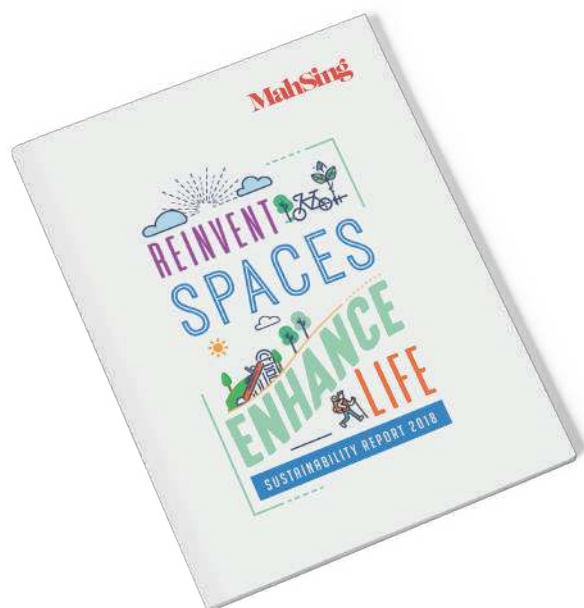




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Cover Rationale

The vision of inventing sustainable future living to enhance quality of life has been the core of Mah Sing since undergoing the transformation programme. In our very essence, we desire to enhance the lives of people, including the community and our stakeholders.

At Mah Sing, innovation is deeply embedded into our corporate culture. To thrive in the ever-changing world of technology and digitalisation is to keep up with current trends and stay ahead of the game. Hence, we are ready to push boundaries — to be bigger, bolder and better.

Incorporating sustainable practices, including environmental and social work, into our core will also move us forward. By being sustainable, we take responsibility for our environment, society and governance. We strive to be healthier, safer and more productive.

Here's to always giving our best in staying ahead of the curve in innovative ideas for value creation and sustainable growth. Let's continue reinventing spaces and enhancing life.

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ABOUT OUR SUSTAINABILITY REPORTING

Mah Sing Group Berhad (Mah Sing) is committed to reporting its sustainability initiatives in a transparent, meaningful way. This annual sustainability report outlines the:

- Progress made towards achieving set sustainability goals throughout the year
- Management approach to prioritising issues and disclosing information on sustainability programmes and achievements
- Links between sustainability initiatives and both business operations and priorities

SCOPE OF THE REPORT

Mah Sing and its subsidiaries as included in the Group's consolidated financial statements. Subsidiaries refer to all companies in which Mah Sing holds a majority stake or has direct managerial control.

Reporting Cycle:

Annually

Coverage:

Mah Sing and its Property and Plastics divisions. Group data and information are presented whenever possible. However, initiatives and/or data by particular divisions or subsidiaries have been highlighted as indicated in the text.

REFERENCES AND GUIDELINES

Principal Guideline:

- Global Reporting Initiative (GRI) Standards

Additional Guidelines:

- Bursa Malaysia's Sustainability Reporting Framework
- The United Nations Sustainable Development Goals
- FTSE4Good Sustainability Index
- Mah Sing Sustainability Framework

MATERIALITY AND RELEVANCE OF INFORMATION DISCLOSED

Issues that are pertinent to the business were examined during a materiality study that was conducted in 2017. These areas of strategic importance are addressed in our sustainability planning to ensure this reporting is meaningful and relevant. As there were no significant changes to operations, this statement continues to prioritise these key sustainability areas.

Feedback:

Sustainability and Corporate
Responsibility Department
Wisma Mah Sing
No. 163, Jalan Sungai Besi
57100 Kuala Lumpur
Tel: 603-9221 8888
Fax: 603-9222 1288
Email: ir@mahsing.com.my



I am pleased to present Mah Sing's first standalone sustainability report. Sustainability is integral to what we do every day and has been cascaded down the value chain throughout operations. Mah Sing has a positive effect on local communities through its projects. We are committed to meeting the economic, ecological and social responsibility objectives of sustainable development. Our goal is to reinvent space, enhance life and ultimately help everyone own a home. This vision guides us as we focus on what we do best — building affordably priced properties that the market needs.

2018 was a progressive year for Mah Sing. Despite global uncertainties and reservations in the domestic property market, the Group secured approximately RM1.5 billion worth of sales in 2018. Currently, our focus remains on meeting market demand with affordable products and well-connected homes.

LETTER FROM THE GROUP MANAGING DIRECTOR

From the Group Managing Director's Desk



The Group believes in reliability, integrity, professionalism, total quality management, teamwork and excellent customer service. Mah Sing is proud to maintain strategic and individual long-term collaborations with reputable clients and consultants as well as other reliable partners, sub-contractors and suppliers.

Our future-centric approach allows us to innovate with new smarter systems and technology for construction such as techniques to control materials, reduce waste and adopt highly-efficient prefabricated construction.

The future is exciting and we are confident that Mah Sing is leading the way. Our journey and dedication to being a responsible corporate steward of our communities continue and we are committed to making a valuable contribution to society.

Mah Sing Foundation's vision is "Reinventing Hope, Creating Lasting Change in Children's Lives". The Foundation will continue to invest in a better future until all children are presented with an opportunity to thrive and reach their full potential. Mah Sing, through the Mah Sing Foundation, continues to give back to families and communities by improving children's lives through education, health and wellbeing initiatives. More than

RM3.5 million was donated through the Foundation for various social responsibility causes and these contributions have benefited at least 18,469 individuals.

Talent retention is the cornerstone of success. Focusing on building sustainable human capital is vital and our continuous development growth includes both career and personal development. The Group's training figures show an upward trend with an average of 19.85 training hours being recorded per employee in 2018.

Our industry is plagued with high attrition rates and serious work accidents. Safety continues to be a key area of focus as we strive towards ZERO life loss at all workplaces. The end-users of our properties and supply chain partners play a huge role in this area. Employees, tenants, contractors, suppliers and the wider community are actively involved in raising health and safety standards. We are pleased to report that there were no major incidents of noncompliance with safety and operations. However, all those involved with health and safety are reminded to never be complacent.

The mid- to long-term prospects of the property market remain healthy and help improve the Malaysian economy. Strong demographic forces coupled with

increased connectivity and initiatives facilitate easy ownership for house buyers. Some economic uncertainties have been removed and Budget 2019 clarifies various incentives affecting the property market. Mah Sing looks forward to buyers returning to the market in a greater way, especially for developments in a prime location. We invite all of you to grow with us.

On behalf of the Board of Directors and management team, I would like to extend our sincere gratitude to the Management and employees for their dedication, effort and devotion to the Company during this challenging year. I also appreciate the former and fellow directors for their advice, guidance and commitment. This dedication has helped Mah Sing overcome hurdles and challenges throughout the financial year.

We would also like to express our deepest gratitude to our valued shareholders, customers, suppliers, contractors, business partners, community members and the public who continue to believe in us and lend their support.

Tan Sri Dato' Sri Leong Hoy Kum
Founder & Group Managing Director

CORPORATE MILESTONES

1992



- Listed on the Kuala Lumpur Stock Exchange (KLSE) 2nd Board under the industrial sector.

1994

- Ventured into property development with four projects. The first project was in Ulu Yam in 1994, comprising single - storey link homes.
- Birth of i-Parc series (Mah Sing's Industrial integrated park).

2000



- Launched maiden township development in Sri Pulai Perdana in Skudai, Johor and introduced the concept of gated and guarded living for link homes in Johor, an unheard concept 19 years ago in Iskandar Malaysia.
- Reclassified from industrial sector to property sector on KLSE 2nd board.

2007



- Ventured into Penang and launched Southbay.
- Expanded into commercial properties with The Icon, Jalan Tun Razak.

2004



- The Group acquired land for its 1st township in Klang Valley, Aman Perdana.
- The Group shifted its focus from medium-upper to high-end markets in Klang Valley. Launched first niche high-end project in Klang Valley, Damansara Legenda.
- Transferred from 2nd board to main board of Bursa Malaysia.

2009



- Continued i-Parc series industrial developments with i-Parc 1, 2 and 3 in Klang Valley.
- Expanded presence to Southern Klang Valley with Garden Residence, Cyberjaya and Kinrara Residence, Puchong.

2011



- Continued township development in Klang Valley with M Residence in Rawang.

2012



- Launched Southville City@KL South in Bangi.
- Expanded into Kota Kinabalu, Sabah with Sutera Avenue.

2013



- The Group further strengthened its foothold in Klang Valley with developments such as Lakeville Residence in Jalan Kuching and D'sara Sentral in Sungai Buloh.

2017



- Unveiled new Mah Sing corporate logo and Mah Sing Foundation logo.
- Continued expansion in Klang Valley with affordably priced developments such as M Vertica in Cheras and M Centura in Sentul.
- Added to the Group's i-Parc series with M Parc in Bukit Mertajam, Penang.

2016



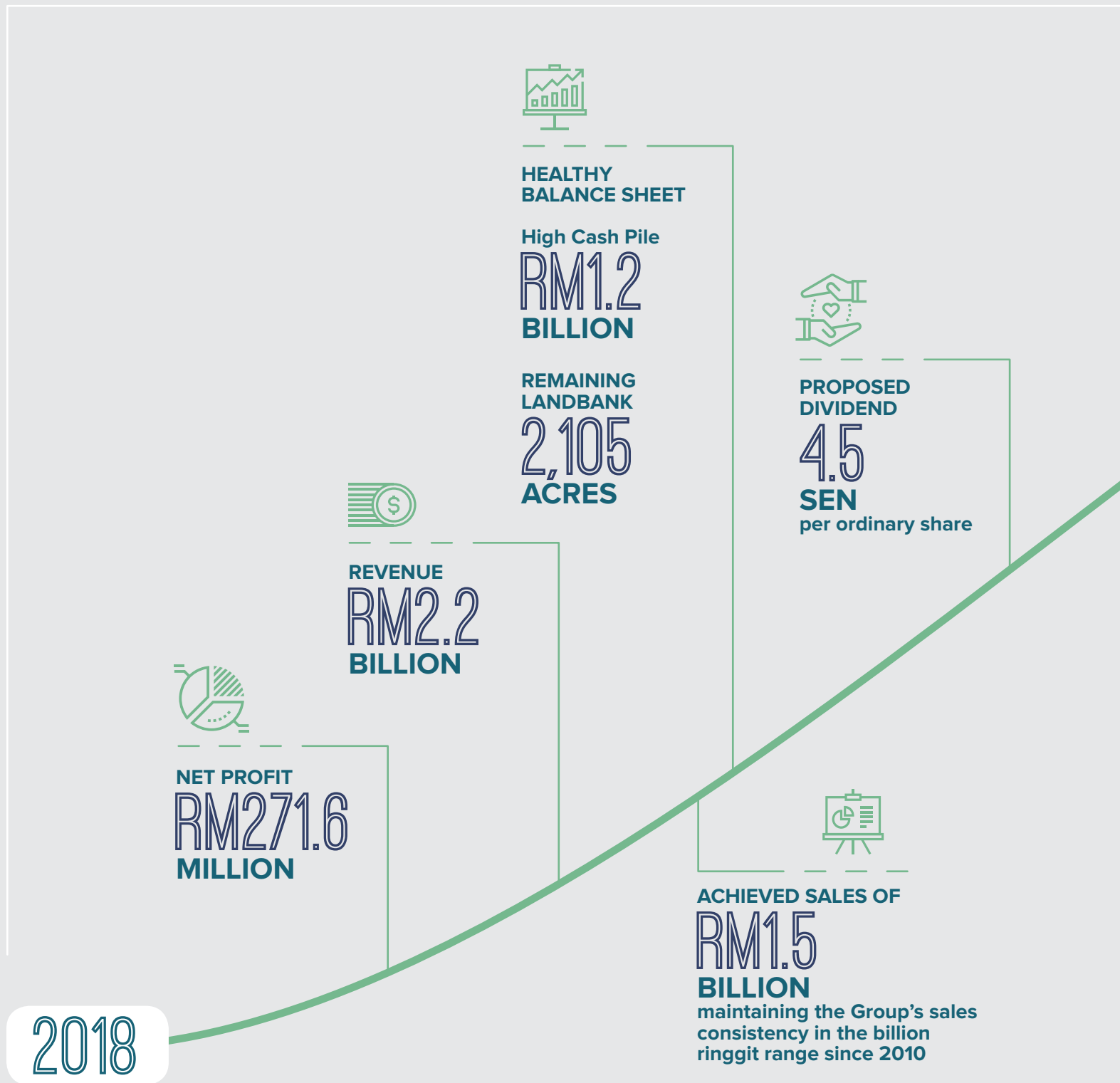
- The Group launched its largest township by acreage, Meridin East in Iskandar Malaysia, Johor, spanning 1,313 acres.

2018



- Launch of Mah Sing's very own 'My Mah Sing' app which enhances the customers' homeownership experience.
- Ventured into the hospitality industry with the soft opening of Ramada Meridin Johor Bahru.
- Launch of Aster, Mah Sing's first project of M Aruna that adopts the Industrialised Building System.

PERFORMANCE IN 2018



2019

STRONG GROWTH

Asset Turnover Ratio

44%

on average for the past 5 years
(above comparable peers'
5-years average of 20%)



2019 TARGET
MINIMUM

RM1.5
BILLION
target sales

MAH SING
FOUNDATION
DONATED

>RM3.5
MILLION in 2018



WORKFORCE TO DATE

860 Property Division

386 Plastics Malaysia

649 Plastics Indonesia

110 Hotel Division



EXEMPLARY
DIVIDEND PAYOUT
OF MINIMUM

40%

SINCE 2006
representing a 4.9%
attractive dividend
yield in 2018



TRAINING

27,715

hours for employees in 2018

AWARDS AND RECOGNITION



Asia Recruitment Awards 2018



Frost & Sullivan Malaysia Excellence Awards 2018



The BrandLaureate Special Edition World Awards 2018



BCI Asia Awards 2018



HR Excellence Awards 2018

CORPORATE AWARDS

Asia Property Awards 2018

- Special Recognition in CSR

Asia Recruitment Awards 2018

- Gold in Best Utilisation of Spatial Awareness
- Silver in Best Recruitment Evaluation Technique
- Silver in Best Use of Recruitment Technology

Asia Sustainability Reporting Awards

- Best Sustainability Report in Annual Report (Highly Commended)

BCI Asia Awards 2018

- Top 10 Developers

Frost & Sullivan Malaysia Excellence Awards 2018

- Best Property Development Company of the Year

HR Excellence Awards 2018

- Gold for Excellence in Workplace Wellbeing
- Gold for Excellence in HR Communication Strategy

iProperty Development Excellence Awards 2018

- People's Choice Award

JCI Malaysia Sustainable Development Awards 2018

- Goal 4 Quality Education

Nanyang Superb Brand Awards 2018

- Property Excellence Award

Property Insight Prestigious Developer Awards 2018

- Top 10 Developers

Sin Chew Business Excellence Awards 2018

- CSR Excellence Award
- Property Excellence Award

StarProperty.my Awards 2018

- Readers' and Voters' Choice Award
- The All-Star Award Top Ranked Developers of The Year

The BrandLaureate Most Iconic Brand Awards 2017-2018

- Best Brand in Property

The BrandLaureate Special Edition World Awards 2018

- Most Visionary Property Developer

The Edge Property Excellence Awards 2018

- Top Property Developers Awards

The Loyalty & Engagement Awards 2018

- Best Use of Contests/Promotions for Arts & Lights Exhibition

The 13th Employer Branding Awards

- Best Employer 2018 – 2019

14th Euromoney Annual Real Estate Survey 2018

- No.1 Ranked Mixed-Use Developer in Malaysia



Property Insight Prestigious Developer Awards 2018



Nanyang Superb Brand Awards 2018



iProperty Development Excellence Awards 2018



The Edge Property Excellence Awards 2018

PROJECT AWARDS

Asia Property Awards 2018

- Best Mixed Use Development (Highly Commended) for Sutera Avenue

iProperty Development Excellence Awards 2018

- Best Affordable Development for Savanna Executive Suites@Southville City

Property Insight Prestigious Developer Awards 2018

- Best Family Living Environment for M Vertica, Cheras
- Best Landed Development for M Residence, Rawang
- Best Mixed Use Development for Icon City, Petaling Jaya
- Best Hybrid Development for Lakeville Residence, Jalan Kuching

PropSocial's The Realest Property Awards 2018

- Gold in The Fuyoooh Property (Most Innovative Design) for Icon Residence
- Silver in The Protected Property (Best Safety Features) for Aspen, Garden Residence

StarProperty.my Awards 2018

- Neighbourhood Award (Excellence) for Southville City, KL South
- Starter Home Award (Honours) for M Centura, Sentul
- Borneo Star Award (Honours) for Sutera Avenue, Sabah

StarProperty.my Awards 2018 Jewels of Johor

- Best Affordable Housing for The Eden@Meridin East

The Edge Property Excellence Awards 2018

- The Edge PEPs Value Creation Award (Merit) for Alpine@M Residence 2, Rawang
- The Edge Affordable Urban Housing Excellence Award for Savanna Executive Suites@Southville City, KL South

The Malaysia Book of Records

- M City for having First Multi-level Thematic Suspended Gardens in Malaysia

10th Malaysia Landscape Architecture Awards

- Landscape Design Awards for Icon City, Petaling Jaya

TAN SRI LEONG'S LIFETIME ACHIEVEMENT AWARDS

iProperty Development Excellence Awards 2018

- Innovative Leader of the Year

Nanyang Superb Brand Awards 2018

- Lifetime Achievement Award

Property Insight Prestigious Developer Awards 2018

- Lifetime Achievement Award

The BrandLaureate Special Edition World Awards 2018

- Lifetime Achievement Award




SUSTAINABILITY AT THE CORE OF OUR INVENTIONS

Sustainability is an enabler of our business strategy; it is aligned with both our core business and credo, 'Reinvent Spaces. Enhance Life'. Sustainability goes beyond safeguarding our future viability and is integrated into everyday procedures as part of our corporate strategy.

SUSTAINABILITY PRIORITIES

Mah Sing is committed to product quality, customer satisfaction, a positive work culture and the well-being of employees. Community development and the best corporate governance practices are also critical to the Group's success.

Sustainability is practised throughout project development, township planning and operations management in line with social, economic and environmental obligations.

Area	Our Promise	Our Priorities
 <p>Community, public and the nation</p>	Reinventing hope and creating lasting change in people's lives.	<ul style="list-style-type: none"> • Education • Health and wellbeing • Community development • Affordable housing
 <p>People</p>	Driving growth for the Group by recruiting, developing and motivating employees.	<ul style="list-style-type: none"> • Employee communication • Learning and development • Succession planning • Work-life balance • Workplace diversity • Workplace health and safety
 <p>Environment</p>	Complying with all relevant legal requirements, assessing the environmental impacts of our operations, continuously seeking to reduce their impacts and improving our resource efficiency by reducing energy, water and waste.	<ul style="list-style-type: none"> • Sustainable buildings • Green townships • Reduce, Reuse, Recycle (3Rs)

SUSTAINABILITY APPROACH



MISSION

- Empowering our people towards personal and professional growth through continuous learning
- Anticipating future market trends and providing the right solutions
- Delivering our quality promise
- Caring for the people, community and environment

Our Approach

To embed the principles of sustainability into our business operations which allows us to 'Reinvent Spaces, Enhance Life'

Our Policy

We aim to make a significant, long-term contribution to the environmental, social and economic aspects of our business and of the communities in which work, by:

- Providing a safe, healthy, professional and empowering workplace for our employees so that they can continuously perform in an effective, efficient and consistent manner;
- Placing integrity first and foremost in everything that we do;
- Ensuring healthy, safe and environmental-friendly spaces for communities to thrive by working with our stakeholders to gain feedback and subsequently develop improved action plans;
- Providing an enhanced customer experience, putting customers at the centre of everything we do;
- Operating a strong governance structure, emphasising on ethics and transparency;
- Delivering on products and services that are innovative and of high quality and excellence, by continuously engaging with our customers and keeping up with market trends and strategies;
- Complying with all relevant legal requirements, assessing the environmental impacts of our operations, continuously seeking to reduce their impacts and improving our resource efficiency by reducing energy, water and waste.

Mah Sing Sustainable Development Framework

INVENTING SUSTAINABLE FUTURE LIVING THAT ENHANCES QUALITY OF LIFE

- EMPOWERING our people towards personal and professional growth through continuous learning
- Anticipate future MARKET TRENDS and providing the right solutions
- Delivering our QUALITY PROMISE
- CARING for the people, community and environment



ENVIRONMENT

- Waste reduction
- Quality
- Green buildings
- Energy
- Environmental Supply Chain
- Pollution and resources



SOCIAL

- Occupational safety & health
- Public safety
- Customer satisfaction
- Employer/employee relations
- Customer privacy
- Community engagement
- Benefits to local communities
- Labour standards
- Social supply chain



GOVERNANCE

- Ethics & transparency
- Anti-corruption
- Risk management
- Anti-discrimination
- Board management & oversight
- Economic & business performance

COMMUNICATION

- Annual sustainability report
- Awards submissions

STAKEHOLDERS

- | | | | | |
|-------------|------------------------|---------------------------|---------|-------------------------------------|
| • Customers | • Investors & Analysts | • Government | • Media | • Regulators & Certification bodies |
| • Employees | • Communities | • Contractors & Suppliers | • NGOs | |

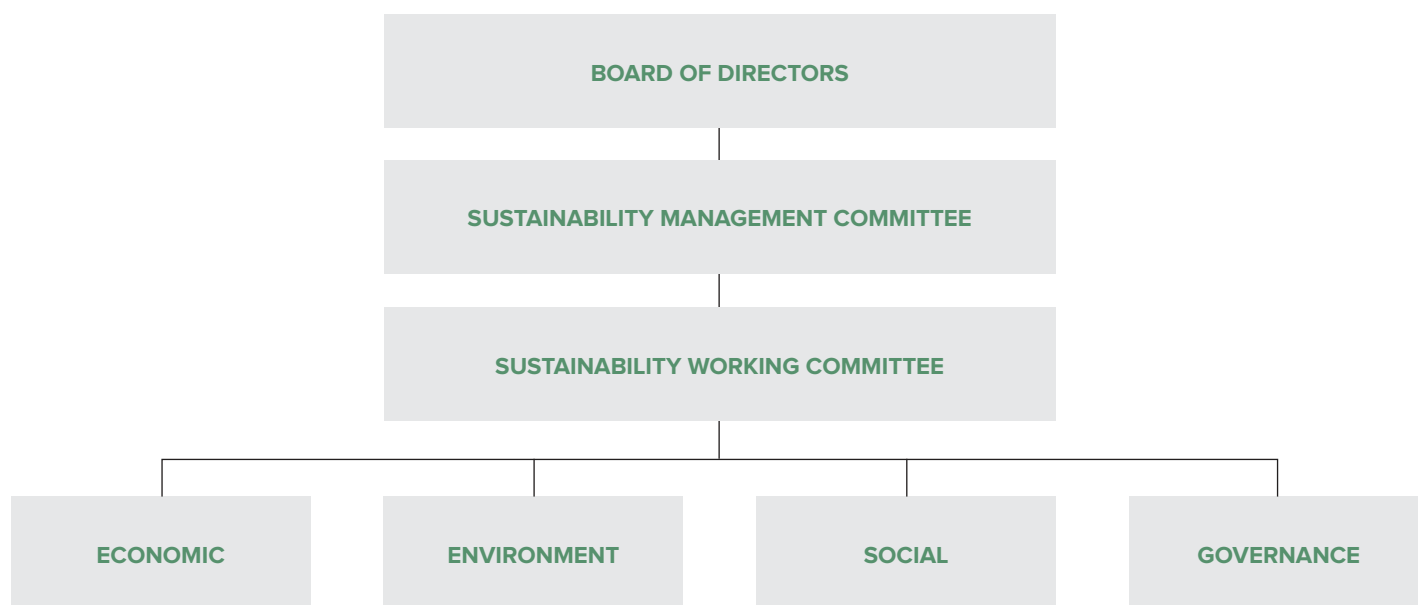
CLEAR RESPONSIBILITIES AND STRUCTURES DEFINED

Sustainability is firmly established at the Board level as part of the Group's corporate strategy. Sustainability management comes under the purview of the Sustainability Committee. The committee comprises representatives from all business units and is headed by Datuk Ho Hon Sang who oversees the Group's continued commitment to environment, social and governance (ESG) issues.

The committee updates the Board on the Group's sustainability management performance, key material issues identified by stakeholders and planned follow-up measures.

The following governance structure has been introduced for the effective monitoring and execution of sustainability initiatives in the organisation.

Mah Sing Sustainability Governance Structure



The Board, supported by the Sustainability Management Committee, is accountable for all sustainability matters in Mah Sing. This committee comprises members of senior management who oversee the implementation of sustainability strategy and related matters. The Group Sustainability Committee meets at least once a year.

REPORTING

The Group Sustainability Committee consists of the Board of Directors, Sustainability Management Committee and Sustainability Working Committee.

The Sustainability Management Committee, supported by the Sustainability Working Committee, updates the Board on all significant issues and concerns discussed during the meetings.

All recommendations and findings of the Sustainability Management Committee and the Sustainability Working Committee are recommended for Board approval.

Roles and Responsibilities



Board of Directors

- Directs the overall sustainability strategy and other related matters for Mah Sing Group Berhad and its subsidiaries
- Supervising and is ultimately accountable for sustainability performance
- Reviews and approves the sustainability report



Sustainability Management Committee

- Comprises members of the Board and senior management from respective functions
- Engages leadership across business units, regions and functions and provides further oversight and strategic guidance
- Formulates sustainability objectives, targets, priorities, policies and goals
- Monitors and tracks Group sustainability
- Oversees the implementation of sustainability strategy and related matters
- Evaluates economic, environmental, social and governance risks and opportunities within the Group



Sustainability Working Committee








- Comprises members from various respective functions involved in the four focus areas: Economic, Environmental, Social and Governance
- Coordinates and implements Group-wide sustainability activities
- Supports the Sustainability Management Committee in monitoring and tracking Group sustainability
- Executes the approved sustainability strategy and related matters

VALUE CREATION FOR STAKEHOLDERS

We are stronger when we work together and engage with key stakeholders to align our sustainability strategy and approach with theirs. Engaging, building strong relationships and sharing information with stakeholders have helped improve our understanding of the externalities and trends that could affect us in the future.

Mah Sing wants to understand the material issues that affect our stakeholders in a clearer manner. We are constantly improving our engagement processes as this can help create and share value.

Our stakeholder groups, unique engagement methods with each group depending on their interests and our relationship goals are presented below.

Stakeholders	Expectations & Interests	Engagement Methods
 Employees	<ul style="list-style-type: none"> Employee communication Learning & development Succession planning Work-life balance Workplace diversity Workplace health & safety 	<ul style="list-style-type: none"> Regular engagement with senior management Employee Engagement Survey (EES) Recreation club activities Volunteer programmes Townhall (twice a year) Internal email (MComm)
 Customers including home buyers, residents and tenants	<ul style="list-style-type: none"> Customer care & post delivery service Security of development projects Product quality Operational efficiency Supply chain efficiencies Workmanship and design Facilities management Customer experience 	<ul style="list-style-type: none"> Appreciation events Satisfaction surveys Social media Mah Sing Careline M Privilege Loyalty Programme M Concierge Property Support Services Community & CSR events
 Investors	<ul style="list-style-type: none"> High-quality assets Sustainable financial returns Transparency Operational efficiency ESG risks and opportunities Investor engagement 	<ul style="list-style-type: none"> Annual General Meetings (AGMs) Quarterly financial results announcement Media releases and interviews Annual and sustainability reports
 Communities	<ul style="list-style-type: none"> Design and quality Job opportunities Local partnerships Community involvement Infrastructure improvements 	<ul style="list-style-type: none"> Community programmes in the areas of financial assistance, medical support, social and sports Affordable housing
 Government	<ul style="list-style-type: none"> Compliance Permits and entitlements Stakeholder programmes to promote greener tenant/resident behaviour 	<ul style="list-style-type: none"> Advocating best practices Stakeholder programmes to encourage greener tenants and residents
 Suppliers	<ul style="list-style-type: none"> Business relationships Development opportunities Sourcing of materials Selection of suppliers and contractors 	<ul style="list-style-type: none"> Mah Sing works closely with contractors and suppliers who are committed to quality, environmental, health and safety standards.
 Environment	<ul style="list-style-type: none"> Green present and future 	<ul style="list-style-type: none"> Sustainable buildings Green townships Reduce, Reuse, Recycle (3Rs)

MATERIALITY

Mah Sing prioritises aspects of sustainability that create economic, social and environmental value and meet stakeholders' needs while ensuring that the business can grow and generate revenue.

Materiality analysis is an important tool employed by the Group to:

- Identify issues of most concern to stakeholders; and
- Understand how these impacts influence and are affected by our business model.

Mah Sing commissioned a comprehensive materiality study in the last quarter of 2017. This study ascertained the most material aspects of our sustainability programme. An impartial external party was chosen to secure the objectivity of the study and the anonymity of the respondents. Input was sought from representatives of all major stakeholder groups.

Stakeholder Groups Contacted for the Materiality Study

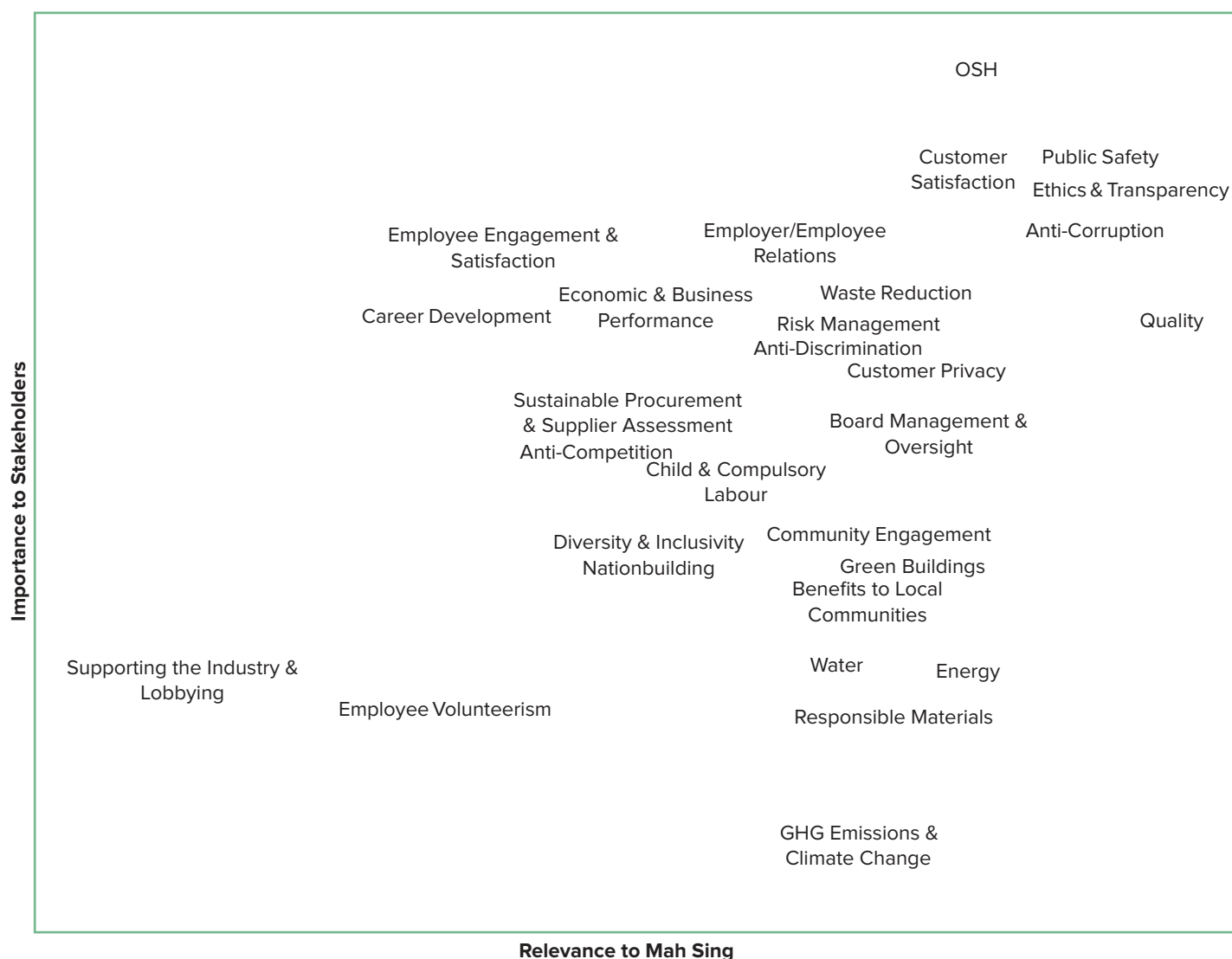


Corporate Governance	Ethics & Transparency; Board Management & Oversight; Risk Management
Economic	Economic & Business Performance; Sustainable Procurement & Supplier Assessment; Supporting the Industry & Lobbying; Nationbuilding
Environmental	Responsible Materials; GHG Emissions & Climate Change; Energy; Water; Green Buildings; Waste Reduction
Social: Labour Practices and Decent Work	OSH; Diversity & Inclusivity; Career Development; Employee Engagement & Satisfaction
Social: Human Rights	Child & Compulsory Labour; Anti-discrimination; Employer/Employee Relations
Social: Society	Community Engagement; Anti-corruption; Anti-competition; Benefits to Local Communities; Employee Volunteerism
Social: Product Responsibility	Customer Satisfaction; Customer Privacy; Public Safety; Quality

Stakeholders rated the importance of 29 sustainability areas, from a scale of 'very unimportant' (1) to 'very important' (5). A total of 280 responses were received with a natural skew being discovered. Customers were the most represented group with the fewest responses being received from Regulators & Certification Bodies.

An average score for all areas was calculated within each stakeholder group to rectify the sample imbalance, before obtaining an average rating from all eight stakeholder groups.

We also asked seven members of our board of directors to complete the survey. Their views represented Mah Sing. The results of this assessment are presented in the following materiality matrix.














The survey results help ensure that our sustainability strategy is in line with stakeholders' expectations. The matrix has been reviewed and is considered to still be accurate. However, a new materiality study will be conducted once there is a major change in the business landscape and trends.




OUR SUSTAINABILITY AGAINST THE UN SUSTAINABLE DEVELOPMENT GOALS (UNSDGS)

The United Nations has called on companies to advance sustainable development through the investments they make, the solutions they develop and the business practices they adopt. The UNSDGs encourage companies to reduce their negative impacts while improving the positive contribution they make to the sustainable development agenda.

Mah Sing's key efforts and programmes in relation to the key UNSDGs are highlighted below.

UN Sustainable Development Goals		Our Contribution
 <p>1 NO POVERTY</p>	 <p>2 ZERO HUNGER</p>	<p>Mah Sing Foundation believes in investing in a better future, a future that can only be realised once every child is given an opportunity to thrive and reach their full potential. Objectives of the Foundation include:</p> <ul style="list-style-type: none"> • Fund initiatives in line with its objectives: education and health with a focus on children and the community • Forge sustainable partnerships with NGOs and other local partners • Encourage employee engagement in CSR projects
	 <p>3 GOOD HEALTH AND WELL-BEING</p>	
	 <p>4 QUALITY EDUCATION</p>	
 <p>6 CLEAN WATER AND SANITATION</p>	 <p>7 AFFORDABLE AND CLEAN ENERGY</p>	<p>Mah Sing is committed to the following in all of its projects and developments:</p> <ul style="list-style-type: none"> • Resource efficiency including water and energy • Green developments • Innovation to ensure commercial viability • Considering risks of climate change right from the design stage
 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	 <p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>	
 <p>13 CLIMATE ACTION</p>	 <p>15 LIFE ON LAND</p>	
 <p>14 LIFE BELOW WATER</p>		
		<p>The River of Life initiative focuses on cleaning the Kepong River. Mah Sing supported this initiative by investing in the beautification of the lake perimeter. Cleaning, beautifying and developing the Kepong River has benefited the surrounding residential areas of Taman Wahyu and Kepong.</p>

OUR SUSTAINABILITY AGAINST
THE UN SUSTAINABLE DEVELOPMENT GOALS (UNSDGS) (cont'd)




UN Sustainable Development Goals	Our Contribution
<div data-bbox="155 676 351 874"> 5 GENDER EQUALITY  </div> <div data-bbox="358 676 550 874"> 8 DECENT WORK AND ECONOMIC GROWTH  </div> <div data-bbox="155 883 351 1081"> 10 REDUCED INEQUALITIES  </div>	<p>Employees can make a significant contribution by offering their talent, expertise and experience, regardless of ethnicity, age or gender. Consistent, equitable and fair labour practices are adopted when hiring, developing and rewarding staff.</p>
<div data-bbox="155 1089 351 1293"> 12 RESPONSIBLE CONSUMPTION AND PRODUCTION  </div>	<p>Mah Sing is familiar with the benefits of incorporating sustainable design principles into its developments. The Group works closely with its customers during the planning and design phase to optimise the sustainable design elements of the development.</p>
<div data-bbox="155 1302 351 1506"> 16 PEACE, JUSTICE AND STRONG INSTITUTIONS  </div>	<p>The Employee Handbook explicitly states that it is unethical for any employee to accept gifts, bribes, kickbacks or any other form of special favours from both current and potential business partners. Employees should not accept gifts that are not generally offered to other staff holding similar positions in the Company.</p>
<div data-bbox="155 1515 351 1719"> 17 PARTNERSHIPS FOR THE GOALS  </div>	<p>Together with other industry players, the Group continues to strategically cater to the diverse buyers and market segments in the prime residential and commercial projects across Malaysia.</p>



DOING PROPERTY, THE SUSTAINABLE WAY

Mah Sing has crafted homes for Malaysians for over 25 years and currently has 47 projects in Malaysia’s property hotspots. We are one of the few fully integrated developers with residential, commercial, industrial and hospitality portfolios.

As a leading developer in Malaysia, we understand the importance of leading the market through sustainable business. In line with the United Nations Sustainable Development Goals, we are committed to three broad areas.

 <p>For the community, public and the nation</p> <p>Driven by Mah Sing Corporate Responsibility arm</p>	 <p>For our people</p> <p>Driven through internal growth</p>	 <p>For the environment</p> <p>Driven through compliance with environmental requirements and assessment</p>
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REINVENTING AFFORDABILITY FOR THE NATION'S ECONOMY

Property markets affect the overall health of the nation's economy and vice versa. In 2013, Mah Sing began developing affordable homes as part of its effort to help everyone own a home. In 2017, we expanded this initiative by launching the Reinventing Affordability campaign. This campaign has since served as a key theme in the Group's business plan – developing more affordable homes to cater to the market's supply-demand gap.

A study in 2018 conducted by Lafarge-EdgeProp revealed that 79% of Malaysians are looking for homes below RM600,000. The Government also places importance on affordable homes projects for first-time buyers. Our strategy is aligned with the national goals as 83% of our sales in 2018 were below RM700,000.

The Government is working closely with Bank Negara Malaysia to relax current lending guidelines to allow more small businesses and first-time home buyers to secure housing loans. We are optimistic about the success of this venture for our Company and the nation.

The "Reinvent Affordability" campaign covers Mah Sing's four new projects namely M Centura in Sentul, M Vertica in Cheras, M Vista in Penang and Fern Phase 2 in Meridin East. The campaign was well received with all projects recording a 95% average acquisition rate during previews and unit selections.

We will continue to launch more affordable projects under RM700,000 and incorporate more innovative technology solutions in our business processes and products.



CONNECTIVITY ADDS VALUE TO AN ICONIC LOCATION

Mah Sing is devoted to creating spaces that are home to vibrant, diverse and thriving mixed-use communities — places in which people love to work, live and relax. Investment in infrastructure is crucial for the success and vibrancy of the area and development. Buyers enjoy high standards of living and the project's accessibility and connectivity increase its value.

In April 2018, an interchange link to the KL-Seremban Highway located at Exit 212A was opened. Southville City residents benefit greatly from improved travel in and out of the township.

The township is now best connected as it is only 19km from Kuala Lumpur and this interchange also:

- Benefits approximately 1.15 million people from the surrounding communities including residents of Bangi, Kajang, Cyberjaya, Putrajaya, Semenyih, Dengkil and Nilai
- Positions Southville City as the upcoming tourism hub between KLIA and Kuala Lumpur with the launch of its commercial hubs, 208 Savanna Lifestyle units and 28 Boulevard shops.

We also created direct access between our development, Meridian Bayvue and the Johor Bahru East Coast Highway, shortening the distance by 12km. Meridin Bayvue residents enjoyed shorter distances to Singapore and other adjoining areas such as Kawasan Perindustrian Pasir Gudang and Johor Bahru City Centre.

Mah Sing will also be investing in multiple ingress and egress points to provide convenience and access to its Icon City development. Commuters will also benefit from this transit-oriented development with the completion of a dedicated walkway from the development to the Setia Jaya KTM Komuter station.

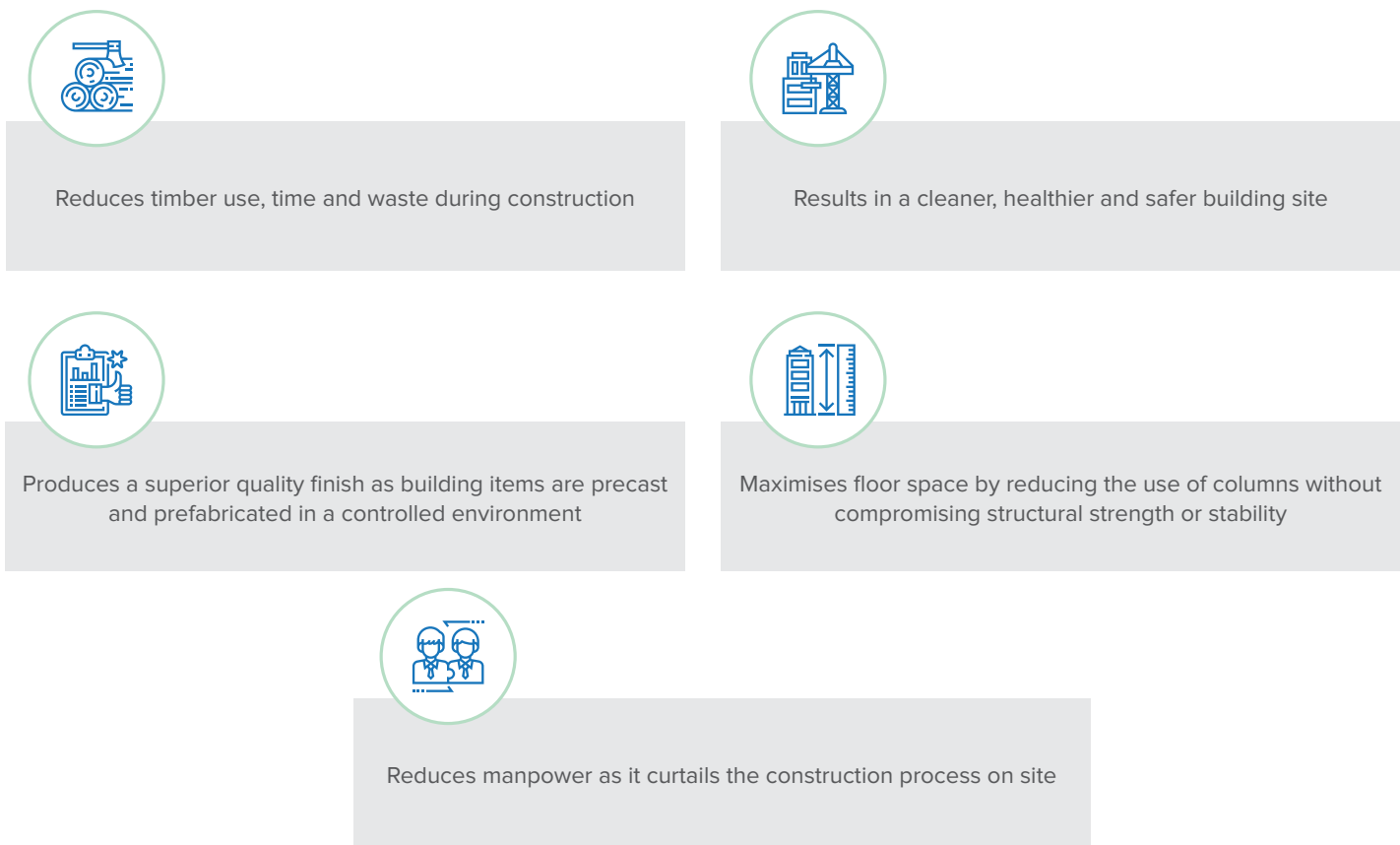
We are also constructing a direct road that will connect residents of Meridin East Township and the surrounding community with Tanjung Langsat and Pasir Gudang. The direct road is scheduled for completion in 2020.



PIONEERING INNOVATION

Mah Sing has begun to adopt the Industrialised Building System (IBS) system in its developments with the first being the M Aruna township project in Rawang, Selangor. IBS consists of an integrated design project, building systems, materials and products to achieve a functional purpose. Representing a paradigm shift in building design and construction, IBS provides many benefits.

Benefits of Precast Technology Used by IBS



We are proud to announce that our Aster project in M Aruna achieved an IBS score of 85.

FORAY INTO HOSPITALITY

In 2015, we signed an agreement with Wyndham Hotel Asia Pacific that allowed us to use the Ramada brand. Wyndham Group is one of the world’s largest hospitality companies which owns and manages more than 55 world-renowned hotel brands including Ramada Hotels.

We appointed Topotels Sdn Bhd to manage and run the operations following its record of managing reputable hotels such as Ramada Encore in Seminyak, Bali; The Straits Hotel & Suites in Malacca and Vio Hotel in Bandung.

In July 2018, the soft launch of Ramada Meridin Johor Bahru, comprising 644 hotel suites, marked our foray into the hospitality industry. Ramada Meridin is the Wyndham Hotels and Resorts’ largest property by room count in South East Asia.

Ramada Meridin is more than just a business hotel as it caters to both business travellers and holidaymakers. Its strategic location of 700 meters from Legoland and being close to Johor Premium outlet help attract many holidaymakers. All these room sizes are larger than the average hotel rooms.



Rooms Available at Ramada Meridin

Deluxe Room
(30 m²/323 ft²)



Classic Suites
(60 m²/646 ft²)



Premium Suites
(82 m²/883 ft²)



ICT THE WAY FORWARD



Mah Sing is seeking digital ventures in its property business to deliver a seamless home ownership experience with value-added post-purchase services. We have implemented Internet of Things (IoT) in some of our products. The existing data and wide connection network are utilised to increase buyers' value and convenience.

Other IT platforms that will continue to bring innovative solutions to our homebuyers include Fintech, Proptech (My Mah Sing app for customers, digital VP for vacant possession, Power BI for data analytics, SnagR for defect management) and Industrial Building System (IBS).



CASE STUDY

My Mah Sing App

What is it?

- A multi-purpose tool to guide purchasers from point of purchase until keys handover. Features include MyProperty, MyProperty Progress Views, About the Community, Vacant Possession/Handover, MyCases, Booking Residence, Statement of Account, Booking Facility, Register My Guest, Register My Contractor, Renovation Application, MConcierge and MPrivilege.
- Non-customers are also able to download the App and subscribe to updates on Mah Sing's current and future projects.
- The first phase of the App was introduced in April 2018 with the second phase scheduled for implementation in early 2019.

Impact

- The App had received a total of 9,091 downloads as at 31 December 2018 with 4,644 being purchasers.
- From April to December 2018, 40% of all VP appointments were made through the MyMahSing app.
- The App received an average rating of 3.3 out of 5 on the Apple Store and 3.8 out of 5 on the Google/Android app store.
- Number of calls has been reduced by 50%.
- 5,058 units were handed over digitally.
- Value proposition as at 31 December 2018 resulted in at least 51,000 sheets of paper being saved.



REINVENTING SPACES FOR EDUCATION

In 2018, Mah Sing and EduCity Iskandar Malaysia announced a partnership to provide student accommodation. Mah Sing's integrated development, Meridin@Medini will be just 3.6 km from EduCity. It will be the first external student accommodation provider for Iskandar Malaysia's Education Hub, offering 183 fully-furnished units that cater to approximately 370 students.

The EduCity partnership complements our tagline "Reinvent Spaces. Enhance Life." EduCity delivers world-class education for Malaysians and students in the South-East Asian region. Mah Sing supports this by providing these students with fully-furnished homes during their educational journeys.

We will also run two-way shuttle bus services from Meridin@Medini to Educity for students staying in our development. Students will not have to worry about renting a car or carpooling, allowing more time to study and enjoy the entertainment and extra-curricular activities the university has to offer.

"We are very pleased and equally excited to embark on this collaboration with Mah Sing Group in enhancing and improving various facilities for the 3,000 students currently studying at EduCity. Working with reputable partners such as Mah Sing Group will continue to boost the appeal of EduCity. Good accommodation is important as a conducive environment will better facilitate a student's learning experience."

- Datuk Ir. Khairil Anwar Ahmad, Chairman of EduCity Iskandar Malaysia"



Students will enjoy a home close to EduCity and experience the full recreational facilities in Meridin@Medini including a swimming pool, gym, multipurpose room and tennis court. Students can also visit the Meridin Walk Lifestyle Mall for shopping, dining and entertainment. Students will fully experience Meridin@Medini's Live, Work, Relax and Rejuvenate concept.

Access to the student accommodation will be controlled with key card access, providing peace of mind and added safety for students and residents. Mah Sing is also committed to the long-term objective of providing high-speed Internet for Meridin@Medini for both students and residents of this development.

MEMBERSHIPS IN ASSOCIATIONS

Mah Sing advances the industry through memberships in various associations. Company representatives meet with other industry players regularly to discuss current affairs, challenges and ways to meet buyers' expectations.

Associations Mah Sing is Actively Involved in

Property Division	Plastics Division
<ul style="list-style-type: none">• Real Estate and Housing Developers' Association Malaysia (REDHA)• Construction Industry Development Board (CIDB)• Master Builders Association Malaysia (MBAM)• FIABCI national committee member	<ul style="list-style-type: none">• Malaysian Plastics Manufacturers Association (MPMA) - committee (FK)• Federation of Malaysian Manufacturers (FMM)• Malaysia Pallet Association (MPA)



We are proud to announce that Executive Director, Datuk Leong Yuet Mei had the Darjah Kebesaran Panglima Mahkota Wilayah conferred upon her and now carries the title “Datuk”. The conferment is effective from 1st February 2018 and reflects her leadership role and more than 20 years contribution to the property industry.

SUPPLY CHAIN DEVELOPMENT

Mah Sing prefers procuring locally. We select contractors, suppliers and other supply chain partners who share our values and work innovatively. Different requirements and guidelines are set for new suppliers at the pre-qualification stage depending on the goods or services offered. Sustainability clauses are also included in contracts to:

- Raise the standards of our supplier base
- Ensure that our supply chain is robust and exceeds our high standards

Our Sustainable Supply-chain Core Principles:



Human rights

01

Respect for human rights in dealing with suppliers including team members, clients, suppliers, shareholders and communities.



Compliance with applicable international and local laws

02

We recognise that although local customs, traditions and practices may differ, suppliers and contractors must at least comply with local and international laws including all environmental, health and safety and labour legislation.



Forced or compulsory labour

03

Our suppliers and contractors must not use forced, bonded or compulsory labour. All employees must be free to leave their employment after serving reasonable notice.



Child labour

04

We refuse to accept the use of child labour in the supply chain. No employees should be below the legal minimum employment age.



Equality and diversity

05

We refuse to accept unlawful discrimination of any kind in working relations and we expect diversity to be promoted. Suppliers and contractors should not discriminate in hiring, compensation, access to training, promotion or retirement.



Freedom of association

06

As far as relevant laws allow, respect for freedom of association should be given.



Environmental impacts

07

We continue to establish processes to understand our environmental impacts and risks. We are working to reduce these impacts and promote environmentally-friendly policies in the areas of:

- Waste and disposal
- Improved resource efficiency
- Biodiversity protection
- Environmental impacts such as noise and pollution
- Controls to minimise the release of harmful emissions into the environment.







Incorporating Sustainability in Our Procurement Decisions

			
Environmental criteria	Green purchases	Sustainable partners	Green packaging
Mah Sing Plastics apply when making purchasing decisions.	Mah Sing Plastics purchases recyclable and reusable materials from suppliers.	We partner with sustainable suppliers or utilise suppliers who share our sustainability commitment.	Our plastics' packaging and shipping materials are recyclable, reusable, bio-degradable and made from 100% post-consumer recycled materials.

BUYING LOCAL

We prefer local suppliers. Partnering with local businesses allows us to invest in the communities in which we operate while reducing shipping and transportation costs and their associated environmental impacts. More than 90% of our suppliers and contractors are locally-based. More than 80% of raw materials at our operations in Indonesia are purchased from local suppliers.

Benefits of Buying Local

		
Promotes more local wealth	Reduces the use of fossil fuels	Retains the uniqueness of our communities
		
Supports local communities	Creates more local jobs	Invests in the community

OUR RELATIONSHIP WITH SUPPLIERS AND CONTRACTORS

Anything can be discussed due to Mah Sing's open relationships with suppliers. Suppliers who can provide proven efforts and innovations that meet our sustainability requirements are preferred. The extent to which a supplier meets our quality, innovation, continuity of supply and service requirements is translated into a long-term relationship for added value for all parties.

Suppliers and contractors must:

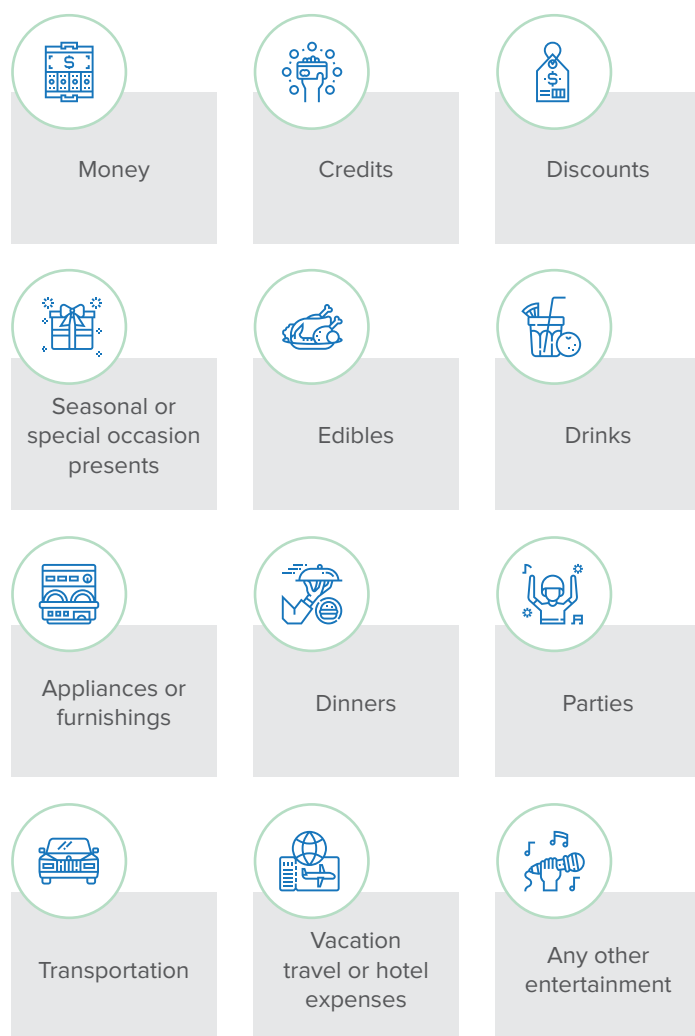
- Abide by all relevant national laws and statutes at all times
- Be sustainable and committed to the continuous improvement of the health, safety and environmental (HSE) aspects of their operations
- Minimise the negative impact on society and the environment such as noise, dust and other pollution.

Environmental provisions are included in our contracts to minimise annoyance to the surrounding area. Negative societal impact usually refers to noise and dust pollution in the construction industry. However, illegal workers must also never be employed.

GIFTS AND HOSPITALITY

During the procurement process, it is inappropriate to accept gifts, gratuities or hospitality of any form.

Examples of Gifts, Gratuities or Hospitality That Are Refused



Working relationships with suppliers must be maintained without subtle or inappropriate obligation being placed on any member of staff or supplier. Employees must not indicate that gifts, gratuities or hospitality will be accepted or that these could influence decisions.

Employees are required to immediately inform their heads of department if gifts are offered by an individual or team at home or work.

On 23 June 2016, Mah Sing introduced a No Gift Policy which prevents employees from receiving any form of gifts from contractors, suppliers, agents and business associates/partners. This aims to prevent conflicts of interest or the appearance of such in business dealings.

ETHICAL CONDUCT

ANTI-BRIBERY AND CORRUPTION

Mah Sing's anti-bribery and corruption practices extend to individuals of all levels including senior managers, directors, employees, consultants, contractors or other party providing services to the Group.

We will not provide gifts or hospitality with the intention of persuading anyone to act improperly or influence anyone in the performance of his or her duties. Contributions or charitable donations must not be made in order to gain commercial advantage.

We do not make, and will not accept, facilitation payments or kickbacks of any kind for business favour or advantage.

Mah Sing does not condone bribery, corruption or any other actions that may deprive the company of access to competitive pricing.



OPTIMISING OUR ENVIRONMENTAL PERFORMANCE

Efficient and responsible operations are more than simply protecting the environment. Mah Sing goes beyond managing impacts by incorporating smart technology and design to create a township that is truly integrated, efficient and futureproof.

Projects are managed in a way that sets new standards of care for our workforce while delivering high-quality end products. Our dedication and perseverance make our sites safer for people, healthier for the community and greener for the environment.

MANAGING OUR FOOTPRINT

As a major developer, we are responsible for minimising any adverse environmental impacts. However, we aim to surpass these standards — creating resilient, future-proof developments that enhance spaces and meet the needs of current and future communities.

END-TO-END PROJECT APPROACH

Maintaining a position of environmental leadership within our sector is a key aspiration. We remain committed to keeping the impact of our operations, people and developments on the world around us as positive as possible.

While overseeing all stages of a project, we have a unique opportunity to make every development efficient and adaptable. Our end-to-end approach involves close collaboration at every stage with clients, consultants, contractors and local stakeholders.

Our approach is stipulated in the Group Sustainability Framework and the ISO 14001:2004 Environmental Management System.

Creating Environmental Value in Our Developments



Stakeholder value is created through innovation by minimising our environmental impact and reducing the environmental footprint of our buildings



Environmental sustainability is incorporated into our life-cycle management throughout all stages of a project



Our environmental impact is considered in the project strategy from the beginning and assessed at each stage



A bespoke Sustainability Management Plan delivers exemplary performance and long-term value for each project

How We Deliver



Through Design

We strive to be recognised as sector leaders — driving innovation and improving quality of life. We aim to create resilient, diverse, safe and integrated spaces that enhance life. Long-term investments are based on stable, well-governed social, environmental and economic systems.



During Construction

We continue to encourage our supply chain partners to assess the lifecycle impact of their operations and adopt green development. This phase is optimised by conceptualising developments virtually before the actual construction commences. We employ local people and partners with local business knowledge who share our procurement needs.

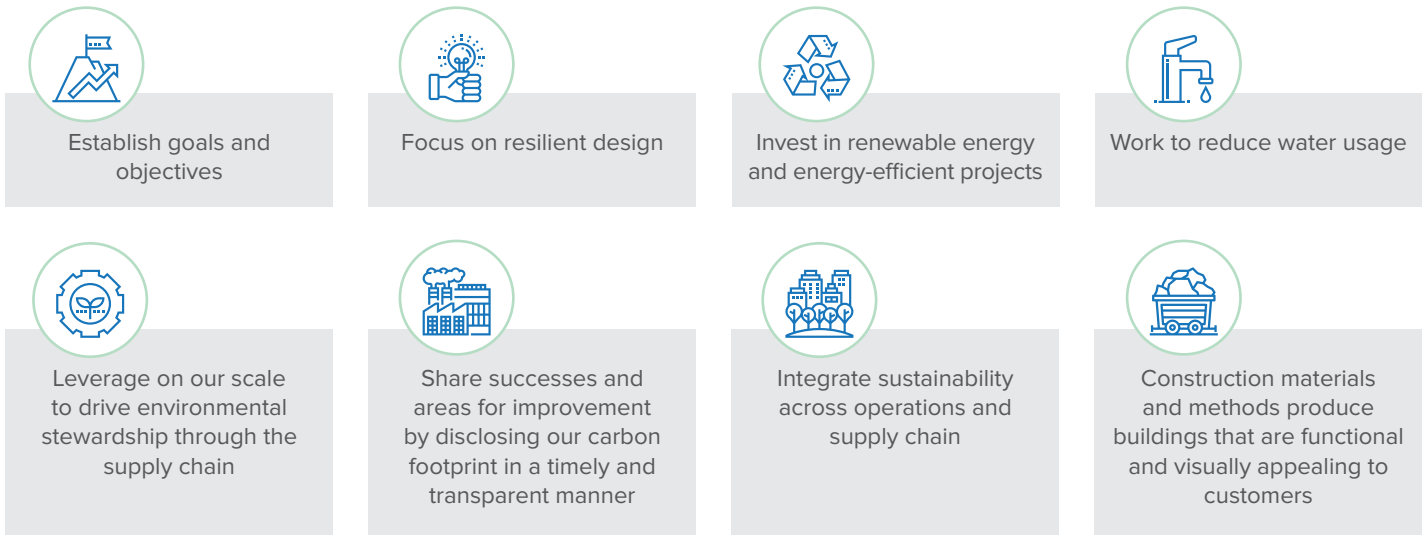


Through Our Management

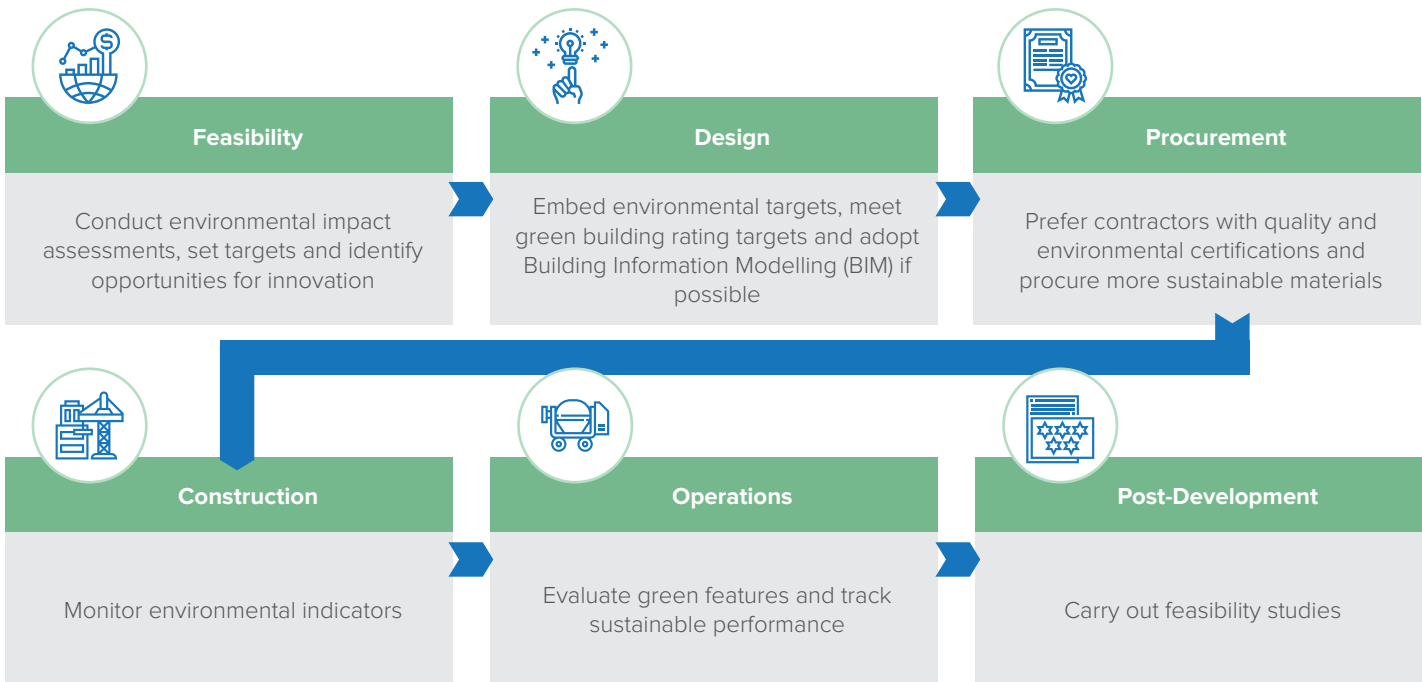
We are not a short-term developer that merely completes one project and moves on to the next. We continue to manage our developments, breathing neighbourly values and principles. Understanding and responding to stakeholders' needs help us deliver optimum value to local community members through our developments.

SUSTAINABLE BY DESIGN

The property and real estate industry affects the environment and can contribute to a more sustainable global distribution system. Properties and business processes are designed to minimise our environmental impacts. Our buildings allow customers to operate more efficiently and cost-effectively.



Whether using locally-sourced construction materials or promoting sustainable behaviour in our offices, Mah Sing drives best practices in sustainability across the entire organisation and through our contractor and supplier networks.



GREEN DEVELOPMENT

The Energy, Green Technology and Water Ministry (KeTTHA) launched a Green Technology Master Plan (GTMP) to promote a greener lifestyle. We recognise that environmentally-friendly practices require the prudent use of energy and water in daily life as both are inter-related.

Mah Sing supports the Government's goals by embracing green development. Our developments have already begun to incorporate green features which promote savings and conservation.

Environmentally-Friendly Features of M Centura Homes



Rainwater harvesting system



Electric vehicle charging stations
for hybrid and electric cars



Centralised garbage disposal
system




Laminated safety glass panels
that reduce heat and noise



Our Green Certification Achievements to Date


Project		Tool	Award Level
Icon City Petaling Jaya	Tower 1 Icon Residence	GBI Green Mark	Certified Gold
	Tower 5	GBI LEED	Certified Gold
	Phase 1	LEED	Certified
M-City		GBI Green Mark	Certified Certified
Icon Residence Mont Kiara		GBI Green Mark	Certified Certified
Lakeville		GBI	Provisional Certificate
Feringghi 2B		Green Mark	Gold Plus Certificate
Feringghi 2C		Green Mark	Gold Provisional Certificate
Southbay Plaza		Green Mark GBI	Gold Provisional Certificate Provisional Certificate

HOW OUR GREEN DEVELOPMENTS CREATE SUSTAINABLE IMPACT




Economic

- Reduce operating costs
- Improve occupant productivity
- Enhance asset value and profits
- Optimise life-cycle economic performance



Environmental

- Enhance and protect biodiversity and ecosystems
- Improve air and water quality
- Reduce waste streams
- Conserve and restore natural resources



Social

- Enhance occupant health and comfort
- Improve indoor air quality
- Minimise the strain on local utility infrastructure
- Improve the overall quality of life

RESPONDING TO CLIMATE CHANGE

Energy use and the resulting greenhouse gas (GHG) emissions represent one of our greatest environmental impacts. Our performance is monitored as we seek ways to maximise our buildings' energy performance and reduce energy use through design, technology and working with tenants.

Mah Sing Plastics' Environmental Management System is certified with the internationally-recognised ISO 14001 standard and supports continuous improvement in our environmental performance.

ENERGY MANAGEMENT

Mah Sing's Energy Management Policy is communicated to all employees and stakeholders throughout the value chain. The management adopts energy-efficient practices when procuring raw materials, components, packaging, chemicals, plants and equipment to help deliver energy-efficient improvements and reduce the impact from operations.

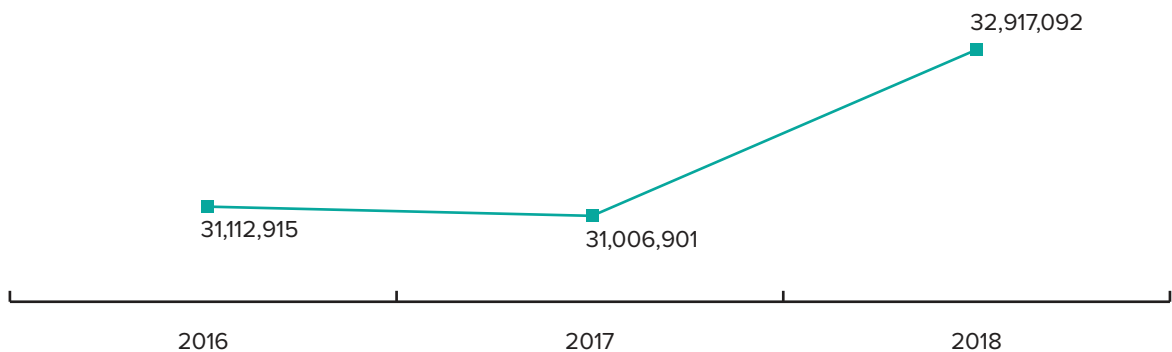
In 2018, Mah Sing Plastics has acquired an air compressor which is categorised as an energy efficiency project. It has also obtained the green investment tax allowance from MIDA.

Mah Sing Plastics is committed to investing a minimum of RM500,000 in a three-year energy audit programme with the Malaysian Green Technology Corporation under its Energy Audit Conditional Grant. A partnership was established with a consultant to review systems and processes, and recommend future energy efficient technologies. Significant progress has been made with the implementation of the following projects:

- Aluminium cooling tower blades were replaced with fibre alternatives
- Variable Speed Drive (VSD) pumps were installed in the cooling tower

Mah Sing Plastics includes energy efficiency and energy management practices in raw materials, components, packaging, chemicals, new plants and equipment. It targets to achieve a Green Certificate and ISO 50001 for its factories by 2022 .

Electricity Consumption (kWh)



MAH SING PLASTICS ENERGY MANAGEMENT POLICY

Mah Sing Plastics Industries recognises the importance of energy management and energy efficiency at all operating levels. We pledge for continual improvement to reduce our specific energy consumption by 10% in the next three years without compromising on product quality, safety and the environment. We are committed to comply with all applicable Malaysian energy management regulations (EMEE 2008) and environment legal requirements related to our identified risk and environment aspects.

GREENHOUSE GAS EMISSIONS

All environmental impacts are monitored including transporting materials and the GHG emissions of our developments. Records of our environmental performance are kept and monitored.

Our emissions accounting is based on the internationally recognised GHG Protocol established by the World Business Council for Sustainable Development (WBCSD) and World Research Institute (WRI). Emissions accounting is based on the GHG Protocol classification of direct and indirect emissions.



Direct GHG emissions are produced from sources that are owned or controlled by us.



Indirect GHG emissions are emissions that are a consequence of business activities but occur at sources owned or controlled by another entity.

The GHG Protocol further categorises direct and indirect emissions into three broad scopes: direct GHG emissions; indirect GHG emissions from the consumption of purchased electricity; and other GHG emissions. We have adopted this standard for our reporting.



Direct GHG emissions



Company-owned vehicles



Indirect GHG emissions



Electricity



Other indirect GHG emissions

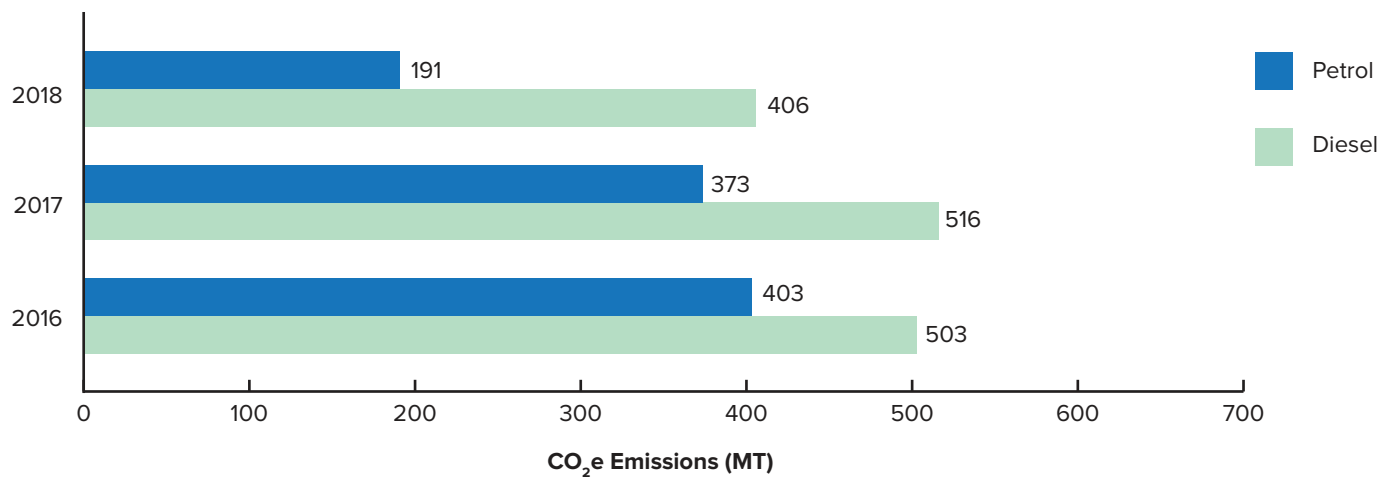


Air travel

Scope 1

All fuel purchases are monitored and recorded to calculate GHG emissions from company-owned vehicles. Separate calculations were performed for both petrol and diesel. CO₂ emissions from the consumption of fuel were derived from the emission factor published by the IPCC Guidelines for National Greenhouse Gas Inventories.

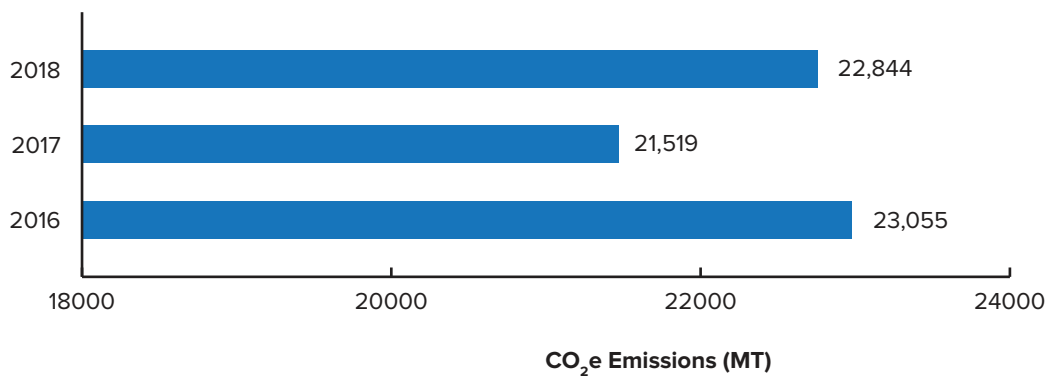
CO₂ Emissions (MT) from Company-Owned Vehicles by Fuel Type



Scope 2

Indirect emissions result from electricity. Energy has been calculated from Mah Sing's electricity bills. CO₂ emissions from the use of electricity were derived using the emission factor published by the Malaysian Green Technology Corporation for the Peninsular Grid.

CO₂ Emissions (MT) From Purchased Electricity





Flight bookings were decentralised as part of the Group's cost-saving journey. Employees were authorised to book their own flights based on the lowest fare available when travelling for business. This approach has resulted in significant savings as the Group now benefits from promotional fares without paying any agency fees.

Scope 3 emissions calculations are no longer performed following the introduction of the decentralised booking system.

RAW MATERIALS

As a major developer, we have a responsibility to minimise our use of natural resources and reduce, recycle and reuse as much waste as possible.

All major materials are procured from companies with an Environmental Management System (EMS). These require a comprehensive process involving an assessment of our suppliers and their extended supply chains. Direct engagement has helped several suppliers meet the most stringent responsible sourcing standards. This helps us deliver projects that are certified as being responsibly sourced. Mah Sing Plastics uses 100%-recyclable plastic materials.

ENVIRONMENTAL MONITORING

We are committed to reducing our emissions wherever possible and work tirelessly to minimise risks from water pollution, flooding and land quality. Minimising the emission of gases and particulates is also a key component of our environmental strategy.

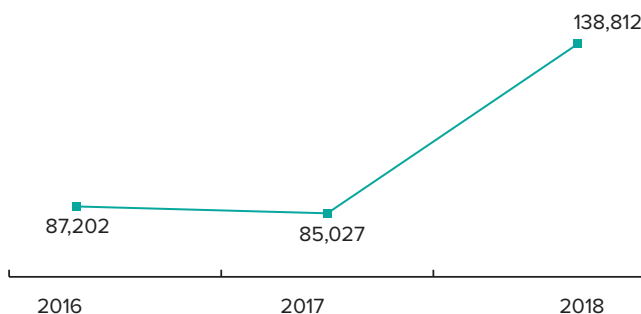
Mah Sing Plastics engages third-party firms to monitor various safety, health and environmental aspects including noise levels, wastewater generation, chemical exposure and health risks arising from using hazardous chemicals.

WATER

Reducing water consumption and protecting water quality are key objectives of sustainable design. Mah Sing considers the protection and conservation of water throughout the life cycle of a building. Contractors are required to monitor the wastewater discharged into the watercourse or sewerage system. Factors considered during the design stage include using high-efficiency fixtures and eliminating leaks.

The increase in water consumption can be explained by additional projects being undertaken during the year.

Water consumption (m³)




WASTE MANAGEMENT

Mah Sing's Waste Management Plan contains administrative and procedural requirements for construction waste management and recycling activities.


All contractors are expected to:

- Establish waste management and recycling targets to minimise construction waste and debris during the construction of projects
- Salvage, reuse and recycle as much as possible
- Clearly label all recycling containers



Reduce

- Excess concrete from concrete sampling tests is used to patch holes on the project site to reduce waste




Reuse

- Temporary formwork, framing and structures are reused during construction
- Crushed waste concrete from demolition works is used to build a ramp on the project site




Recycle

- Various types of construction waste are recycled and segregated
- Domestic waste and scrap metal bins are located at the project site
- Plastic, paper, cardboard, glass, food and general wastes are placed in separate bins



Composting

- Food waste is composted on the project site and reused as fertiliser



Disposal of Hazardous Materials

- Scheduled waste at the project site is collected and disposed of by a DOE-licensed scheduled waste contractor

The total solid waste and scheduled waste generated by our Plastics Division during the year was 77,707kg and 37,098kg respectively.

Types of Construction Waste Generated



Contractors are required to

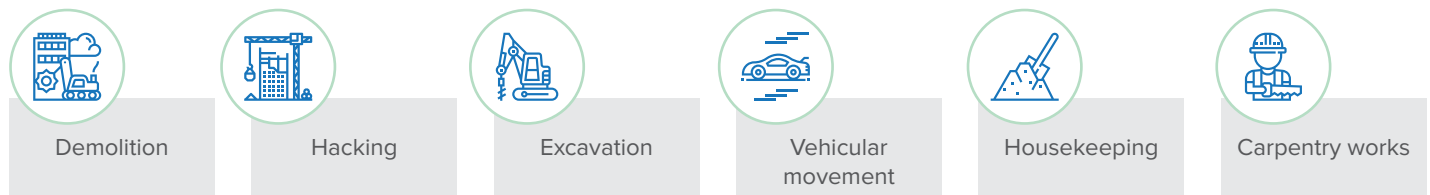
- Appoint a waste contractor that is registered with the Department of Environment and holds a valid license for the collection and disposal of relevant categories of waste in accordance with municipal regulations
- Submit a waste management report that lists the weight of materials generated, disposed of in landfill or diverted from disposal through recycling
- Maintain a clean and safe environment

Liquid waste generated by Mah Sing Plastics such as waste oil used by machines and equipment is disposed of by a licensed scheduled waste disposal company according to government regulations.

MINIMISING POLLUTION AND EROSION

Effective measures have been introduced to control pollution from construction activities.

Activities That Produce Dust



Contractors are requested to monitor and test ambient dust in accordance with local environmental pollution control regulations.

Dark smoke could result from malfunctioning equipment. The project manager should dedicate a member of staff to ensure that all fuel-burning equipment is serviced and maintained regularly to prevent excessive dark smoke emissions.

Pollution, Erosion and Sedimentation Control



Noise Pollution

- Noise monitoring devices are installed at prime locations and the monthly monitoring reports are highlighted during site progress meetings.



Water Pollution

- Water quality is monitored through water sampling that tests Total Suspended Solids (TSS), pH, Biochemical Oxygen Demand (BOD) and Chemical Oxygen Demand (COD).



Air Pollution

- Open site burning is strictly prohibited and dust is minimised by spraying water onto the trucks.
- Air sampling and monitoring are conducted in accordance with the Malaysian Air Quality Guidelines which measures Total Suspended Particles (TSP), sulphur dioxide and nitrogen dioxide.



Ground & Soil Pollution

- Machines are checked for oil leaks to prevent soil and water pollution.
- Drip trays are installed at electricity generators and portable diesel tanks to minimise spills.
- A proper bund wall with concrete cement is provided for our diesel skid tank.



Erosion Sedimentation Control

Practices implemented at our site include:

- Building a temporary earth drain to prevent water and silt seeping into the building basement
- Cleaning the drainage system periodically
- Using a mechanical silt trap that allows water to be reused on site
- Covering the slope with plastic sheets to prevent erosion

WHAT IS BIODIVERSITY AND WHY DOES IT MATTER TO MAH SING

Biodiversity is extremely important as it affects our air, water and food supplies. Biodiversity is the variety of life on Earth, in all its forms and interactions.

Property and real estate development is a leading driver of land-use change which has important implications for biodiversity, ecosystem processes and human well-being. Mah Sing creates sustainable communities by evaluating the density, extent, patterns and proximity of planned developments and adjacent open space have on natural and human systems.

M Centura promises to provide its future residents with a refreshing green living experience, right in the heart of Kuala Lumpur. On 14 September 2018, M Centura began beautifying its landscape by transplanting 28 *Hopea Odorata* trees that were more than



10 years old and preserving a 15-year-old Samanea Saman, also known as the rain tree. Mah Sing engaged M Centura's award-winning landscape consultant for the planning and execution of the project.

The initial stages involved pruning tree branches, excavating new planting holes and trenching to expose the root balls of the trees. The root balls were enveloped with coco fibre to protect them. The trees' conditions were observed for a month before they were transplanted to the new site. The newly-transplanted trees were staked, nursed and maintained to ensure they remained in good condition.

We foresee that the trees will be fully grown by M Centura's handover in 2021. Along with 450 other trees, they will block heat and sequester carbon emissions from the city. The 15-year-old Samanea Saman is now in front of the gated entrance as an icon for the residents.

SITE ENVIRONMENTAL AWARENESS

Site workers attend regular training and awareness sessions on topics such as recycling, health and hygiene. Mineral water bottles and other plastic is not allowed in the construction areas. We conduct regular site inspections to check for stagnant water and the presence of mosquito larvae. Great emphasis is placed on site cleanliness and proper waste handling.

OFFICE SUSTAINABILITY PROGRAMMES

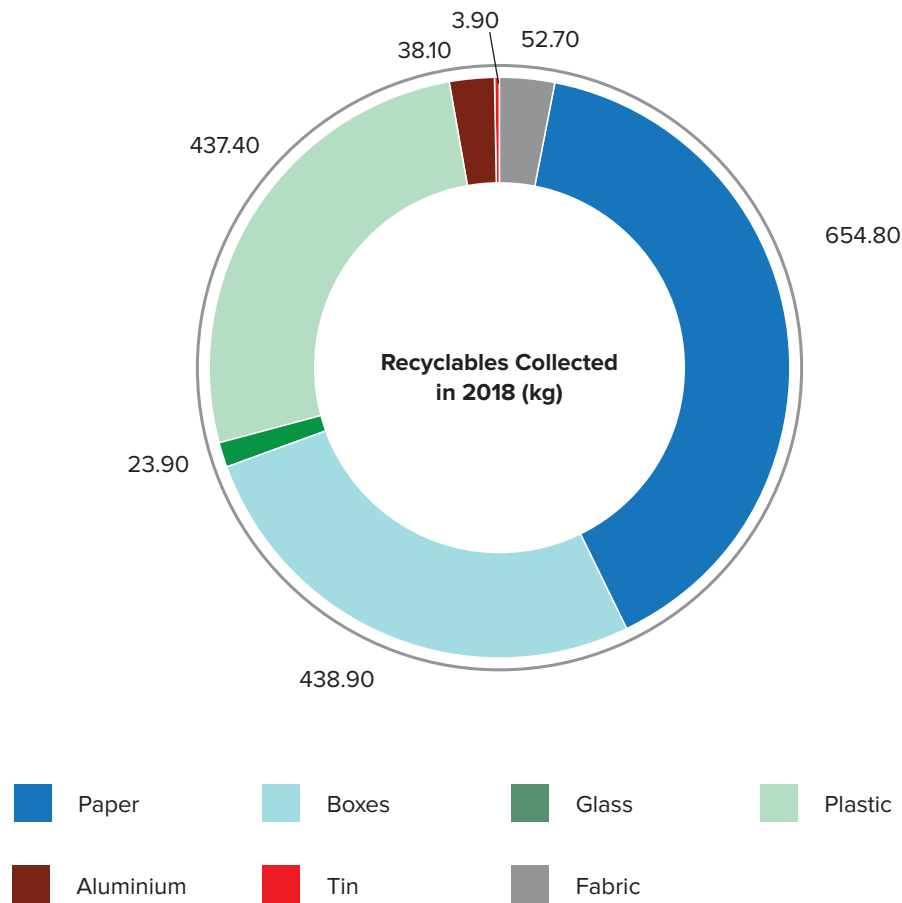
Mah Sing believes in environmental sustainability and the importance of managing our environmental impact. Employees' help is sought to achieve this mission and they are asked to be mindful of the environment throughout their daily operations.

Components of Mah Sing's Green Campaign



Mah Sing works with the Community Recycle Charity (CRC) that collects recyclables from our HQ office each month. The proceeds are donated to charity.

Breakdown of Recyclables Collected in 2018 (kg) at Mah Sing HQ





CONTRIBUTING TO COMMUNITY WELLBEING, TOGETHER

Mah Sing believes in improving the lives of local communities by creating opportunities for education, health and overall wellbeing. We support underprivileged sections of society through donations and financial assistance, building safe neighbourhoods and sharing the joy of togetherness.

Our commitment to a better community was recognised when we were announced as 'The Winner in Special Recognition in Corporate Social Responsibility (CSR) Category' at the Property Guru's Asia Property Awards 2018. We will continue to help those in need enhance their lives for a better future through the Mah Sing Foundation.

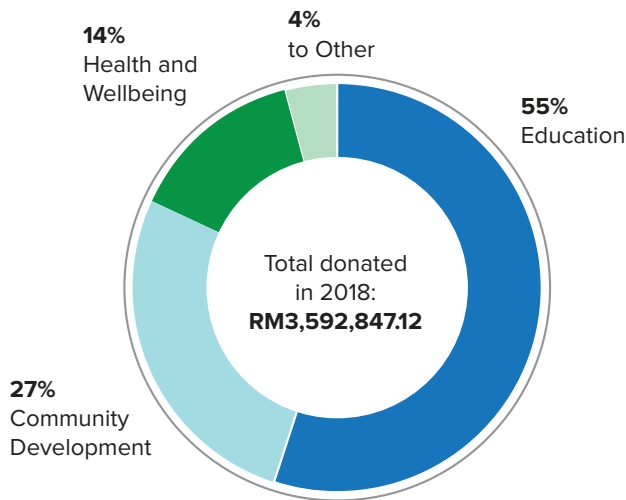


MAH SING FOUNDATION

Mah Sing Foundation was established in 2005 as part of the Mah Sing Group Corporate Responsibility arm. Today, it has matured into a vibrant organisation with a fresh perspective on philanthropic work.

Mah Sing Foundation improves the well-being of children in need through community-based projects that create long-term impact and sustainability.

As children play a significant role in the future, it was natural to realign our focus on them.



Total NGOs and Schools supported :

>40



Total beneficiaries impacted:

18,469

MSF Board of Trustees

TRUSTEE

Jen. Tan Sri Yaacob bin Mat Zain (R)

TRUSTEE

Dato' Dr Manjit Singh Sachdev (JP)

TRUSTEE & CHAIRMAN

Dato' Indera Syed Norulzaman Bin Syed Kamarulzaman



Vision

Reinventing Hope and Creating Lasting Change in Children's Lives



Belief

Investing in a better future, a future we can only achieve when every child is provided with the opportunity to thrive and fulfil their potential.



Objectives

- Fund initiatives in line with its objectives (education and health with a focus on children and community)
- Forge sustainable partnerships with NGOs and other local partners
- Drive employees' engagement in CSR projects.

Mah Sing Foundation Key Pillars



Education

Mah Sing Foundation believes that education is the right of every child and empowering children with knowledge and lifelong learning will present them with limitless opportunities in the world.



Health

Mah Sing Foundation believes good health, nutritious food and clean water lay a strong foundation for children to grow into global citizens and fulfill their potential.



Wellbeing

Mah Sing Foundation will continue to focus on providing a safe and enabling environment for children to thrive in. Families and communities play an essential role in creating and sustaining a conducive environment for children to live their lives.

Mah Sing Highlights 2018



**RM6.63
MILLION**

was raised in total in 2018



A musical twist

Mah Sing Foundation (MSF) celebrated its 13th anniversary and achievement in raising RM6.63 million in 2018 by hosting the Foundation's inaugural musical, MSF Musical Night 2018, themed "A Walk Down Memory Lane". This was in collaboration with DAMA Asia, a Malaysian multi-award bilingual theatre company.



In 2018

We reached out to children from all over the world including refugees, asylum seekers and those who are vulnerable and marginalised with chronic illnesses. We also targeted schools with no access to clean water and hygienic toilets and lacking basic learning infrastructure. More than 7,000 individuals have benefited from our philanthropic giving.

CONTRIBUTING TO
COMMUNITY WELLBEING, TOGETHER (cont'd)

In 2018, Mah Sing Foundation launched three flagship programmes: MSF School+, MSF Community+ and Sustainable Mushroom Cultivation. The MSF Community+ and MSF School+ projects reach out to underprivileged families and students through a collaboration with MyKasih, a local non-profit organisation. The programmes will provide food aid, health screening, awareness talks, educational bursaries, tuition classes, entrepreneurship training activities and infrastructure to improve the lives of families and students.

The Sustainable Mushroom Cultivation Programme aims to raise the livelihoods of the rural community in Kampung Tudan, Sabah. Basic infrastructure is provided to help diversify the villagers' income and allow them to be economically independent. The foundation is working with Hopes Malaysia on this project.

WHAT'S COMING UP

In 2019, Mah Sing Foundation will kick-start the Mah Sing Young Nation Builders Challenge in collaboration with EdSpace. The competition provides students with an opportunity to innovate and reinvent spaces within their own community. It also allows the students to imagine what future living means and be involved in building spaces of the future in lines with the Mah Sing Group tagline, "Reinvent Spaces. Enhance Life." The programme was launched on 23 March 2019.

MSF SCHOOL+

MSF launched the MSF School+ Programme in October 2018. MSF School+ represents a holistic sustainable programme aimed at enhancing underprivileged students' access to education, health and safety. MSF School+ comprises a series of programmes including an annual student bursary programme, health screening, tuition classes, a crime prevention and anti-bullying workshop and school infrastructure activity. The programme aims to improve students' school attendance and grades and detect health issues early. It also aims to improve teachers' teaching methods and school safety by improving the accessibility, quality of education, and health and safety of the students.

Objectives of MSF School+



The annual student bursary programme under the MSF School+ programme aims to lift the burden that underprivileged families face in sending their children to school. MSF collaborated with MyKasih, a non-profit organisation that serves less fortunate Malaysians, on this programme. Two hundred students from SK Kampung Batu, SK Sungai Pelong and SRJK (T) Ri Sungai Buloh received a monthly bursary of RM60 to purchase school books and stationery from the school bookstore and food from the school canteen. Annually, each student receives RM720, bringing the Foundation's total contribution to RM144,000.

Students from low-income households adopted under the programme are rendered assistance in the form of cashless bursaries via a contactless MyKasih smartcard. Once the students are registered under the programme, accounts will be opened against the students' MyKad in the MyKasih system into which a spending allowance of RM30 will be deposited twice a month. The students will draw on the allowances by using their MyKasih student smartcard to pay for school books and stationery from the school bookstore, as well as food from the school canteen. The bursary scheme is subject to annual review where students' overall performance is assessed.

Through the bursary scheme, students from economically-challenged backgrounds receive much needed financial support for daily meals and learning necessities, which, in turn, will give them a better chance at completing their education and building a better life for their families. We hope other companies will be inspired to come forward to collaborate with MyKasih Foundation, as we continue to help more families and students here and throughout the country.



"We believe that investment in a better tomorrow can be achieved when every child is provided with the opportunity to thrive and fulfil their potential"

**Dato' Indera Syed
Norulzaman, Chairman of
Mah Sing Foundation**

"With all their basic needs in school being met, in terms of nourishment and learning necessities, the students can now participate fully and actively in the classroom and during extra-curricular activities."

**Principal of SK Kampung
Batu, Encik Badarul Ihsan**



Total donated:
RM144,000



Monthly per student:
RM60



Total beneficiaries:
200 STUDENTS



Duration of programme:
12 MONTHS

CONTRIBUTING TO
COMMUNITY WELLBEING, TOGETHER (cont'd)

MSF COMMUNITY+

The MSF Community+ project alleviates the burden families face in providing food for their school children. Parents are encouraged to generate income by learning new skills, up-skilling, starting a business or finding a better job. Mah Sing works closely with non-governmental organisations in striving to deliver the best for these families.

One of the main programmes in MSF Community+ is providing food aid using MyKasih cashless technology platform so that recipients do not need to worry about putting food on the table for their school children. This allows parents to focus on income generation endeavours such as taking up new skills, up-skilling or finding a better job.

SUSTAINABLE MUSHROOM
CULTIVATION

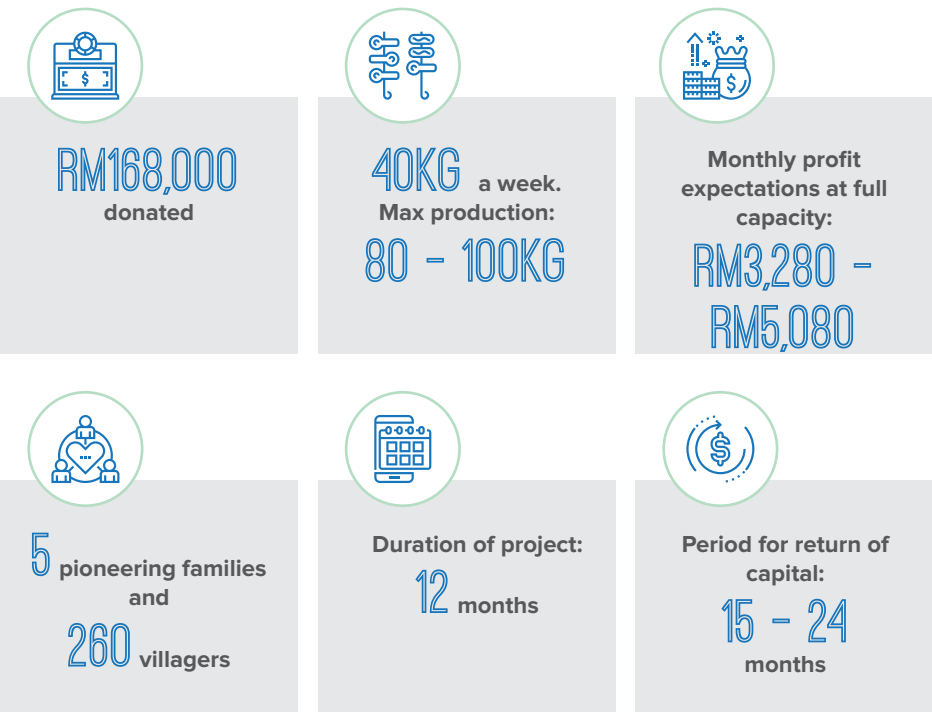
Having relied on rubber tapping as a main source of income, Kampung Tudan in Sabah was significantly affected by the fluctuating rubber prices and earthquake that hit in 2015. Mah Sing Foundation works closely with Hopes Malaysia in Tudan, Sabah on improving the rural village's livelihood. The Sustainable Mushroom Cultivation project was chosen due to:

- The high demand Sabah and the villagers' experience in mushroom farming
- Being a controlled farming environment that is unaffected by weather conditions



The project will provide basic infrastructure to help diversify the villagers' income sources so they can become economically independent. The villagers will also learn to be conscious of the environment when improving their daily economic activities.

The Mah Sing Sustainable Mushroom Cultivation Programme was officially launched in November 2018. To date, the programme involves five pioneering families who successfully cultivate approximately 40kg of mushrooms per week to be sold to hotels in Kota Kinabalu.



CREATING HOPE, ENHANCING LIFE



PROVIDING QUALITY EDUCATION TO STATELESS CHILDREN IN SABAH

Mah Sing extended support to stateless children on Omdal Island, Sabah by providing basic literacy. The project, titled “Pondok Iskul for Iskul Sama diLaut Omdal (Iskul),” aims to educate Bajau Laut children who lack citizenship so are unable to enrol in schools. Through this project, MSF hopes to enhance the literacy of these children in Bahasa Malaysia and provide them with basic arithmetic and arts skills.

Our effort was recognised at the 2018 JCI Malaysia Sustainable Development Award (JCIM SDA) when we were named as a winner in the Sustainable Development Goal (SDG) Goal 4 (Quality Education) category in September 2018.



REFURBISHMENT OF SMK UNGKU AZIZ

Mah Sing Foundation donated RM60,000 to transforming an old workshop at SMK Ungku Aziz in Sabak Bernam, Selangor, into a fully functional design technology studio. During our recent visit, we discovered that the studio is now fully furnished with a prototype of a prosthetic arm to help disabled students. This project has benefited at least 100 students.



MAH SING FOUNDATION CONTRIBUTES A KIDNEY DIALYSIS MACHINE TO HOSPITAL TANJUNG KARANG

Dialysis becomes one option for those diagnosed with kidney failure when kidneys are damaged and cannot filter blood as they should. On 10 January 2018, Mah Sing Foundation donated a dialysis machine to Hospital Tanjung Karang in Selangor to provide patients with access to effective treatments.

When kidneys are damaged and dysfunctional, the dialysis machine replaces the function of a failed kidney by removing excess water and waste products from the blood.

The machine provides haemodialysis treatment in end-stage renal failure in the hospital's Haemodialysis Unit. The unit also provides continuous renal replacement therapy for end-stage renal failure, nephrology clinics, patients undergoing dialysis and referral patients.



RM3 MILLION FOR TABUNG HARAPAN MALAYSIA

On 13 June 2018, Mah Sing Group donated RM3 million to Tabung Harapan Malaysia at the Finance Ministry in Putrajaya. This corporate social responsibility donation was separate to Mah Sing Foundation projects that focused on teaching the nations' young through our educational programmes.

A groundswell of support for crowd-raising funds was witnessed for the first time in Malaysia's history. As a public listed company growing with the nation and serving people's needs, we were glad to be part of this effort.

ENSURING EVERY PERSON BASIC RIGHTS



Human rights issues are covered in our Code of Conduct, which is extended to all suppliers and contractors. Employees are required to report violations in the operations of Mah Sing or its subsidiaries. Employees' right to freedom of association is also respected.

Group operations are structured by:

- The Malaysian Employment Act 1955 which prohibits exploitative labour practices
- The Children and Young Persons (Employment) Act 1966 which prohibits the employment of children under the age of 16; and
- Other international agreements preventing child, forced or compulsory labour

Human Rights Considerations When Planning Projects



Security



Labour rights and workforce welfare



Community health and safety



Water use



Air quality



Potential impacts on the livelihoods of local communities

The human rights of all stakeholders are considered, which help us manage activities that could potentially affect the rights of nearby communities and our workforce. Our commitment to human rights extends to other stakeholders, such as supply chain personnel, who are expected to follow our high standards.

Mah Sing's Stand on Human Rights



Provide associates with a safe and healthy workplace



Forbid the use of child labour



Do not use forced, prison, indentured, bonded or involuntary labour



Prohibit discrimination in our hiring and employment practices



Prohibit physical abuse and harassment of associates as well as threats of either



Respect freedom of association and the rights of workers and employers to bargain collectively

Mah Sing Plastics' operations in Indonesia adhere to the Indonesian Labour Law (*Undang Undang Nomor 13 Tahun 2003*). Under this legislation, it is mandatory for all employers to pay severance compensation regardless of whether the employee concerned resigns voluntarily or is terminated, retrenched or retired. The level of compensation paid depends on the nature, severance and period of employment.

Non-monetary benefits provided to employees of Mah Sing Plastics in Malaysia and Indonesia include bus transport for production operators, other transportation, staff uniforms, hospitalisation insurance, locker, first aid kit, hostel accommodation, meals during a shift, drinking water, annual medical checkup and well-being programmes such as a family day and team building exercises.

Right to freely choose employment

- Unlawful employment is neither engaged in nor condoned
- Forced, bonded or involuntary prison labour is prohibited
- Work is performed voluntarily
- Workers may freely leave employment once a reasonable notice period has been served

Child labour and under-age workers are forbidden

- All employees must be at least 18 years of age

Humane treatment

- Workers must be treated humanely at all times. Sexual harassment, punishment, slavery, mental or physical coercion, verbal abuse or other forms of intimidation are strictly prohibited

Non-discrimination

- Employees are free from all forms of harassment and unlawful discrimination irrespective of race, religion, gender, position, status or union membership
- A harmonious, positive and conducive working environment is promoted

Freedom of association and collective bargaining

- Employees are free to associate with trade unions and bargain collectively in accordance with local laws

Safety, Health and Environment (SHE)

- SHE procedures are practised and the team works tirelessly to maintain a safe and healthy operating environment

ENSURING EVERY PERSON
BASIC RIGHTS (cont'd)

We are pleased to report that there has been no record of violations against people’s rights at any time in the Company’s history.

We demand the highest ethical standards from ourselves and others. Business must be conducted honestly and ethically. A number of standards have been adopted to ensure all employees are accorded the respect and dignity that they deserve.

Mah Sing Upholds Every Worker’s Rights Through the Provision of Sustainable Workers Quarters



Workers quarters must be approved by the local authority prior to erecting



Workers quarters must be sound and safe



Workers quarters must be equipped with clean drinking water, electricity and positive ventilation



Workers quarters and cooking place must be linked



Fire extinguishers must be available and workers must be trained on their use



First aid kit must be made available at the quarters



Toilet and bathing facilities must be of a standard stipulated by law

OUR PEOPLE



Our business performance and customers' experience depend on our ability to attract, develop and retain talented individuals at all levels. We are very clear on the behaviour we demand from all who work at Mah Sing. In return, we are a good employer, providing a safe and supportive workplace, career development and training opportunities, and fair rewards for their contributions.

Attracting a talented and diverse workforce is instrumental to our success. We strive to provide our employees with an environment that presents professional and intellectual challenges, encourages innovation and creativity, and rewards success and effective teamwork.



HIGHLIGHTS

Mah Sing received silver awards for both the Best Recruitment Evaluation and Best Use of Recruitment Technology at the Asia Recruitment Awards 2018. This recognition highlights the Group's renewed emphasis on evaluating and recruiting talents.

The Group introduced its i-POWER statement to empower staff to achieve personal and professional growth. The new employee value statement forms part of the Group's continuous learning programme to train employees and uphold the Company's values.



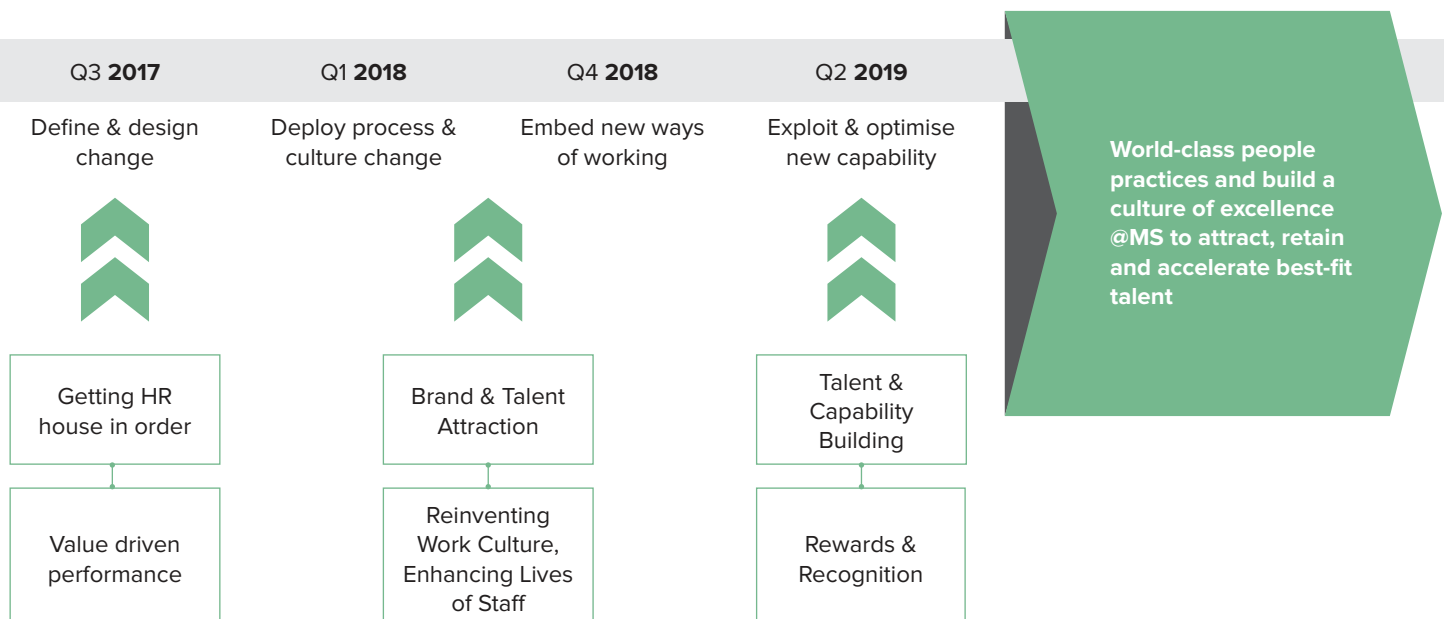
OUR PEOPLE PHILOSOPHY

In Mah Sing, all stakeholders are expected to live and breathe with absolute INTEGRITY in everything they do. Integrity is the foundation of trust that our customers place in us. Aligning our Employee Value Statement, “POWER”, with our new Vision and Mission is pivotal to the sustainability of Mah Sing Group’s business. As integrity is prioritised as we “Reinvent Spaces. Enhance Life, we shall henceforth refer to this as I-POWER.

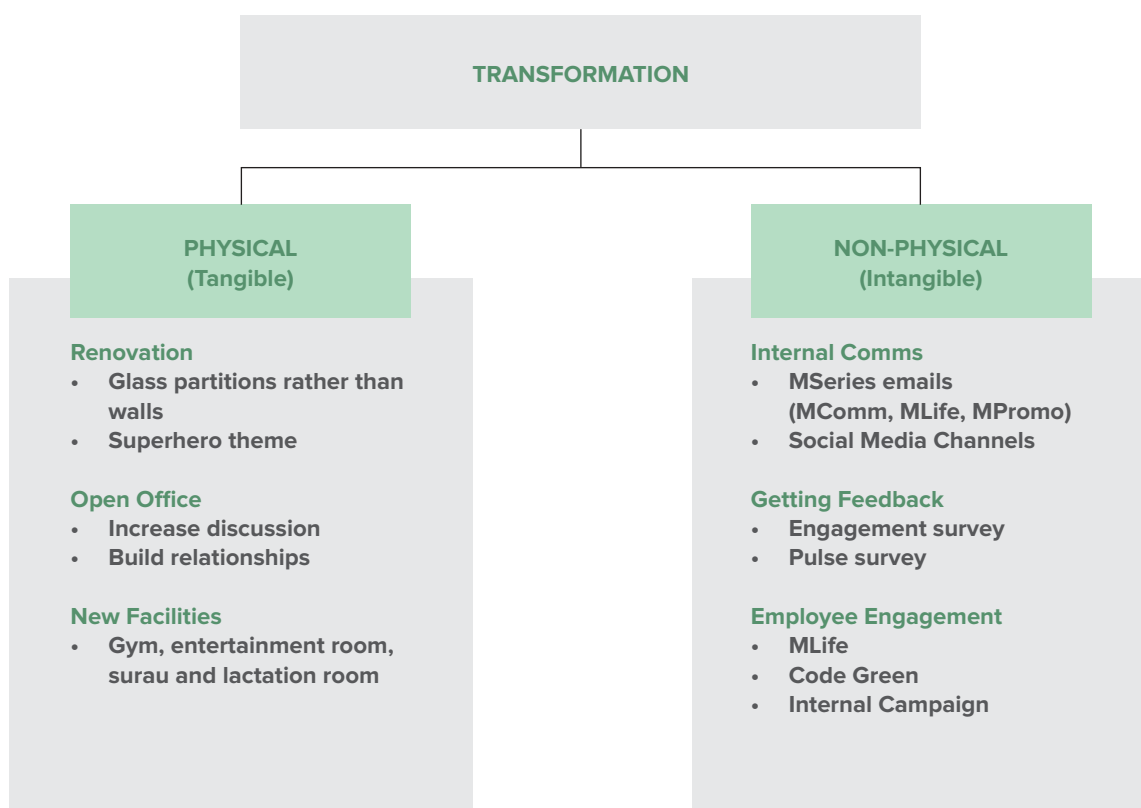


PEOPLE TRANSFORMATION ROADMAP

In 2015, Mah Sing underwent a two-year corporate transformation that cumulated with the launch of our newly refurbished headquarters, brand-new identity and tagline: Reinvent Spaces. Enhance Life.



Following this, we developed a People Transformation Roadmap. This three-year plan aims to transform the HR infrastructure, facilities and operations into a world-class practice and build a culture of excellence in Mah Sing.



We developed the Employee Volunteerism Programme to identify the culture and characteristics required in our people. Some employees were selfless, courageous and empathetic who strove to achieve the corporate objectives without neglecting the social and environmental issues that affected their community.

Most importantly, the programmes encouraged volunteerism within the workforce and inspired employees to give back to underserved sections of society.

Our goal is to empower all employees to be active citizens. During the last quarter of 2018, we held our inaugural CR week. Employees nationwide participated in charitable programmes such as *gotong-royong*, tree planting, walkway repairs and clean-ups. We have developed a framework to ensure the sustainability of our outreach initiatives.

M'POWER EMPOWERS EMPLOYEES TO MAKE A DIFFERENCE

M'Power was introduced in 2018 as a platform for employees to volunteer through Mah Sing's charity arm, Mah Sing Foundation. Our employees will act as a bridge between the company and the surrounding community. Following the group-wide transformation in 2017, the Group and its employees are empowered to not only enhance the lives of buyers but also the surrounding community.

M'Power's inaugural project is the Corporate Responsibility (CR) Week which was held from 24 November to 1 December 2018, involving some 800 Mah Sing employees. During the CR Week, all Mah Sing employees went to seven different locations over Klang Valley, Penang, Johor and Sabah for various programmes such as tree planting, river cleaning, community support and animal husbandry.



How Our Volunteers Made a Difference During the CR Week

Kebun-Kebun Bangsar	Shrub planting, paddy field preparation, fertilising and general maintenance work in the urban garden. Harvests from the garden were given to underprivileged individuals and families.
Zoo Negara	Upkeep and maintenance work including feeding and cleaning of the animals' housing/pens and horticulture.
Kuala Selangor Nature Park	Planting of 600 mangrove samplings and rubbish collection at the mangrove forest area.
Jeti Nelayan Kebun Kerang Sungai Buloh	River cleaning and repainting of jetty. Our employees together with the Malaysia Nature Society team also removed more than 380kg of rubbish from the river.
Penang National Park	Repaired and built walking trails, cleaned the area and repainted benches in the park.
Laman Extreme Park	Planted 118 saplings through the park for a greener and healthier atmosphere for the benefit of the community.
Kampung Tudan Mushroom Cultivation Programme	Rebuilt a mushroom shed which consisted of eight mushroom cultivation racks. The village's previous mushroom shed had been destroyed by an earthquake in 2015.

UPLIVE

Corporate culture is important in developing employees and retaining their services for many years. We are an employer that cares about the progress of both current and future employees.

In 2018, Mah Sing launched its new employer value proposition, UPLIVE. UPLIVE is the culmination of the values adopted by all Mah Sing employees and what we look for in talents.



UPLIVE's 6 values



Authentic

Honest and sincere in all our dealings



Collaborative

Sharing opportunities to create long-term value



Creative

Constantly looking beyond the usual, the norm and the obvious



Agility

Learning from experience and speedily applying the learning under new conditions



Courageous

Entrepreneurial spirit, a never give up attitude to build a business that wins



Fun

Bringing colour and energy into everything we do



OUR PEOPLE (cont'd)

UPLIVE's 6 values represent Mah Sing as a company — a trusted property developer with a proven track record in delivering projects and always innovating to suit the needs of homebuyers. As a growing organisation, we welcome talents who want to work in a fast-paced environment where creative thinking is encouraged.

UPLIVE is part of Mah Sing's group-wide transformation, which commenced in 2017 with the launch of our new corporate logo and tagline — 'Reinvent Spaces. Enhance Life.' Internally, we shaped the company to reflect the Group's new values. We renovated our corporate headquarters which is now known as MS@Work. Various features were also invested in such as open space offices, improved technology and entertainment spaces to improve productivity and performance as well as catering to the needs of MSians.



CASE STUDY

UpLive

What is it?

An Employee Value Proposition Programme aimed at boosting employees' engagement level and loyalty in the hope of reducing attrition rate, increasing employees retention and making Mah Sing the employer of choice.

UpLive contains a multitude of themes to ignite a sense of unity and support among company staff. These include:

- A comprehensive internal communications framework
- High-touch Communications including face-to-face sessions with MSians during Performance Management Roadshows and quarterly townhall sessions
- High-tech social media channel use: Launch of the UpLive Facebook, Instagram and LinkedIn pages
- Low-Touch Communication such as MConnect Intranet Portal and MSeries Email Blast
- OurVoice: An Employee Engagement Survey
- Workers Safety: Improving workers safety at construction sites
- Workplace Renovation: Provision of facilities to improve employees' wellbeing including a gym, karaoke room, pool table, nap room, lactation room, *surau* and an indoor golf putt
- An overhaul of the Talent Management Framework

Impact

- High-tech social media channel use:
 - Green Challenge, promoted through the Code Green Facebook page, was participated in by 43% of employees from the corporate headquarters and both Northern and Southern Regions.

- Low-touch Communication:
 - World Cup prediction quiz organised by MLife recorded a 25% participation rate.
 - 50% of employees from the Headquarters took part in the Health Week
 - A 110% increase in MLife volunteerism since 2017
 - 30% increase in MLife participation since July 2017
- OurVoice
 - A transformation score of 74 in 2017 compared to the Global High Performance Company Norm (GHPCN) score of 68.
 - A total engagement score of 71 in 2017 compared to a GHPCN score of 76 and Malaysian Norm of 59.
- Workers' safety
 - D'Sara Sentral awarded 4 stars in the Safety and Health Assessment System in Construction for achieving 4,000,000 hours of safe-man hours without Loss Time Injury (LTI)
- Overhaul of Talent Management Framework
 - 30% increase in applications received in 2018 from the previous year
 - 5 Management Associates hired in 2018
 - Recognised as one of the Top 5 for Real Estate/Property in the Graduates Choice Awards in October 2018
 - Won three awards at the Asia Recruitment Awards 2018: Best Utilisation in Spatial Awareness (Gold), Best Recruitment Evaluation Technique (Silver) and Best Use of Recruitment Technology (Silver)
- Workplace Wellbeing and Excellence
 - Won two awards at the HR Excellence Awards for Excellence in Workplace Wellbeing (Gold) and Excellence for HR Communications Strategy (Gold)
 - A diverse workplace with 47.9% of the entire workforce being women

MAH SING'S NEW HEADQUARTERS - MS@WORK

Following the recent renovations, all office spaces in MS@Work adopt an open office concept. The new design encourages greater social interaction between employees and moves away from the traditional hierarchical system.

'Breakout areas' are constructed at selected offices for brainstorming and discussions in a more casual setting.

MS@Work displays colourful wall prints with motivational messages and inspiring images of superheroes and solid teams. Eleven thematic meeting rooms cater for groups of between five and 25 people.

The meeting rooms are also equipped with technological features such as LED TVs, video conferencing and projection. WiFi is available throughout MS@Work.

FITNESS IN THE WORKPLACE

Many of us spend days sitting at desks viewing computer screens; some even eat lunch at their desks. These practices cause many serious office injuries.

Mah Sing's new office features an in-house gym that is equipped with several cardiovascular machines such as treadmills, ellipticals and rowing machines. After-work classes are also scheduled such as Zumba and Body Combat.

A FUN WORKPLACE

We want to encourage positive energy, a positive attitude and reduced stress in the workplace. Employees should be happy coming to work and enjoy what they do. An entertainment room with karaoke, pool and table tennis is just one example of how we create a vibrant workplace. A power nap room is also available for employees who need a quick recharge.

ACCOMMODATING EVERY MSIAN

Mah Sing is multi-cultural and multi-generational; the diverse workforce we have at Mah Sing is what makes us different. During the planning stage of MS@Work, considerable thought was given to facilities that could enhance employees' lives. Our mission is to meet the different needs of every MSian. For example, a comfortable lactation room is provided for nursing mothers and a *surau* for Muslim employees.



PROMOTING ACTIVE COMMUNICATIONS WITH OUR PEOPLE

MSERIES EMAIL BLASTS

MSeries email blasts have been introduced to boost transparency and open communication between management and employees.

Three Types of MSeries Email Blasts



Other interactive engagement methods being employed include:

- **Digital devices** in lift lobbies that share information on recent news, announcements, awards, activities and campaigns
- **Collaterals** such as posters, lift stickers, flyers or media collaterals
- **Quarterly newsletters** that communicate activities championed by Mah Sing Foundation in particular
- **Social Media Channels** such as Uplive Facebook, Uplive Instagram and LinkedIn

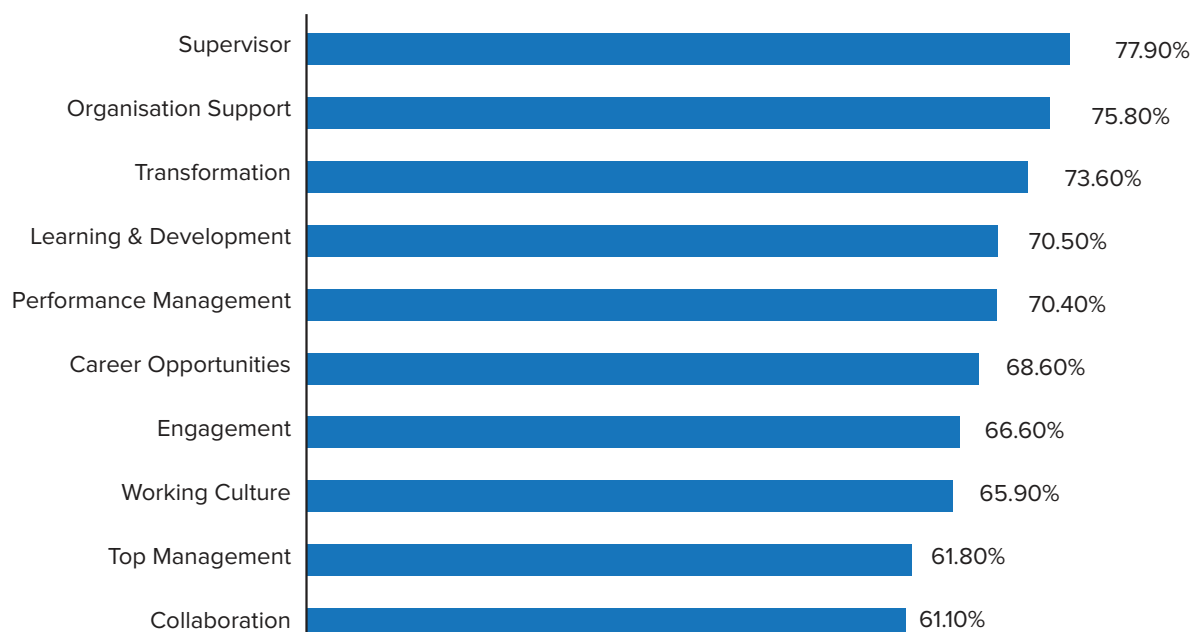
WE HEAR YOU LOUD AND CLEAR

We encourage feedback from employees to understand their needs, preferences and perceptions of an ideal workplace. Mah Sing practises an open-door policy where every employee's voice is valued.

EMPLOYEE ENGAGEMENT SURVEY

Our Voice is our employee engagement survey that is distributed in two languages: English and Bahasa Malaysia. Responses are anonymous and confidential and the survey can be accessed on web browsers and smart phones. We achieved a 97.1% response rate in Our Voice 2018.

Our Voice 2018 Results



The result of Our Voice was tabled to the management for future improvements. The following six initiatives were tabled to the Board and have been approved for implementation in 2019. We strive to continue to improve our employees' well-being and happiness at work. We also recognise this process as an ongoing journey.

Additional two days annual leave	Paid annual leave is increased by two days to provide opportunities for MSians to rest and spend longer quality family time
Family-focused medical benefits	Combining the allocations for self and family to provide greater flexibility for MSians to plan for their healthcare expenditures
Three months of maternity leave	Applicable for up to five legal children
New optical and dental benefits	RM500 for optical prescription and dental care
Prolonged Illness Leave (PIL)	Six+six months of PIL to allow affected MSians to recuperate to full health before rejoining the team
Flexible working hours	Flexible working hours whereby employees may choose to start work from between 9.00 am to 9.30 am

PULSE SURVEY

We recently rolled out our first pulse survey to understand employees' perceptions of the Mah Sing brand more clearly. Currently, the survey responses are being analysed and the results will be published in our next sustainability report.

SUGGESTION BOXES

We began placing suggestion boxes around the office. This simple yet effective method allows employees to voice their opinions anonymously. Management takes all feedback seriously and responses are communicated during townhall sessions.

Suggestion boxes also encourage employees to offer Business Process Improvement (BPI) ideas across different departments of Mah Sing. Ideas with the most votes are plotted into the BPI roadmap as future improvement projects.

EMPLOYEE ENGAGEMENT

Mah Sing's MLife aims to enhance the work life culture through better interaction between employees. A number of social, sports and outdoors activities were introduced by the MLife Committee in 2018.



Employee Engagement Activities

Sports classes	Social	Themed competitions	Outdoor events
Badminton, futsal, ping pong, Zumba and general fitness	Movie nights, birthday month celebrations, team building, festive gatherings, year-end Christmas party and Health Week	World Cup 2018 Quiz, Biggest Loser, inter-departmental competitions and traditional matches such as <i>batu Seremban</i> , <i>congkak</i> and <i>dam haji</i>	Hiking, kayaking, pacesetters running and camping

Mah Sing Health Week

Mah Sing Health Week is a week-long activation to raise awareness of healthy living. Activities held under this programme in 2018 include:

- Five daily anchor activities: Health Screening, Move MSians!, Two sessions of Take Time With; Health Week Special and Relax, Revitalize, Massage Session
- A Healthy F&B Fair with vendors such as DahMakan, DietMonsta and Granny Doris participating
- A weight loss competition with prizes including sports trackers, personal training sessions, health screening and health vouchers

CODE GREEN

Code Green is an internal environmental awareness initiative that aims to inculcate environmentally sustainable habits and reduce employees' overall carbon footprint.

Current and Previous Code Green initiatives



Waste Reduction

Limiting the number of waste bins on each floor to encourage recycling and discourage wastage



Print Reduction

Implementing double entry passwords to discourage printing



Meatless Mondays

Running interdepartmental competitions that invite employees to submit photographs of their meatless meals



Lights-Out

Switching office lights off outside office hours and during lunch



GreenBay

Enabling employees to sell their pre-loved items through the Company's intranet portal, MConnect



Recipe Book

One month competition where employees are invited to submit a vegetarian recipe with the submission with the highest votes winning

MAH SING FAMILY DAY @ ARTS & LIGHTS

The Mah Sing Family Day @ Arts & Lights was held on 8 September 2018, from 3:00 pm to 9:00 pm at Southville City, KL South. Employees and their family members took part in games and play from their childhoods. A Gigantic Playground included Giant Pong, Giant Jenga, Giant Pick-Up Sticks and Kerplunk. It was a fun day for all employees and their children as they dived into a 24-feet wide ball pit and crawled through the infinite Hue tunnel.

MAH SING GOT TALENT

In 2018, we reintroduced the long-awaited Mah Sing Got Talent in which employees were invited to showcase their unique talents. The Top 5 performances were invited to demonstrate their talent at our Appreciation Dinner on 21 July 2018 at Shangri-La Hotel in Kuala Lumpur.



TRAINING AND DEVELOPMENT

Following the launch of our People Transformation Roadmap, we have developed a talent management framework to provide a talent pipeline and structured development plan. The total learning hours for Mah Sing Property Division as at 31 December 2018 was 17,071.83 hours.

A Talent Council, comprising company leaders, was also established to ensure talents are guided through each phase of their development within the various programmes.

PEOPLE LEADERSHIP CAPABILITIES

The Mah Sing People Leadership Capabilities roadshow introduces core competencies and capabilities that must be demonstrated by our leaders. Following the first roadshow, the leadership training programme was rolled out to all MSians nationwide.

ACCELERATING PERFORMANCE WORKSHOPS

A high-performance organisation develops a culture where everyone is guided by a set of unified goals and values that are aligned with the organisation's vision, mission and strategy.

Mah Sing introduced an Accelerating Performance Workshop to empower employees to:

- Be accountable and take ownership in their performance
- Initiate conversations with their supervisors to shape their career development
- Set and agree upon KPIs with their line managers and work towards them
- Conduct self-assessment to track their achievements against set goals

CAREER CONVERSATION WORKSHOPS

Mah Sing encourages employees to take ownership of their career development both individually and for their teams. Our two-day Career Conversation Workshop guides employees in initiating, preparing and sustaining an effective career conversation. Skills acquired during this workshop include:

- Identifying career development needs
- Making informed decisions based on understanding the department's goals
- Building meaningful relationships with colleagues and team members
- Mastering real-time career conversations with supervisors

TAKE TIME WITH

Take Time With is a monthly talk by industry experts and specialists who are not from the property industry. Topics include health, financial planning, taxation, parenting, entrepreneurship and nation-building. These sessions familiarise employees with a wide range of topics.

STUDENT FINANCING PROGRAMME

In October 2018, Mah Sing offered financial support to a deserving undergraduate student. The funding programme helped the student pursue tertiary education while creating a strong entry pipeline into the Management Associate Programme upon his graduation.



Pre-University

Preparation

Mandatory Programmes (2-3 days)

- Team building
- Time management
- Problem solving
- Innovative thinking
- Critical & analytical thinking
- Customer service

Team Building (i.e Outward Bound School)



Graduate Fellowship Programme (GFP)

Year 2 / Year 3

Department Attachment

- Job rotations (70%)
- Coaching
- Take Time With... (20%)
- Classroom training (10%)
- Presentation on knowledge



Management Associate Programme (MAP)

Absorption

18-Month Programme

- New Employee Orientation
- Tracking of performance and progression

PRE-ASSOCIATESHIP PROGRAMMES

Our Pre-Associateship Programmes consist of three specifically designed programmes that target students at various stages of their university education.



The Attache Programme

Targets Year One and Year Two students who are interested in exploring career opportunities



The Graduate Internship Programme (GIP) and Graduate Fellowship Programme (GFP)

Caters for final year students who are looking for possible job placements



Management Associate Programme

Features job rotation, job specialities and tailored development plans for a period of 18 months

Talent development is our main priority. We drive engagement and retention while providing an environment that fosters healthy development so all employees can grow, professionally and personally.

Meanwhile, the following are examples of training programmes conducted at Mah Sing Plastics Industries in 2018:

- Wittmann IMM Loader Programme Setting – ensuring the safe handling of injection moulding machines
- Understanding Autonomous Machines
- Kaizen day
- Single Minute Exchange of Die - lean production methods for reducing waste in a manufacturing process
- Just-in-Time Direct Loading
- On-the-Job training
- Material Handling & Grovimax
- Certification Programme on Occupational First Aid and CPR
- GST TO SST 2.0: Transition & Implementation
- Smart Manufacturing, Scientific Moulding, Smart Maintenance and Lean Automation

FAIR EMPLOYMENT





Everyone deserves the opportunity to have their work rewarded fairly. Connecting people to meaningful employment has always been our purpose. We are committed to providing the most ethical and responsible employment that respects individual dignity and fundamental human rights.

Our recruitment and selection practices are fair, objective, consistent, equitable, non-discriminatory and legally defensible.

COMPETITIVE BENEFITS

Group employees enjoy benefits as stipulated in the Employment Act 1955. Mah Sing is committed to providing competitive pay, comprehensive benefits and a professional working environment that fosters both innovation and rewards performance. Total employee compensation includes several sustainable employment components and is able to build a strong financial future.

Summary of Our Benefits

 Leave	 Medical	 Other Benefits	 Non-monetary
<ul style="list-style-type: none">• Annual• Sick• Hospitalisation• Compassionate• Study/examination• Maternity• Paternity	<ul style="list-style-type: none">• Group hospitalisation and surgical insurance• Group personal accident insurance• Outpatient medical treatment for staff, children and spouse• Health screening• Dental benefit	<ul style="list-style-type: none">• Petrol fleet card• Company mobile phone/registered mobile lines/phone allowance• Attendance allowance• Staff property purchase discount• Long service award recognition• Sales/pool/overriding incentive for sales and marketing staff	<ul style="list-style-type: none">• State-of-the-art gymnasium• An audio-video entertainment room with karaoke• A lactation room for nursing mothers at work• A napping room for tired staff• A pool table to relax and unwind• A mini golf area for a quick putt• Colourful and renovated workspaces• Open workspace concept to allow productive discussion

Bonuses, paid at the management’s discretion, are based on:

- Mah Sing’s profitability and financial capability
- Employee’s performance and contribution to the Company’s success

Mah Sing’s market-aligned performance rewards matrix ensures that rewards are deeply rooted in its performance system.

All confirmed employees are eligible for bonuses, provided they are still in service on the payment date. Employees serving for less than 12 months are eligible for a proportionate bonus based on their length of service.

PTMSI rewards its employees with an annual salary increment based on their individual performance following the annual appraisal process.

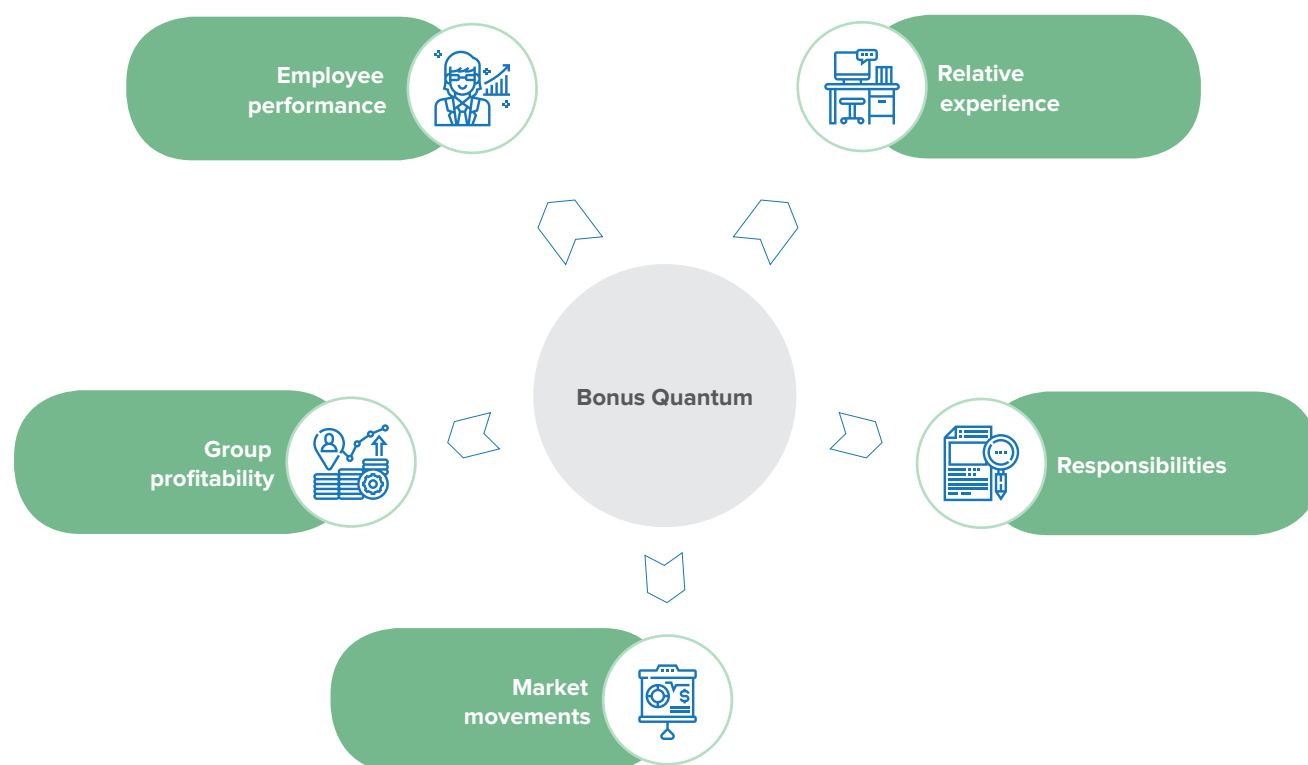
Mah Sing Plastics provides a transportation service for production operators. Each worker is entitled to one meal per shift. Annual medical examinations are also offered to all permanent employees.

PERFORMANCE MEASUREMENT

Performance management establishes a clear vision of achievement goals. It aligns employees' skills, competency requirements, development plans and the delivery of results with Mah Sing's objectives.

Our pay for performance philosophy awards increments and bonuses on the outcome of annual reviews.

Factors Affecting Bonuses



Our performance management system, Valuing Performance (VP), sets goals while evaluating job performance and behavioural competencies. This engagement platform allows all employees to receive regular performance feedback and career development reviews from their line managers.

Our appraisal system is operational throughout the year. A high-level quarterly review is conducted with all confirmed employees being encouraged to review their performance at least semi-annually. Employees' job performance and development potential are systematically evaluated.

Our benefits have also been benchmarked against Willis Towers Watson industry standards to keep ourselves abreast with the latest salary trends. Our participation also benchmarks the competitiveness of our remuneration package and voluntary turnover rates against industry peers.

Our performance management cycle begins with KPI setting during the beginning of each year. These KPIs are closely tracked and monitored to ensure that they are closely aligned with our business direction. It is the responsibility of every employee to ensure that they are performing according to the KPI set.



An Individual Development Plan (IDP) form is produced at the end of the performance appraisal cycle. The IDP contains the future development needs of an employee. This information helps the People Development Team map future training and development programmes.

DIVERSITY AND EQUAL OPPORTUNITIES

We have a good balance of talented young professionals and senior heads with vast experience in the property industry. Over 800 MSians work across the country (for property development) and approximately 70% are under the age of 40.

Bringing people with diverse expertise, experience and socio-cultural backgrounds together enables the Group to rise to the challenges of an increasingly borderless market. Respect for diversity and equal opportunities and the prevention of all forms of discrimination are key principles. Mah Sing is committed to these principles at each step of the employment relationship, from the recruitment process and definition of remuneration packages to opportunities for professional growth, through to the conclusion of the employment relationship.

Mah Sing Group does not tolerate any form of discrimination based on race, skin colour, gender, religion, nationality, age, political affiliation, physical or mental disability, or any other personal characteristic or condition.

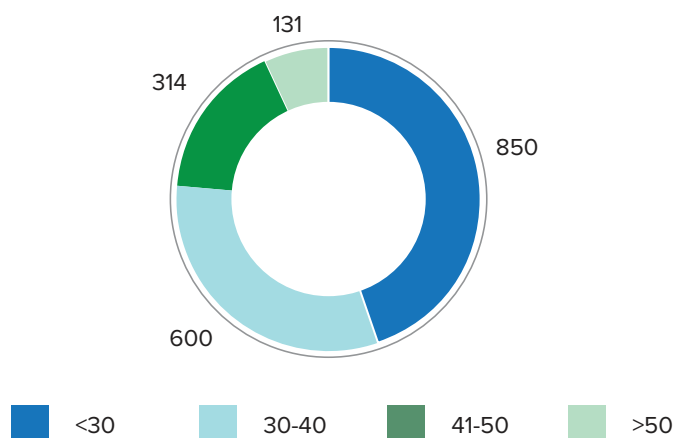
To date, Mah Sing recorded a total workforce strength of 2,005. We are a very diverse family as shown in the following charts.

TOTAL NUMBER OF EMPLOYEES

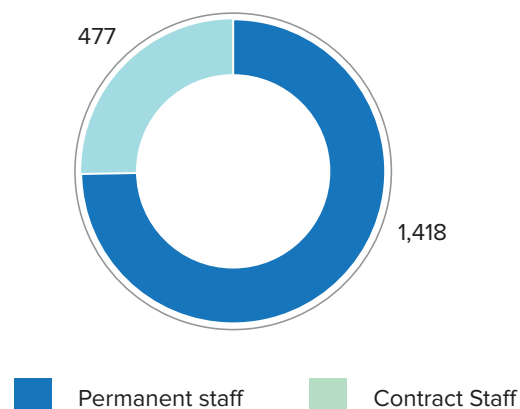


*Breakdown charts below exclude hotel division

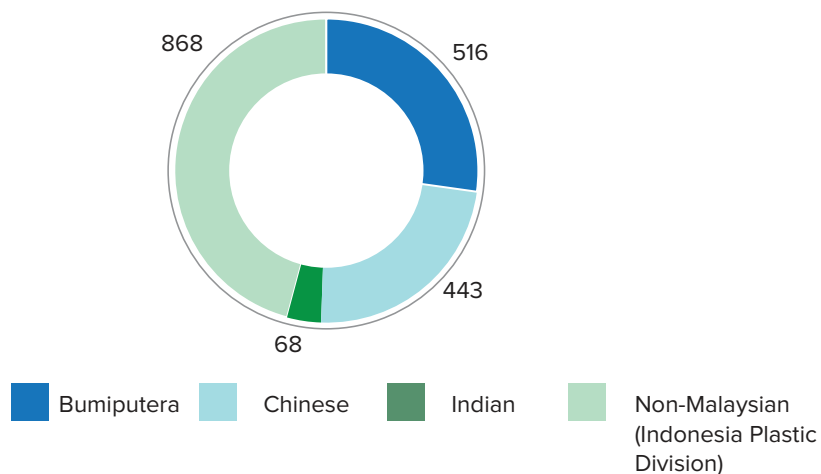
Workforce Breakdown by Age Group



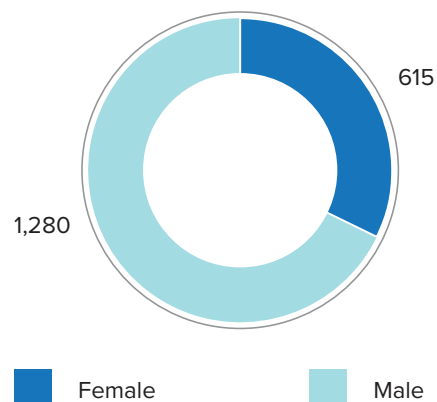
Workforce Breakdown by Employment Category



Workforce Breakdown by Ethnicity



Workforce Breakdown by Gender



NOTICE PERIOD FOR OPERATIONAL CHANGE

Mah Sing or the employee may serve the other party notice to terminate the contract of service at any time. The notice period ranges from one to six months depending on their grade. Employees may seek to waive their resignation notice for an authentic or compelling reason. However, such requests are granted at the sole discretion of the Company.

GRIEVANCE HANDLING

Grievances are concerns, problems or complaints raised by an employee with management. Anybody may at some time have problems or concerns with their working conditions or relationships with colleagues that they wish to raise.

Our grievance procedure is a formal process for hearing and resolving these complaints. Where possible, the complaint should be presented in writing within three working days of the grievance taking place. The management should respond within five working days.

A SAFE WORKPLACE

Safety is a core value and key focus at all times. We constantly strive to improve our health and safety performance across the Group.

Workplace safety, health and the environment are of paramount importance. Our commitment to providing a safe and healthy work environment extends to all employees, contractors and members of the public.

Safety, Health and Environment Targets



Prevent accidents



Prevent or minimise occupational illnesses



Prevent or reduce environment pollution

MAH SING SAFETY, HEALTH AND ENVIRONMENTAL POLICY

MAH SING GROUP BERHAD, PROPERTIES DIVISION (MSGBPD) recognises the importance of Safety, Health and Environmental at the workplace.

MSGBPD is committed to providing a safe and healthy work environment for all employees, its contractor and the public at large.

All management staffs, employees and its contractors are required to make every effort to ensure that MSGBPD meets all legislative requirements as stipulated under Malaysian Occupational Safety and Health Act 1994, Regulation, Orders and other Codes of Practices.

Towards achieving this objective, so far as is practicable, MSGBPD will:

- Strive towards ZERO life loss at all workplaces
- Continual improvement in Safety, Health and Environmental System

MSGBPD encourages all parties to have the right attitude together with good teamwork, to drive the organisation towards becoming the best and safest place to work.

“THINK SAFETY, WORK SAFELY”

The Group's safety performance is an important item on the agenda at all Board meetings. The Board receives safety reports from the Group's management team and is informed of key safety risks facing the business.

Driving improvements in workplace safety standards and performance has been a major business focus. We will continue to refine our robust work health and safety framework and governance platform so it remains fit for purpose.

MAH SING SAFETY AND HEALTH COMMITTEE

Each site now has its own safety and health committee with balanced employer and employee representatives. This is in full compliance with the Occupational Safety and Health (Safety and Health Committee) Regulations 1996. Mah Sing, as a client, participates in every meeting as an observer.

Site	Client (Observer)	Chairman	Secretary	Employer Representatives	Employee Representatives
D'Sara Sentral	1	2	1	4	4
Lakeville P2	1	2	2	4	4
Cerrado	1	1	2	4	4
M Centura P1	1	1	2	4	4
M Vertica P1	1	1	1	2	2
M Aruna P1	1	1	1	2	2
M Vista	1	1	1	2	2
Feringghi Residence 2C	1	1	1	4	4
Meridin BayVue	1	1	1	4	4
Meridin East (Parcel 1F)	1	1	1	2	2

The Committee meets quarterly as required by law. The roles and responsibilities of our Safety, Health and Environment Committee Member include:

- Assisting in the development of a safety and health management system, procedures and instructions.
- Reviewing and monitoring the effectiveness of safety and health programmes.
- Reviewing and analysing the trends of accidents, near-misses, dangerous occurrences, occupational diseases or any unsafe or unhealthy conditions or practices in the workplace.
- Reporting any unsafe acts or conditions in the workplace and recommending preventive action to avoid any recurrence.
- Reviewing the Safety and Health Policy and recommending any necessary revisions.
- Participating in workplace inspections to identify nonconformance at the project sites.
- Being involved in incident investigation in the event of any incident involving a fatality, injury, dangerous occurrence, occupational poisoning or disease, or dangerous occurrence in the workplace.
- Reviewing internal and external audit reports and recommending necessary improvements for safety and health performance.
- Assisting in safety and health promotion programmes and raising safety and health awareness among employees.
- Planning, developing and organising safety and health training programmes.

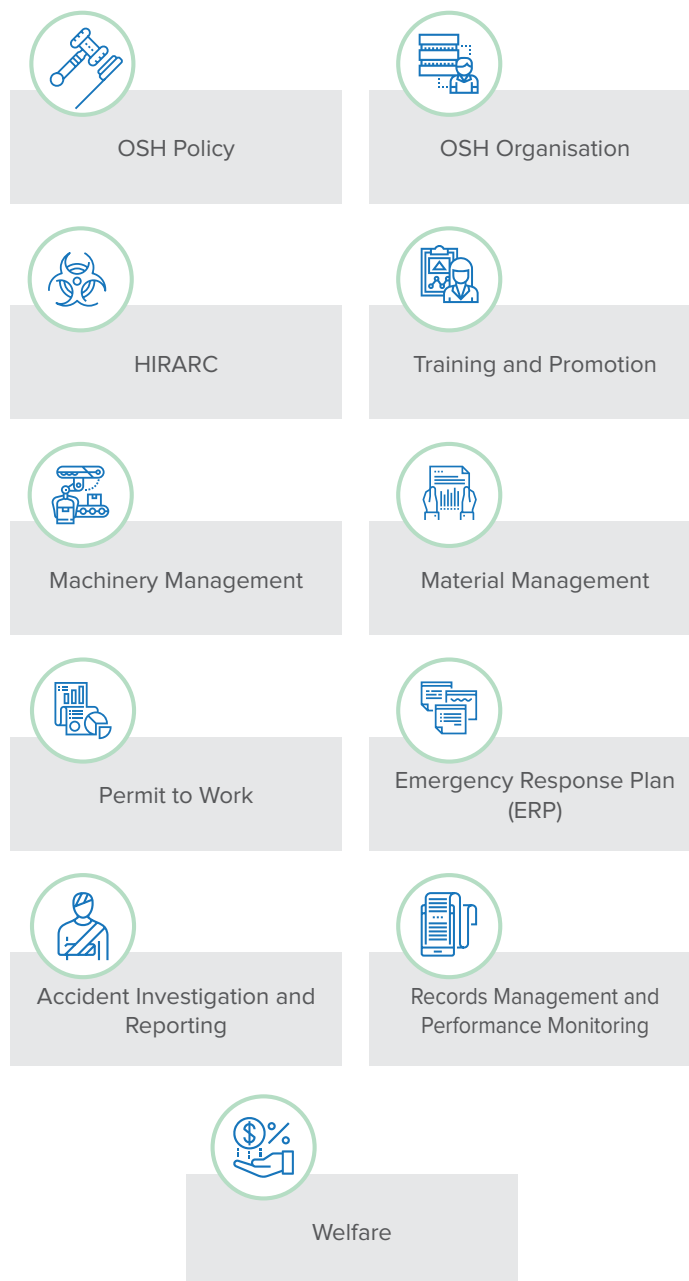
RIGOROUS STANDARDS OF PERFORMANCE FOR CONTRACTORS

Our Site Safety, Health & Environment Policy is given to all appointed contractors. Contractors are required to read and acknowledge their acceptance of the document before commencing work.

Requirements Imposed by Mah Sing on its Contractors

- Appoint a full-time safety and health officer and site safety supervisor according to the OSH Regulation/Order 1997 and FMA (Building Operational and works of Engineering Construction) Safety Regulation.
- Conduct safety toolbox meetings, safety inductions for new workers as well as Safety, Health & Environment Committee meetings with attendance being signed and documented.
- Form a Site Safety, Health and Environment Committee.
- An Emergency Response Plan (ERP) should be formed with emergency contact numbers.
- Submit Hazard Identification Risk Assessment Risk Control (HIRARC) prior to work commencement.
- CIDB Green card is a must for all entering the site.
- Formalise a site Safety, Health & Environment plan.
- All Personal Protective Equipment (PPE) must be SIRIM certified.
- Other safety equipment including scaffolding, safety harness, crane, warning signs, barricade and site hoarding must be in good working condition.
- Fogging and other health-related activities must be carried out in accordance with the legal requirements.
- Monthly safety and health reports must be submitted to Mah Sing every month.
- Contractors must make sure that activities do not interrupt the neighbourhood at all times.
- Contractors must be responsible for the public safety of their surrounding. Cables and hoses crossing footpaths or pavements must be adequately covered with proper materials and ramps on the other side.

Contractor's Audit Checklist





HIGHLIGHTS

HEALTH AND SAFETY HIGHLIGHT

Mah Sing was awarded a certificate from the Deputy of Minister of Human Resources and Chairman of the National Council for Occupational Safety on 12 November 2018. The certificate was presented during the launch of pilot projects for Guidelines on Occupational Safety and Health in Construction Industry (Management) (OSHCIM). Our Sensory project was one of the pilot projects to implement the OSHCIM guideline. This move has strengthened our commitment to sustainability, in the area of safety and health performance in particular.



Regular Group-Level Safety Initiatives Practised



Weekly toolbox talk



Monthly Safety Committee meeting



Fire drill and training at least once a year



Quarterly site safety audit by the Safety Department



Safety training for site staff and contractors



Safety and health management walk-about



Plant & machinery inspection

Key Safety Initiatives

Plant & Machinery Inspection	<ul style="list-style-type: none"> Annual workplace SHE assessment is conducted following the SHASSIC methodology
Emergency Preparedness	<ul style="list-style-type: none"> Fire and evacuation drills conducted at least twice a year at all sites Simulation exercises to test the effectiveness of the Emergency Response Plan
Investigations and Findings of Reported Incidents/Action Taken in Case of Injuries or fatalities	<ul style="list-style-type: none"> Incidents are investigated with proper accident and root cause methodology to identify the cause Mitigation measures and action plans are discussed by the SHE team and presented to the management and board committee Major incidents involving lost time injury and property damage are closely tracked and monitored Lessons learnt from LTI incidents, dangerous occurrences and near-miss incidents are shared among MSians for continuous improvement
CIDB Green Card	<ul style="list-style-type: none"> New and renewed applications are obtained for all site workers according to the CIDB 520 Act

Safety Training Record

Safety and Health Training Programmes	No. of Participants		
	2016	2017	2018
Site Safety Awareness (Induction)	122	259	236
First Aid	N/A	N/A	26

WORKING AT HEIGHT AND HIGH-RISK WORKS

Mah Sing recognises that piling operations may require working at height when erecting and dismantling equipment as well as installing or extracting temporary casings.

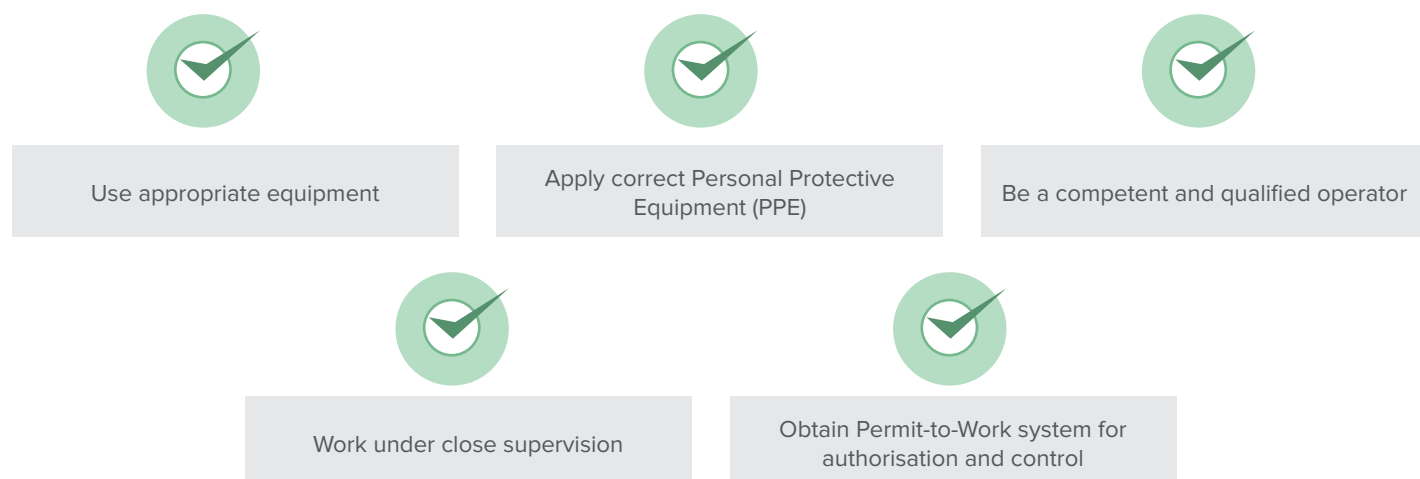
We ensure that our contractors provide a suitable working platform when working three metres or more off the ground. There must be guardrails and toe boards on the sides of the platform. If this is not practical, contractors must provide workers with suitable safety harnesses and belts.

A safe work instruction has been established for all high-risk activities based on risk assessment results and both statutory and contractual requirements.

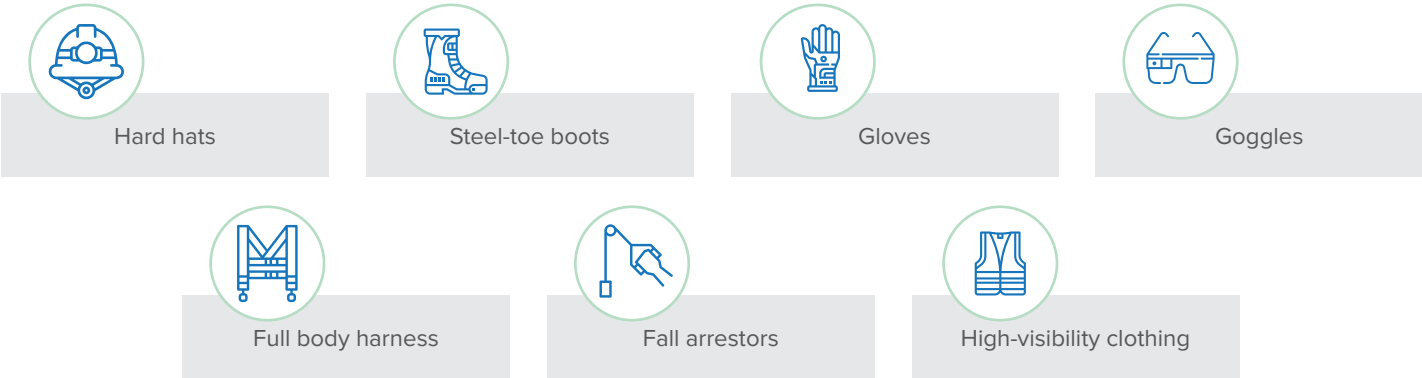
Examples of High-risk Tasks Identified due to Our Nature of Works



High-Risk Task Checklist



PPE Requirements



MAH SING PLASTICS SAFETY, HEALTH AND ENVIRONMENTAL APPROACHES

Mah Sing Plastics pledges to continuously improve its safety, health and environmental performance while preventing pollution, occupational injury and ill health throughout business operations.

A third-party firm is engaged to conduct chemical exposure monitoring and chemical health risk assessment studies. This ensures that chemical exposure levels and the potential risk to workers' health in the manufacturing workplace are below permissible limits set by the Department of Occupational Safety and Health (DOSH) Malaysia.



HIGHLIGHTS

HEALTH AND SAFETY HIGHLIGHT

Our D'SARA Sentral is a transit-oriented development project in Sungai Buloh. It was awarded four stars in the Safety and Health Assessment System in Construction for achieving 4,000,000 safe man hours.

We celebrated by holding a topping out ceremony after completing the Retail Stores. Traditionally, this builder's rite is held when the last beam, or equivalent, is placed on top of a structure during its construction.

The top 30 outstanding construction workers were also presented with a brand-new pair of safety boots. During the event, our Managing Director, Tan Sri Dato' Sri Leong Hoy Kum, announced that Mah Sing will give an additional RM50,000 to the project's construction workers. This token of appreciation rewarded their hard work and protecting the safety of everyone at the site.

Safety, health and the environment are extremely important and we extend a safe and healthy work environment for all employees, contractors and members of the public.



OUR SAFETY PERFORMANCE

Property & Investment Holding Division

Indicator	2016	2017	2018
Total recordable injury frequency rate	0	0	0
Absenteeism rate (headcount)	0	0	0
Absenteeism rate (days)	0	0	0
Lost Time Injury frequency (No. of cases)	0	0	0
Fatal accident rate involving staff (No. of cases)	0	0	0
Occupational diseases rate	0	0	0
Lost day rate	0	0	0

PT Mah Sing

Indicator	2016	2017	2018
Total recordable injury frequency rate	4	5	3
Absenteeism rate (headcount)	2	3	2
Absenteeism rate (days)	528	518	495
Lost Time Injury frequency (No. of cases)	10	16	12
Fatal accident rate involving staff (No. of cases)	-	-	-
Occupational diseases rate	7	14	9
Lost day rate	55	58	42

Mah Sing Plastics

Indicator	2016	2017	2018
Total recordable injury frequency rate	18	19	9
Absenteeism rate (headcount)	9	13	9
Absenteeism rate (days)	25	73	80.5
Lost Time Injury frequency (No. of cases)	9	13	9
Occupational Diseases Rate	0	0	0
Fatal accident rate (No. of cases)	0	0	0
Lost Day Rate	0.07	0.2	0.22

We understand the huge role that the end-users of our properties and supply chain play. Employees, tenants, contractors, suppliers and the wider community are actively involved in promoting health and safety.

RESPONSIBLE DEVELOPMENT



We nurture our talented, experienced workforce and are committed to forging strong development partnerships for the continuous improvement of our products and services. Our customers trust us as we value reliability and excellence.

Mah Sing's Responsible Development Goals



Use natural resources as efficiently as possible



Reduce our carbon footprint



Respect and engage with communities



Improve customers retention and satisfaction



Higher property values from responsible investment strategies

A PASSION FOR PROPERTY AND UNBEATABLE CUSTOMER CARE

Our unique and thoughtful approach to property development and real estate management is rooted in our customers' needs. From buying a dream home to long-term investments, we strive to understand and meet their requirements.

Mah Sing's culture is customer-centric. Our best brand advocates are our customers and we are committed to total customer satisfaction.

We welcome customer feedback as it helps us understand their needs more clearly and allows us to devise more useful programmes and products.

Our digital-centric 'Desire' campaign attracts buyers seeking ready-to-move-in homes and workspaces bundled into hassle-free and attractive sales packages. Due to popular market demand, the campaign was extended to December 2018.

Our new 'Refer N Reward' scheme rewards customers who advocate our exceptional product quality and services by referring their families and friends.

MAH SING CARELINE

A one-stop contact centre has been established with a centralised feedback system to manage customers' feedback more efficiently and systematically. The system is continuously enhanced to improve the quality of customer service and customer experience. We also conduct customer satisfaction surveys to garner feedback on our products, services, timeliness and customer service quality.

RESPONSIBLE ADVERTISING

All Mah Sing advertisements must have a sales and advertising license and permit from the Ministry of Housing and Local Government (MHLG) before any sale and purchase agreements, certifications or funding approvals can be executed.

Mah Sing submits the Advertising Permit and Developer License (APDL) in all languages with detailed pricing, approval building plan letter and other relevant materials to MHLG.

Mah Sing is also required to submit updated sales data, project status, available units and development status to KPKT every three months. Changes to the sale price, specifications and advertisement are communicated to KPKT.

COMMITTED TO HIGH-QUALITY PROJECTS

Mah Sing is committed to pursuing excellent craftsmanship and attention to detail. Procedures are followed step-by-step and we uphold the bottom line while also striving for breakthroughs and innovations. Every design and process are subject to quality control from the very beginning. All panel walls, glass, steel beams, pillars and joints are monitored for quality and excellence.

Mah Sing Properties Sdn Bhd has been certified with ISO 9001:2008 since 3 March 2011 for the provision of property development services for residential, commercial, industrial and institutional properties. Recently, these standards were upgraded to ISO 9001:2015.

Mah Sing Plastic Industries Sdn Bhd conforms to the Quality Management System standard ISO 9001:2015 and Environmental Management System ISO 14001:2015 for design, product development, manufacturing, assembly and secondary process of precision and industrial plastic products

PT Mah Sing Indonesia is accredited with ISO/TS 16949:2009 Quality Management Systems – particular requirements for the application of ISO 9001:2008 for automotive production and relevant service part organisations.

Our Quality Assurance Department pre-delivery inspection, final inspection and tests prior to delivery examine the:

- Structural works
- Architectural works
- M&E works
- Civil works
- External building works
- Landscaping works
- Other relevant works as per contract scope

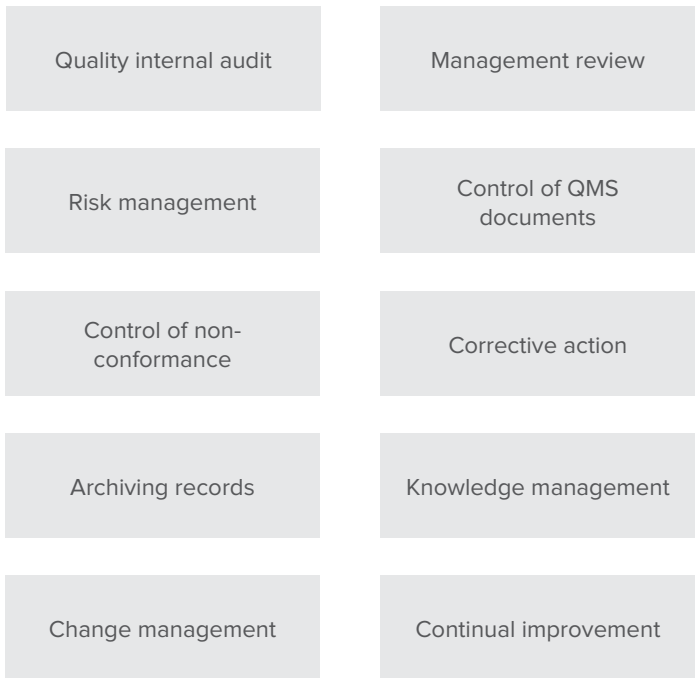
Mah Sing has been consistently ranked among the Top 10 in the Top Property Developers Awards since 2010. From a plastic trading firm in 1965, the Group has become one of the most reputable property developers in Malaysia with a varied portfolio of residential and commercial developments.

Mah Sing's Quality Goal

To provide our customers with excellent quality products, prompt delivery and flexible services through our uncompromising commitment to total customer satisfaction.

We accommodate the needs and demands of our end-users as a market-driven developer. These factors gain buyers' trust and confidence in our brand.

Our Approaches to Delivering the Highest Quality Always



DEFECTS LIABILITY

When the keys of a new property are ready for collection, we provide a defect warranty, which is typically 18 months from the date a customer receives delivery of vacant possession. Homeowners are encouraged to report any damage, defects and poor or faulty workmanship within this period so it can be repaired free of charge.

Once repairs have been completed, the customer service department notifies the purchaser and issues a Notice of Completion (NOV) within two working days from the date of the Memo of Completion. A joint appointment with the purchaser is then conducted within 14 days.

INTERNAL AUDIT ON QUALITY

Mah Sing conducts biannual internal audits to determine whether the quality management system conforms to Mah Sing's own requirements for its quality management system and international standards. The audit also ensures that the system is effectively implemented and maintained.

Currently, quality workmanship is very important in the construction and property industry. High-quality building projects ensure future marketability and improve customer confidence.

Many of our developments are assessed by the Building and Construction Authority of Singapore's Construction Quality Assessment System ("CONQUAS"). Contractors of CONQUAS-assessed projects are required to comply with CONQUAS requirements, allowing Mah Sing to set targets for the desired standard and quality of its developments.

The Construction Quality Assessment System (CONQUAS) was introduced in Singapore in 1989. It serves as a standard assessment system for the quality of building projects. Periodically, CONQUAS is fine-tuned to keep abreast with technological changes and quality demands from a more sophisticated population. The three main components of the CONQUAS assessment consist of structural works, architectural works and mechanical and engineering works.

Benefits of CONQUAS

- Allows the international benchmarking of workmanship quality
- Gives a competitive edge to organisations that consistently deliver projects with a high CONQUAS score
- A good CONQUAS score track record improves Mah Sing's image and ensures future marketability

A Summary of all CONQUAS Scores

Properties	Total CONQUAS Score
Klang Valley	
Hijauan Garden Bungalows	78.80
11 Unit Kemuning Residence	68.67
Parcel B3 Aman Perdana	76.52
Perdana Residence 2	63.71
Perdana Residence 2	71.76
Parcel EA2 Aman Perdana	69.96
Starparc point	65.03
Cyber Precinct 1 Parcel B	72.69
Cyber Precinct 1 Parcel A	73.15
Cyber Precinct 2	74.48
Cyber Precinct 3 Parcel A	76.81
Cyber Precinct 3 Parcel B	77.20
One Legenda	78.81
Cyber Precinct 4 Parcel A	74.57
Cyber Precinct 4 Parcel B	70.87
Cyber Clover Parcel A	78.86
Cyber Clover Parcel B	77.43
Kinrara Residence Superlink	74.83
Kinrara Residence Superlink	77.24
Kinrara Residence Superlink	78.94
Kinrara Residence Superlink	76.81
Kinrara Residence Semi-D	75.02
Kinrara Residence Semi-D	77.64
Kinrara Residence Semi-D	75.48
Kinrara Residence Semi-D	78.80
Kinrara Residence Phase 4	79.37
Kinrara Residence Phase 4	80.37
Kinrara Residence Phase 4	76.97
Bayu Sekamat	73.91
M Residence Phase 1	74.85
M Residence Phase 2A	73.18
M Residence Phase 2B	72.76
M Residence Phase 3	65.88
M residence Phase 4A	74.67

**A PASSION FOR PROPERTY
AND UNBEATABLE CUSTOMER CARE** (cont'd)

Properties	Total CONQUAS Score
Klang Valley	
M Residence phase 4B	78.23
M Residence 1 Phase 6B	79.69
M Residence 2 Parcel A2	76.87
M Residence 2 Parcel A1	77.81
M Residence 2 Parcel B2	80.17
Icon Mont Kiara (Blk 1)	73.71
Icon Mont Kiara (Blk 2)	73.71
Icon Mont Kiara (Blk 3)	73.71
M Suites	75.40
M Residence 2 (Parcel C1)	81.46
M Residence 2 (Parcel B1)	77.92
M Residence 2 (Parcel C2)	81.31
Southville Avens	79.61
Garden Plaza	73.67
Lakeville Residence (Phase 1B)	69.40
M City (Tower 1)	73.30
M City (Tower 2)	73.80
M City (Tower 3)	72.90
Icon City Package 5 Tower 3A	73.20
Icon City Package 4 Tower 5	67.90
Icon City Package 4 Retail	66.60
Icon City Package 4 Tower 3	72.70
Icon City Package 5 Tower 1	71.00
Icon City Package 5 Retail	63.10
Icon City Tower 2	70.70
Johor	
SPP2 - Parcel A	78.07
SPP2 - Parcel B	78.46
SPP2 - Parcel C	76.60
SPP2 - Parcel D	80.21
SP- Parcel E1a	77.48
Austin Suites	71.23
SPP2 - Parcel G	76.12

Properties		Total CONQUAS Score
Penang		
	Southbay Parcel B1	76.87
	Southbay Parcel B2	77.76
	Southbay Parcel B3	75.07
	Southbay Parcel C2	82.76
	Southbay Parcel C1 & C3	79.81
	Ferringhi Residence	77.54
	Ferringhi Residence	79.92
	Southbay Plaza (Tower B)	84.28
	Southbay Plaza (Tower A)	84.28
Sabah		
	Sutera Avenue (Block A)	65.75
	Sutera Avenue (Block B - Shop)	74.29
	Sutera Avenue (Block B - Residential)	71.31

We also employ the QLASSIC assessment to benchmark the workmanship quality of our construction projects. The QLASSIC standard offers a standard quality assessment system which helps quality control in our construction works. QLASSIC scores achieved in 2018 are summarised below.

Properties		Total QLASSIC Score
Klang Valley		
1	Dsara Package 1 SA1 and SA2	72.00
2	Dsara Package 1 Sovo	74.00
3	Dsara Package 1 Retail	66.00
Johor		
1	Meridin Plot A17	71.08
2	Meridin Plot A18	79.38
Penang		
1	The Loft (Tower A)	85.14
2	The Loft (Tower B)	85.14



Lakeville Residence, Kuala Lumpur



M Residence, Rawang



HIGHLIGHTS

Mah Sing received four quality and excellence awards at the Property Insight Prestigious Developer Awards 2018:

- Best Family Living Environment for M Vertica in Cheras
- Best Landed Development for M Residence in Rawang
- Best Mixed Use Development for Icon City in Petaling Jaya
- Best Hybrid Development for Lakeville Residence in Jalan Kuching

The awards theme, 'Recognising Excellence', acknowledged quality development of developers and their landmark projects that contribute to nation-building.

As a market-driven developer with a good track record in delivering quality homes, Mah Sing was ranked in the Top 10 Developers Awards, which also marks the Group's fourth consecutive win since 2015.



Icon City, Petaling Jaya



M Vertica, Cheras

THE LIFE-CYCLE OF OUR DEVELOPMENT

Mah Sing practises responsible property development from the property planning, design and development stages throughout the project's lifecycle. The process during the project planning stage is summarised below.

Element	Task	Value Created
Statutory compliance	To ensure designs comply with local authorities	<ul style="list-style-type: none"> Customers and purchasers enjoy a safe stay Our developments do not receive any complaints and are not exposed to legal action as they comply with all laws and legislation
Cost	To undertake value engineering and propose cost-saving alternatives	<ul style="list-style-type: none"> Competitively-priced properties
Aesthetic	To ensure designs comply with the company's concept of modern architecture	<ul style="list-style-type: none"> Aesthetic properties
Constructability	To ensure designs are easily maintained and constructible	<ul style="list-style-type: none"> Sustainable properties that are easy to maintain
Consultants and supplier pre-qualification	To ensure consultants and suppliers are qualified to complete the project as per our requirements	<ul style="list-style-type: none"> Consultants or vendors with required expertise are appointed for each individual project

CUSTOMER LOYALTY

Mah Sing offers value-added services such as M Privilege and M Concierge to earn customers’ loyalty. M Privilege members are given priority invitations to property launches, events and promotions as well as offers from participating lifestyle merchants. It now has more than 37,000 members. M Privilege members are also offered Repeat Buyer Purchase and Buyer-Get-Buyer incentives for the selected projects.

M Concierge offers property support services such as sub-sale, leasing, interior design, renovation, relocation, home maintenance and other post-delivery services. Purchasers are provided with a ready contact point for any clarification that arises after their purchase.

ENSURING SATISFACTION

The well-being and safety of our tenants and residents are vital in the development of our long-term performance. We take responsibility for continuously improving the quality of our developments and their surroundings.

We create a high standard of living at our properties through safe, attractive buildings, active community building and engaged customer service. Our ability to cultivate high levels of buyer satisfaction is a key component in our value creation promise. Ongoing property enhancement with a focus on community cohesion is essential to achieving our corporate goals.

We actively monitor and evaluate satisfaction to ensure the Company keeps abreast of residents’ needs and corresponding feedback. Our performance is defined by the level to which customers’ needs and expectations have been fulfilled. We analyse and evaluate appropriate data arising from monitoring and measurement to evaluate the:

- Conformity of products and services
- Level of customer satisfaction
- Performance and our quality management system
- Effectiveness of planning carried out
- Actions taken to address risks and opportunities
- Performance of external providers
- Need for improvement of the quality management system

Customer satisfaction surveys are also conducted to track service levels and feedback is collated for continual improvement.

Owners are required to complete two satisfaction survey forms throughout their engagement with us.

During the Vacant Possession (VP) period

- gauges customers’ satisfaction of our products and services from the initial purchase until the key collection

Ten months after the VP

- evaluates our products and services for defect inspection and rectification work

Homebuyers can also note matters unrelated to defects such as design, car park, maintenance and security on the Purchaser Feedback Form. All survey responses are submitted to heads of department for further action and improvement.

The following criteria are measured in our customers satisfaction surveys.

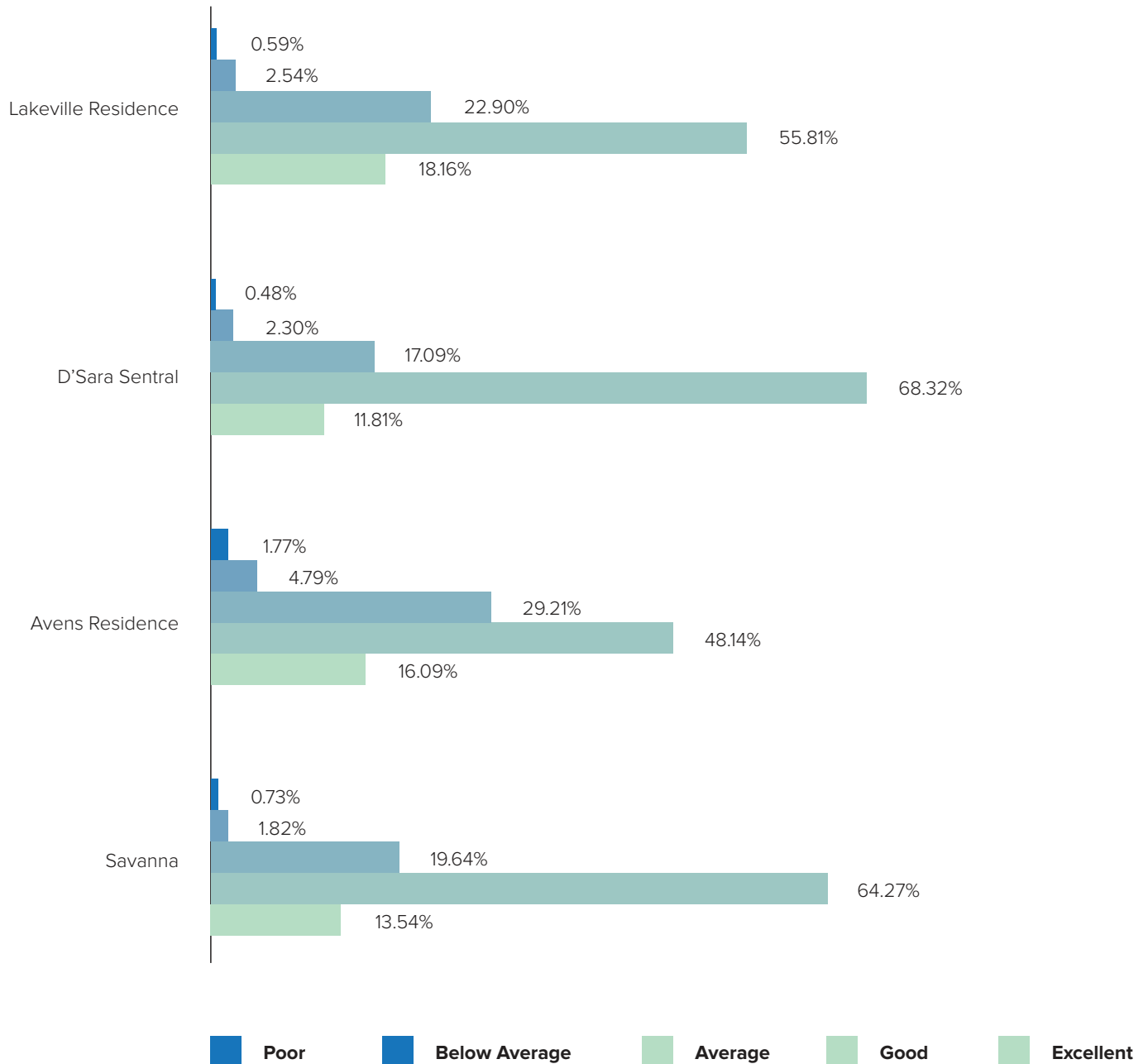
PRODUCTS

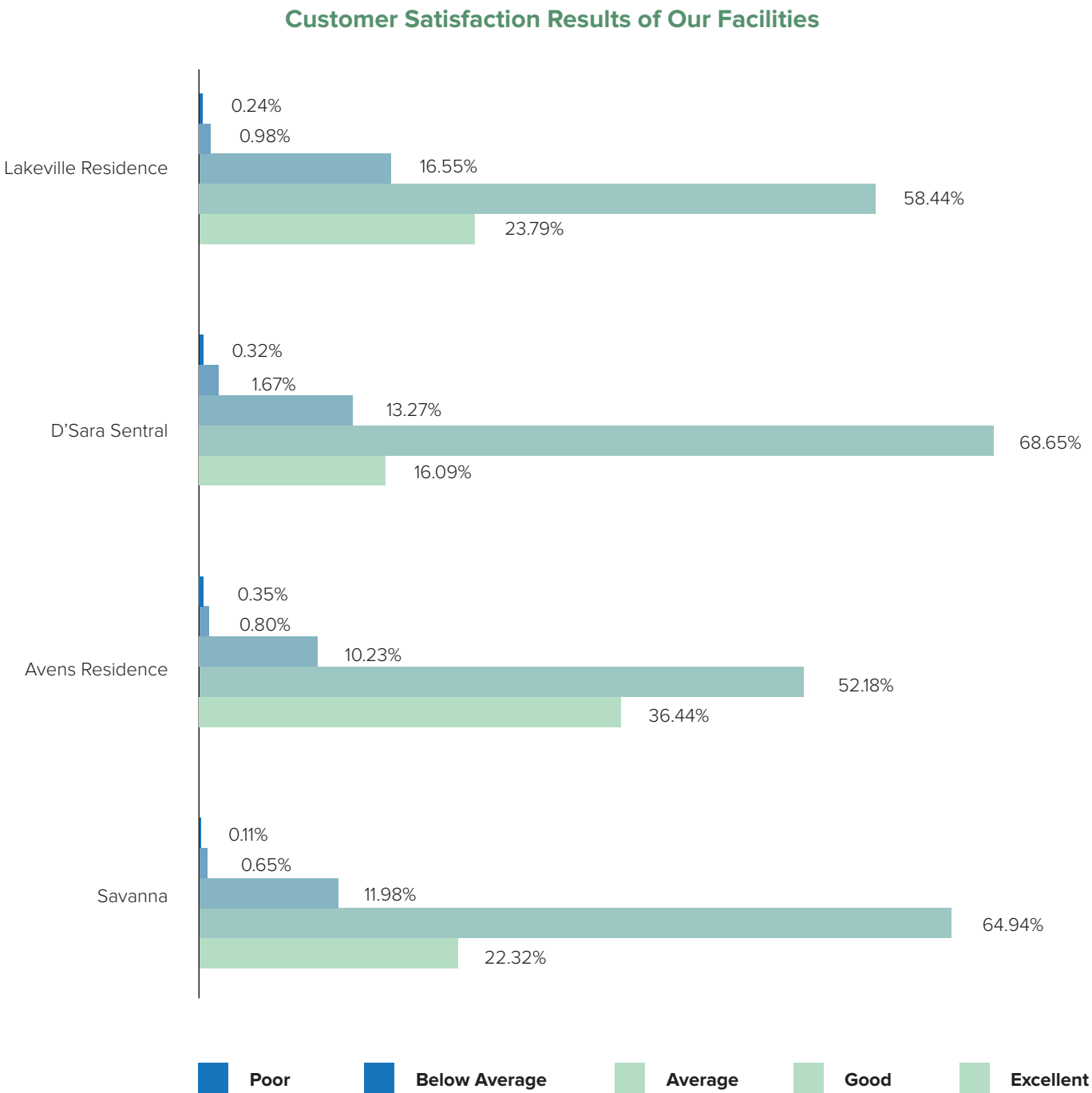
- Value for money
- Workmanship
- Quality of finishes
- Quality of fixtures/fittings
- Interior design
- Exterior design

SERVICES

- Greenery/landscape
- Roads/pathways
- Playground/open space
- Guard house/entrance access
- Security

Customer Satisfaction Results of Our Projects





SAFETY OF OUR DEVELOPMENTS

Mah Sing has achieved the ISO 14001:2015 Environmental Management Systems and ISO 45001:2018 Occupational Health & Safety Management System for its Environmental, Safety and Health performance. Our operations in Indonesia are ISO 14001:2008 certified.

Group Security has been working diligently to improve the level of security services at all project sites. Our security team and auxiliary police provide better surveillance and patrol services within our coverage area.

Security policies and audits are also streamlined across all three regions nationwide: Central, Northern and Southern. Our zero crime record also demonstrates the effectiveness of our process improvements in security and its value to our customers.

Group Security has also been working closely with the police force this year to combat crime. Safety awareness and knowledge have been improved by participating in monthly group discussions organised by the Crime Prevention and Community Safety Department of Bukit Aman and Kuala Lumpur Police Contingent.

Mah Sing's Aspen@Garden Residence in Cyberjaya was voted the best 'Protected Property' (Best Safety Features – Silver) at PropSocial's The Realest Property Awards in June 2018. This award recognises properties that emphasise security measures.

Beyond Property, Enriching Lifestyle

'The Mah Sing Experience' consists of more than knowledgeable and courteous maintenance employees or our experienced design and planning teams. We host their ventures and create memories and great communities that let us all grow symbiotically.

Mah Sing prides itself in being a leading property and lifestyle developer. Our position in the community is not merely of a developer and we continue to create sustainable environments loved by homeowners by maintaining valuable relationships with them.

We create memories by framing a special photo for tenants' keepsake when handing over the keys.

Mah Sing continues to champion various engagement activities with residents to improve their experience living with us. Key events held in 2018 included festival celebrations for Chinese New Year, *Hari Raya Aidilfitri*, Deepavali, Christmas and New Year's Eve. We also held the Mah Sing Arts and Lights Expo at various properties including M Centura, M Vertica and M Aruna.

COMPLIANCE

- Environmental Quality Act 1974 (and its Amendments)
- EQ (Prescribed Activities) (Environmental Impact Assessment) Order 1987
- Environmental Quality (Clean Air) Regulations 2014
- Environment Quality (Scheduled wastes) Regulations 2005
- Factories and Machinery Act 1967 (and its Amendments)
- Factories and Machinery (Fencing of Machinery and Safety) Regulations 1970
- Factories and Machinery (Safety, Health and Welfare) Regulations 1970
- Construction Industry Development Board Malaysia Act 1994
- Occupational Safety and Health Act 1994 (and its Amendments)
- Occupational Safety and Health (Safety and Health Committee) Regulations 1996
- Employment Act 1995
- Workmen's Compensation Act 1952 and the Employee's Social Security Act 1969
- Control of Supplies Act 1961 for diesel storage on site
- Destruction of Disease-Bearing Insects Act 1975 (Act 154).

MOVING FORWARD



Throughout the year, Mah Sing focused on redefining the concept of affordability by providing good product specifications in strategic locations at an affordable price. We are positioned as a leading developer of affordable homes in Malaysia.

The new National Housing Policy is currently pending cabinet approval and we believe affordable housing will remain a top priority. The Group has focused on affordable range homes for the past few years; we could easily respond to the new policies and provide products that the market needs. We will continue to reinvent affordability by developing reasonably-priced quality homes in strategic locations.

We will also continue to integrate technology into our typical brick and mortar property business. The success of My Mah Sing's app, smart home systems and IBS technology have resulted in higher quality products, seamless customer services, efficient communications and limitless opportunities to grow. We are confident that this is a good future strategy for the property industry.

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