in an environment that they could be proud of, for instance Country Heights Kajang, Mines Resort City, Country Heights Damansara.

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Environment

We are committed to safeguard the environment and strive for continual improvement in our environmental performance in ways that are sustainable, practical, commercial, meaningful, cost-effective, and innovative.

Health and Safety

- To be an environmental steward and strive to conserve the natural resources and biodiversity under our scope of influence and ensure that all potential adverse impacts our operations may have on the environment are identified and appropriately managed.
- We identify, assess and manage the health and safety risks and the impact of our existing and planned operations.
- To operate as far as is reasonably practicable in a manner which safeguards the health and safety of all our employees and stakeholders.

Employee

- We strive to be an employer of choice by providing an environment in which all employees are treated fairly and with respect so that they can realize their full potential.
- To provide the leadership and resources that will enable our employees to meet objectives and targets.
- We promote the 'Character Plus' ethos with knowledge of technology and IoT.

Business Partners

- We ensure that our team of consultants, contractors and suppliers are aware of our Environmental & Sustainability Policy and its objectives and that they have the necessary skills to implement it effectively.
- To engage consultants, contractors and suppliers who promote sustainable development and encourage our customers to use our products and services responsibly.

Local Communities

- To communicate regularly with the communities in which we operate to develop and maintain a mutual understanding of goals and expectations.
- To promote good relationships with the authorities and communities of which we are a part of and enhance their capabilities while respecting their culture and heritage.

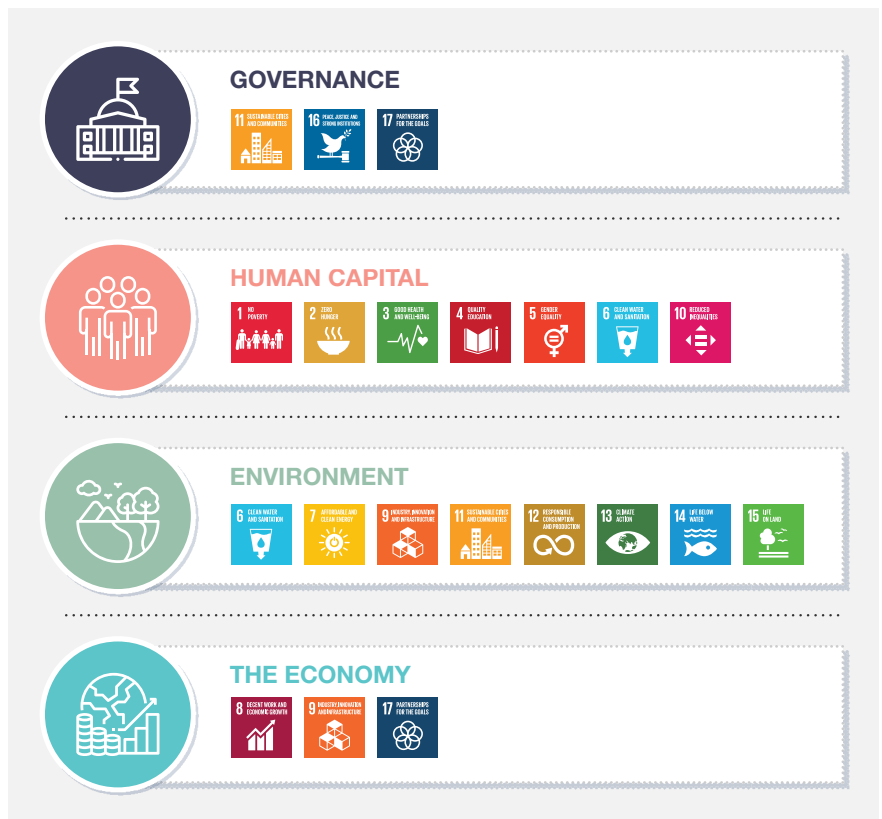
Customer

- Sustainability is an extension of mankind to sustain and develop customer service offering towards our businesses.
- We continuously look and strive for a resilient strategy by focusing on strengths, culture, innovations, data and technologies.
- The Group implements this strategy in order to improve our customer satisfaction metrics in our key products and segments. We will continue to invest in exciting transformative initiatives, adopting the change to the working culture by investing in cloud-based solutions, and become more active in capitalising on attractive opportunities in our markets.
- We started as a pioneer in property development, and we will continuously adapt and evolve to strengthen the Group.

OUR SUSTAINABILITY IN LINE WITH THE UNITED NATION'S SUSTAINABLE DEVELOPMENT GOALS (UNSDGS)

The UN Global Compact Council adopted a new three-year strategy (UN Global Compact Strategy 2021-2023) to broaden business ambition. The plan calls for companies to increase their contributions and work towards achieving the Sustainable Development Goals (SDGs), the Paris Agreement on Climate Change and the Ten Principles of the UN Global.

Country Heights acknowledges and adopts the initiatives and measures in the following order.



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Stakeholders Management			
Stakeholder Groups	Engagement Methods	Frequency	Addressing Expectations
CUSTOMERS Expectations: <ul style="list-style-type: none"> Product quality Timely and transparent information about business operations Loyalty and rewards programme 	<ul style="list-style-type: none"> Complaint resolution Customer satisfaction surveys Events and activities Focus groups Loyalty programmes Roadshows 	Throughout the year	<ul style="list-style-type: none"> Upholding brand promise and product quality excellence
EMPLOYEES Expectations: <ul style="list-style-type: none"> Benefits Career developments Employment equality 2-way communication 	<ul style="list-style-type: none"> Employee engagement programmes, trainings and townhall sessions Employee engagement survey 	Throughout the year	<ul style="list-style-type: none"> Career development programme Fair and safe workplace practices
GOVERNMENT & INDUSTRY AFFILIATES Expectations: <ul style="list-style-type: none"> Compliance with regulations Support for policies of national interest including sustainability initiatives and innovation Private partnerships to drive national agenda Sharing of best practices for industry progress Implementation of policies and requirements by relevant agencies or professional bodies 	<ul style="list-style-type: none"> ESG materiality study Engagement sessions Engagement with Department of Occupational Safety and Health (DOSH) Report submissions Site visits and audits Training, seminars and demonstrations Dialogues 		

Human Capital Development at Country Heights

Country Heights is committed to transformative Human Resource initiatives through its "CHAmPs!" program, designed to foster a unified and effective workforce.

CHAmPs!—which stands for Country Heights Amazing Peoples—aims to cultivate a shared identity and culture across various business units, driving towards a singular goal and direction. This program not only enhances unity and inclusiveness among employees but also empowers them through targeted development programs, ensuring that each member of the staff embodies the values necessary for their individual and collective success in the workplace.

Country Heights Amazing People (CHAmPs!)

Country Heights is committed to maintaining a competitive edge and sustainability through strategic Human Resource initiatives. The "CHAmPs!" program is central to this commitment, fostering unity and inclusiveness across different business units with a shared identity and direction. Each CHAmPs! member embodies values such as compassion, commitment, honesty, motivation, and success, guiding their conduct within the workplace. As part of our digital transformation, we emphasize 'Character Plus'—integrating knowledge of technology, IoT, and social media to keep our workforce relevant, competitive and innovative.

Human Development:

- Digital Integration: Enhanced HR operations across CHHB and its subsidiaries with a new HRIS system.
- Innovative Attendance System: Adopted facial recognition technology to track attendance, improving timekeeping accuracy.
- Remote Learning: Facilitated global staff training and compliance education through webinars during the MCO period.

Employee Welfare Initiatives:

- Wellness Programs: Promoted health and well-being through Qi Gong sessions and in-house traditional Chinese medicine (TCM) treatments

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Workplace Safety and Compliance:

- Safety Protocols: Strengthened safety training, provided essential safety gear, and conducting regular emergency drills to maintain a safe and secure working environment.

These commitments underscore CHHB's dedication to sustainability through innovation, employee welfare, and stringent safety measures, ensuring a resilient and future-focused organization.



The Group's total employees categorised by position, gender and age from FY2021 to FY2023 are as shown below.

Diversity Table	Employee		
	FY2023	FY2022	FY2021
Breakdown by Gender	%	%	%
Male	54.80	46.30	51.84
Female	45.20	53.70	48.16
Total	100.0	100.0	100
Breakdown by Age Group			
25 & Below	8.19	5.25	3.92
26-35	44.84	36.11	38.71
36-60	44.48	56.17	53.46
60 and above	2.49	2.47	4.38
Total	100.0	100.0	100.0

Employee Turnover

Employee turnover has reduced by 46% in FY2023 compared to FY2022. The implementation of various measures has contributed to a lower labour turnover rate within our organisation. We will continue to focus on employee welfare, career development, a positive work environment and compensation and benefits packages that are competitive and reflective of employees' contributions.

Employee Turnover By Employee Category	Headcount		
	FY2023	FY2022	FY2021
Manager and above	14	15	10
Executive	14	20	11
Non-Executive	22	73	22

The Company does not have any contract, freelance, temporary or part-time employees.

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CHHB LIST OF TRAINING OF 2023

No	Course	Start Date	End Date	Type Of Training	Venue
1	Media and Communication Best Practices Conference	14/06/2023	15/06/2023	Public	Kuala Lumpur
2	Employment Law & Industrial Relations Masterclass	21/11/2023	22/11/2023	Public	Hotel Armada Petaling Jaya

GHHS LIST OF TRAINING OF 2023 HRDF CLAIMABLE

No	Course	Start Date	End Date	Type Of Training	Venue
1	Artificial Intelligence (A I) in Medical Imaging	04/03/2023	04/03/2023	Public	Nilai Springs Resort Hotel, Negeri Sembilan
2	Strategic Public Relations	13/04/2023	14/04/2023	Public	Melia Hotel, Kuala Lumpur
3	Innovation, Entrepreneurship and the Market	20/05/2023	13/08/2023	Online	Not Applicable
4	Media and Communication Best Practices Conference	14/06/2023	15/06/2023	Public	Kuala Lumpur
5	Occupational Health Doctor	16/06/2023	20/08/2023	Public	NIOSH Bandar Baru Bangi
6	Burnout In Healthcare Workers	25/06/2023	25/06/2023	Online	Not Applicable
7	Teamwork That Works	29/07/2023	31/07/2023	In House	Angsana Teluk Bahang Hotel, Penang
8	Team Engagement Program	10/09/2023	11/09/2023	In House	Sunway Lost World Tambun Hotel, Ipoh
9	Effective OSH Committee	08/10/2023	09/10/2023	In House	GHHS
10	Musculoskeletal Manual Therapy	19/10/2023	22/10/2023	Public	S2 Event Space, PJ
11	Latest Updates & AI in Imaging Modalities	18/11/2023	18/11/2023	Online	Not Applicable
12	Employment Law & Industrial Relations Masterclass	21/11/2023	22/11/2023	Public	Hotel Armada Petaling Jaya
13	Clinical Exercise Professional	07/12/2023	10/12/2023	Public	Petaling Jaya, Selangor

Human and Labour Rights Initiatives

Country Heights Holdings Berhad prioritizes a respectful and legal-compliant work environment. Key measures include:

- **Training and Awareness:** Comprehensive training on labor laws and harassment is provided to foster a respectful workplace.
- **Anti-Discrimination and Harassment Policies:** Strict guidelines are enforced to maintain workplace integrity.
- **Whistleblowing Policy:** A robust whistleblowing system allows for early detection and resolution of potential legal or policy violations.
- **Grievance Management:** Multiple channels are available for employees to report issues, ensuring open communication and continuous improvement in human and labor rights.
- **Prohibition of Child and Forced Labor:** Strict enforcement of policies against child and forced labor, including rigorous age verification processes.
- **Fair Treatment of Foreign Labor:** Ensures all foreign workers have valid work permits and are treated fairly concerning wages and working conditions.

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Occupational Safety and Health (OSH)

At the core of the Group's organisational responsibilities lies the imperative task to safeguard our workforce's health, safety, and security. We are committed to implementing robust health and safety measures, proactively mitigating occupational risks, and maintaining a zero-accident environment across all operational sites.

- **Mental and Physical Health:** Regular training for managers and safety checks are conducted to ensure a safe and healthy work environment.
- **Employee Engagement:** Continuous improvement of workplace conditions based on employee feedback.

These initiatives reflect our commitment to upholding the highest standards of human and labor rights, contributing to a sustainable and ethical business environment.

Energy Usage

We acknowledge the rising concern surrounding climate change arising from heightened energy consumption and Greenhouse gases (also known as GHGs) emissions. Therefore, we are taking measurable steps in the execution and reinforcement of energy-efficient initiatives.

In FY2023, we studied and audited our operations to apply energy-saving measures in our plant such as the implementation of **Energy Monitoring System** for constant monitoring of the consumption and efficiency of electrical appliances and equipment.

Over the period of three years from FY2021 to FY2023 we achieved a lower energy intensity measured by total energy usage (in Gigajoules) per consolidated sales (in RM '000).

In this aspect we are monitoring the energy usage of our headquarters office.

Energy Usage	FY2023	FY2022	FY2021
Sales (RM'000)	673,884	984,018	938,875
Energy Usage (GJ)	67,655	92,661	95,996
Energy Intensity (GJ/RM'000)	0.1004	0.0942	0.1022

Our energy saving and efficiency projects during FY2023 are estimated to result in an annual energy saving of 515,000 kwh.

Water Management

We are dedicated to mitigating water shortage risks by implementing comprehensive water management practices across all business units. Our initiatives focus on promoting responsible water use among employees, enhancing awareness at all operational sites, and rigorously monitoring for potential leaks and spikes in water consumption. These efforts are critical to ensuring the sustainability and efficiency of our operations group-wide.

Over the three-year period from FY2021 to FY2023, water consumption has reduced.

However, the water intensity, measured by water usage per consolidated sales, increased during this time.

Water Consumption	FY2023	FY2022	FY2021
Sales (RM'000)	673,884	984,018	938,875
Cubic Meter ('000 m3)	62,784	71,777	80,758
Water Intensity (m3/RM'000)	0.0932	0.0729	0.0860

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Our Commitment Towards Climate Change

Indicator	Short term target (up to 5 years) FY2023 as actual base year	Long term target (more than 5 years) FY2023 as actual base year	Status in FY2023
Percentage reduction target (%) - Energy Consumption (GJ)	-3%	-3%	In-progress
Percentage reduction target (%) - Energy Intensity (GJ/Sales)	-2%	-3%	In-progress
Percentage reduction target (%) - Water Consumption (m3)	-3%	-3%	In-progress
Percentage reduction target (%) - Water Intensity (m3/Sales)	-3%	-3%	In-progress

Environmental Sustainability Initiatives at Country Heights

Country Heights is dedicated to environmental sustainability, demonstrated through various initiatives aimed at securing energy savings and maintaining a clean environment. Notably, LakeView Residency in Cyberjaya was equipped with negative ion energy ceiling boards, the first development in Malaysia to adopt this technology. These boards serve as natural ionizers and air purifiers, significantly enhancing air quality by removing airborne pollutants.

Solar Energy Initiatives

Aligned with Malaysia's Renewable Energy Policy, Country Heights initiated solar energy projects at our hotel and office locations and positively contribute towards the national goal of achieving 73% renewable energy uptake by 2050.

Recycling and Waste Management

We promote the 5R's: Refuse, Reuse, Reduce, Repair, and Recycle, among our employees to minimize waste and encourage sustainable practices at work and home. Our facilities utilize lake water for irrigation and flushing toilets to conserve potable water.

Reducing Plastic Usage

In line with our core value of nurturing nature, we have minimized the use of plastic bottles during meetings and events by switching to reusable glass bottles, cementing our commitment to environmental preservation.

Step forward to support government and public

Local Communities Development

The Company recognise the importance of giving back to the communities in which we operate by engaging in various corporate social responsibility ("CSR") initiatives. Over three years (2021-2023), we have focused our efforts on providing support for our employees and contributing to the wellbeing of communities through programs such as disaster relief aid, funeral expenses aid, and charitable donations.

Gotong-Royong/ Community clean-up:

The Company organised a community clean-up around the office not only brought a group of workers together to sweep, remove weeds, and clear rubbish from its surroundings but also catalysed a sense of cooperation between the workers and the local community and strengthened our environmental stewardship.

Disaster Relief Aid:

In response to natural disasters such as floods and Covid-19 emergencies, the Company has actively participated in disaster relief efforts. The management responded swiftly to distribute cash and food aid, these efforts have touched the lives of our employees and families, aiding in their recovery and rebuilding processes.

Bereavement Assistance:

Understanding the emotional and financial challenges that come with unexpected tragedies, the Company has taken the initiative in aiding the funeral expenses for the immediate family members of deceased employees, providing a compassionate and meaningful support system during these difficult times.

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Charitable Donations:

The Company is dedicated to contributing to social causes through charitable donations. Our Company has actively supported various non-profit organizations and community projects aligned with our values and mission. Whether it be education, healthcare, environmental sustainability, or other social causes, we have allocated funds to make a positive impact. For instance, the Company has contributed towards the charity screening organised by the Sports, Welfare and Cultural Association of the Fire and Rescue Headquarters.

Assurance

This statement has not been externally assured. Notwithstanding, this statement adheres to the required reporting frameworks and procedures to ensure that all information and data are reported accurately and have been reviewed.

This statement and the system setup about areas covered herein have been reviewed and approved by the Board.

Bantu-Bantu Malaysia Initiative

Bantu-Bantu Malaysia is a non-profit initiative dedicated to combating COVID-19 and alleviating the impact of extended lockdowns. Over the past three decades, under the leadership of YBhg Tan Sri Lee Kim Yew, the initiative has distributed significant medical aid and food supplies. This includes over 8.5 million masks, ventilators, and other medical supplies to hospitals and front-line workers, particularly at Sungai Buloh Hospital. The initiative also distributed over 200,000 food hampers and meals to various organizations and families in need, supporting food security during the pandemic. A special donation campaign encourages contributions to help provide food hampers that can sustain a family for 7 to 10 days.

Auxiliary Police Unit

Country Heights Holdings Berhad launched its Auxiliary Police Unit in 2017 to enhance security in its townships and other developments.

The introduction of the unit is part of our approach to reinforce security at all current and future Country Heights townships, to create a safer environment for the communities.

The first batch has been deployed at selected townships and developments, especially in Selangor and Negeri Sembilan's townships and we plan to expand the unit with more trained personnel being deployed across all our townships in other states respectively in Kedah. The first batch underwent a two-month basic auxiliary police course at Pulapol.

Uniting Through Rukun Negara

As a group, we take pride in the Rukun Negara, a cornerstone of our corporate ethos. Its principles have remained profoundly relevant, guiding our corporate culture and societal contributions.

The Rukun Negara inspires us to live up to its aspirations, ensuring that these principles continue to unite us as a nation, helping us face and adapt to adversities.

The Rukun Negara consists of five principles:

1. Kepercayaan Kepada Tuhan (Belief in God)
2. Kesetiaan Kepada Raja dan Negara (Loyalty to The King and Country)
3. Keluhuran Perlembagaan (Supremacy of Constitution)
4. Kedaulatan Undang-Undang (Rule of Law)
5. Kesopanan dan Kesusilaan (Courtesy and Morality)

Sustainability Outlook for 2024

Looking ahead to 2024, our group, spanning various industries, will continue to be guided by strong and effective leadership and governance. We will focus on empowering our employees, who are our brand ambassadors, engaging with stakeholders, and adapting to technological advances.

Our commitment extends to minimizing our environmental impact and enhancing societal benefits, shaping a sustainable future for all.