

SUSTAINABILITY

KEY PERFORMANCE INDICATORS

GRI 2-4

Sunway REIT aligns its sustainability performance data with three pillars of the World Economic Forum International Business Council (WEF-IBC): People, Planet and Prosperity.

PLANET

Indicator	Unit of Measurement	FY2016	FY2017	FY2018	FY2019	FY2020	FP2021 (Jul 2020 - Dec 2021)	CY2021 (Jan 2021 - Dec 2021)
Emissions								
i. GHG Emissions								
Scope 1								
Company vehicles	tonnes CO ₂ e	0.9	0.6	0.2	0.0	80	82	52
	tonnes CO ₂	0.9	0.6	0.2	0.0	80	82	52
	tonnes CH ₄	0.0	0.0	0.0	0.0	0.1	0.1	0.1
	tonnes N ₂ O	0.0	0.0	0.0	0.0	0.3	0.2	0.1
Sub-total Scope 1	tonnes CO ₂ e	0.9	0.6	0.2	0.0	80	82	52
	tonnes CO ₂	0.9	0.6	0.2	0.0	80	82	52
	tonnes CH ₄	0.0	0.0	0.0	0.0	0.1	0.1	0.1
	tonnes N ₂ O	0.0	0.0	0.0	0.0	0.3	0.2	0.1
Scope 2								
Downstream leased assets	tonnes CO ₂ e	-	-	-	-	-	19,650	12,622
Sub-total Scope 2	tonnes CO ₂ e	-	-	-	-	-	19,650	12,622
Scope 3								
Business travel	tonnes CO ₂ e	92	126	158	198	336	58	43
	tonnes CO ₂	76	100	124	158	267	46	34
	tonnes CH ₄	0.2	0.1	0.2	0.2	0.4	0.1	0.1
	tonnes N ₂ O	0.4	0.7	0.5	0.9	0.7	0.2	0.2
Downstream leased assets	tonnes CO ₂ e	144,181	125,104	123,660	123,508	113,195	113,994	81,007
Waste generated in operations	tonnes CO ₂ e	-	-	848	868	3,933	4,848	3,250
Sub-total Scope 3	tonnes CO ₂ e	144,273	125,230	124,666	124,574	117,464	118,900	84,300
	tonnes CO ₂	76	100	124	158	267	46	34
	tonnes CH ₄	0.2	0.1	0.2	0.2	0.4	0.1	0.1
	tonnes N ₂ O	0.4	0.7	0.5	0.9	0.7	0.2	0.2
Overall GHG emission (Scope 1 and 2)	tonnes CO ₂ e	0.9	0.6	0.2	0.0	80	19,732	12,674
	tonnes CO ₂	0.9	0.6	0.2	0.0	80	82	52
	tonnes CH ₄	0.0	0.0	0.0	0.0	0.1	0.1	0.1
	tonnes N ₂ O	0.0	0.0	0.0	0.0	0.3	0.2	0.1
Overall GHG emission (Scope 1, 2 and 3)	tonnes CO ₂ e	144,274	125,231	124,666	124,574	117,545	138,632	96,974
	tonnes CO ₂	77	100	124	158	347	127	86
	tonnes CH ₄	0.2	0.1	0.2	0.2	0.6	0.3	0.2
	tonnes N ₂ O	0.4	0.7	0.5	0.9	1.0	0.4	0.3

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Emissions								
ii. GHG Emissions Avoidance								
Scope 3								
Downstream leased assets (Renewable Energy)	tonnes CO ₂ e	-	-	-	-	634	1,810	1,310
Purchased goods and services	tonnes CO ₂ e	-	-	-	-	-	209	209
Waste diversion	tonnes CO ₂ e	-	-	387	413	364	543	495
Sub-total Scope 3	tonnes CO ₂ e	-	-	387	413	998	2,561	2,013
Overall GHG emission avoidance	tonnes CO ₂ e	-	-	387	413	998	2,561	2,013
Energy								
i. Purchased Electricity Consumption								
Managed Assets								
Office	MWh	11,587	10,984	11,396	11,242	19,955	24,953	15,690
Retail		132,411	130,157	127,648	126,385	107,713	116,735	87,558
Hotel		40,247	41,807	42,797	40,583	36,245	33,443	21,468
Total Purchased Electricity Consumption (Managed Assets)		184,245	182,948	181,841	178,210	163,913	175,131	124,716
Leased Assets								
Services	MWh	31,919	30,906	29,544	32,915	29,584	53,320	35,333
Total Purchased Electricity Consumption (Leased Assets)		31,919	30,906	29,544	32,915	29,584	53,320	35,333
Total Purchased Electricity Consumption		216,163	213,854	211,385	211,126	193,497	228,451	160,049
ii. Renewable Energy Consumption - Solar Energy								
Managed Assets								
Office	MWh	-	-	-	-	-	-	-
Retail		-	-	-	-	533	1,740	1,168
Hotel		-	-	-	-	-	-	-
Total Renewable Energy Consumption - Solar Energy (Managed Assets)		-	-	-	-	533	1,740	1,168
Leased Assets								
Services	MWh	-	-	-	336	550	1,354	1,071
Total Renewable Energy Consumption - Solar Energy (Leased Assets)		-	-	-	336	550	1,354	1,071
Total Renewable Energy Consumption - Solar Energy		-	-	-	336	1,084	3,094	2,240

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Indicator	Unit of Measurement	FY2016	FY2017	FY2018	FY2019	FY2020	FP2021 (Jul 2020 - Dec 2021)	CY2021 (Jan 2021 - Dec 2021)
Energy								
iii. Overall Electricity Consumption								
Managed Assets								
Office	MWh	11,587	10,984	11,396	11,242	19,955	24,953	15,690
Retail		132,411	130,157	127,648	126,385	108,246	118,475	88,726
Hotel		40,247	41,807	42,797	40,583	36,245	33,443	21,468
Overall Electricity Consumption (Managed Assets)		184,245	182,948	181,841	178,210	164,446	176,871	125,884
Leased Assets								
Services	MWh	31,919	30,906	29,544	33,251	30,134	54,674	36,404
Overall Electricity Consumption (Leased Assets)		31,919	30,906	29,544	33,251	30,134	54,674	36,404
Overall Electricity Consumption		216,163	213,854	211,385	211,462	194,580	231,545	162,288
% of Renewable Energy from Overall Electricity Consumption	%	-	-	-	0.16%	0.56%	1.34%	1.38%
Water								
i. Municipal Water Consumption								
Managed Assets								
Office	m ³ ('000)	155,960	141,962	110,140	98,818	99,368	154,157	96,910
Retail		1,007,072	1,465,187	424,794	1,402,335	1,380,075	779,641	477,077
Hotel		171,604	648,169	722,107	779,319	779,945	352,420	217,354
Total Municipal Water Consumption		1,334,636	2,255,318	1,257,041	2,280,472	2,259,388	1,286,218	791,341
ii. Water Treatment Plant								
Managed Assets								
Office	m ³ ('000)	-	-	-	14,519	0	105,743	89,169
Retail		-	-	-	23,446	0	861,571	587,602
Hotel		-	-	-	33,191	0	188,984	132,797
Total Water Treatment Plant		-	-	-	71,156	0	1,156,298	809,568
iii. Rainwater Harvesting								
Managed Assets								
Office	m ³ ('000)	-	-	-	-	1,504	6,196	4,913
Retail		-	-	-	-	0	0	0
Hotel		-	-	-	-	36	268	255
Total Rainwater Harvesting		-	-	-	-	1,540	6,464	5,168

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Indicator	Unit of Measurement	FY2016	FY2017	FY2018	FY2019	FY2020	FP2021 (Jul 2020 - Dec 2021)	CY2021 (Jan 2021 - Dec 2021)
vi. Overall Water Consumption								
Managed Assets								
Office	m ³ ('000)	155,960	141,962	110,140	113,337	100,872	266,097	190,993
Retail		1,007,072	1,465,187	424,794	1,425,781	1,380,075	1,641,212	1,064,679
Hotel		171,604	648,169	722,107	812,510	779,981	541,672	350,406
Overall Water Consumption		1,334,636	2,255,318	1,257,041	2,351,628	2,260,928	2,448,981	1,606,078
Waste								
i. Disposed Waste								
Managed Assets								
Office	tonnes	-	-	450	513	382	1,124	879
Retail		-	-	5,816	6,059	5,782	7,619	4,780
Hotel		-	-	2,143	2,032	2,401	2,245	1,412
Total Disposed Waste		-	-	8,410	8,604	8,565	10,988	7,071
ii. Diverted Waste								
Managed Assets								
Office	tonnes	-	-	9	15	17	29	16
Retail		-	-	301	308	345	473	232
Hotel		-	-	130	155	55	142	110
Total Diverted Waste		-	-	440	478	416	645	358
iii. Total Waste								
Managed Assets								
Office	tonnes	-	-	459	528	399	1,154	895
Retail		-	-	6,117	6,367	6,127	8,092	5,012
Hotel		-	-	2,273	2,187	2,456	2,387	1,522
Total Waste		-	-	8,849	9,082	8,981	11,633	7,429
iv. Total Waste								
Disposed waste	%	-	-	95%	95%	95%	94%	95%
Diverted waste		-	-	5%	5%	5%	6%	5%

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PEOPLE

Indicator	Unit of Measurement	FY2019	FY2020	FP2021 (Jul 2020 - Dec 2021)	CY2021 (Jan 2021 - Dec 2021)
Employee count					
Number of employees	Number	22	22	27	22
Number of new hires		4	1	8	7
Turnover rate	%	18%	18%	22%	18%
Board Diversity - Gender					
Male Directors	%	57%	57%	57%	57%
Female Directors		43%	43%	43%	43%
Total		100%	100%	100%	100%
Board Diversity - Age Group					
Directors less than 30 years old	%	0%	0%	0%	0%
Directors between 30 to 50 years old		15%	14%	14%	14%
Directors more than 50 years old		85%	86%	86%	86%
Total		100%	100%	100%	100%
Board Diversity - Ethnicity					
Malay directors	%	29%	29%	29%	29%
Chinese directors		57%	57%	57%	57%
Indian directors		14%	14%	14%	14%
Directors of other races		0%	0%	0%	0%
Total		100%	100%	100%	100%
Employment Status - Gender					
Permanent male employees	Number	3	3	4	4
Permanent female employees		17	17	21	17
Part-time male employees		1	1	1	1
Part-time female employees		1	1	1	0
Contract male employees		0	0	0	0
Contract female employees		0	0	0	0
Employment Status - Region					
Permanent local employees	Number	20	20	25	21
Permanent overseas employees		0	0	0	0
Contract local employees		2	2	2	1
Contract overseas employees		0	0	0	0
Part-time local employees		0	0	0	0
Part-time overseas employees		0	0	0	0

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Indicator	Unit of Measurement	FY2019	FY2020	FP2021 (Jul 2020 - Dec 2021)	CY2021 (Jan 2021 - Dec 2021)
Employee Diversity - Gender					
Male executives	%	18%	18%	19%	23%
Female executives		77%	77%	78%	73%
Male non executives		0%	0%	0%	0%
Female non executives		5%	5%	4%	5%
Total		100%	100%	100%	100%
Employee Diversity - Age Group					
Executives below 30 years old	%	5%	9%	26%	27%
Executives between 30 to 40 years old		50%	50%	44%	50%
Executives between 40 to 50 years old		27%	27%	19%	14%
Executives more than 50 years old		14%	9%	7%	5%
Non-executives below 30 years old		0%	0%	0%	0%
Non-executives between 30 to 40 years old		0%	0%	0%	0%
Non-executives between 40 to 50 years old		0%	0%	0%	0%
Non-executives more than 50 years old		5%	5%	4%	5%
Total		100%	100%	100%	100%
Employee Diversity - Ethnicity					
Malay executives	%	0%	0%	0%	0%
Chinese executives		95%	95%	96%	95%
Indian executives		0%	0%	0%	0%
Other races executives		0%	0%	0%	0%
Foreigner executives		0%	0%	0%	0%
Malay non-executives		0%	0%	0%	0%
Chinese non-executives		0%	0%	0%	0%
Indian non-executives		5%	5%	4%	5%
Other races non-executives		0%	0%	0%	0%
Foreigner non-executives		0%	0%	0%	0%
Total		100%	100%	100%	100%

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Indicator	Unit of Measurement	FY2019	FY2020	FP2021 (Jul 2020 - Dec 2021)	CY2021 (Jan 2021 - Dec 2021)
Employee Diversity - Years of Service					
Executives who worked less than 1 year	%	0%	0%	30%	36%
Executives who worked between 1 to 5 years		41%	50%	41%	36%
Executives who worked between 5 to 10 years		50%	41%	22%	18%
Executives who worked between 10 to 15 years		5%	5%	4%	5%
Executives who worked between 15 to 20 years		0%	0%	0%	0%
Executives who worked more than 20 years		0%	0%	0%	0%
Non-executives who worked less than 1 year		0%	0%	0%	0%
Non-executives who worked between 1 to 5 years		0%	0%	0%	0%
Non-executives who worked between 5 to 10 years		5%	5%	4%	5%
Non-executives who worked between 10 to 15 years		0%	0%	0%	0%
Non-executives who worked between 15 to 20 years		0%	0%	0%	0%
Non-executives who worked more than 20 years		0%	0%	0%	0%
Total			100%	100%	100%
New Hires - Gender					
Male local new hires	Number	1	0	1	1
Female local new hires		3	1	7	6
Male overseas new hires		0	0	0	0
Female overseas new hires		0	0	0	0
New Hires - Age Group					
Local employees below 30 years old	Number	2	1	4	3
Local employees between 30 to 40 years old		1	0	3	3
Local employees between 40 to 50 years old		1	0	1	1
Local employees more than 50 years old		0	0	0	0
Overseas employees below 30 years old		0	0	0	0
Overseas employees between 30 to 40 years old		0	0	0	0
Overseas employees between 40 to 50 years old		0	0	0	0
Overseas employees more than 50 years old		0	0	0	0

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Indicator	Unit of Measurement	FY2019	FY2020	FP2021 (Jul 2020 - Dec 2021)	CY2021 (Jan 2021 - Dec 2021)
New Hires - Employee Category					
Senior Management	Number	0	0	1	1
Manager and Senior Manager		2	0	3	3
Senior Executive & Assistant Manager		1	0	1	1
Executive		1	1	3	2
New Hires - Ethnicity					
Number of new hires for Malay	Number	0	0	0	0
Number of new hires for Chinese		4	0	8	7
Number of new hires for Indian		0	1	0	0
Number of new hires for other races		0	0	0	0
Others					
Proportion of Senior Management hired from local community	%	100%	100%	100%	100%
Percentage of global staff with a disability		0%	0%	0%	0%
Ratio of basic salary of women to men excluding foreign workers	Ratio	1:7.09	1:6.91	1:4.63	1:4.09
Ratio of basic salary of women to men including foreign workers		1:7.09	1:6.91	1:4.63	1:4.09
Annual Mean Pay	Number	343,166	294,045	263,141	264,500
Annual Median Pay		263,332	265,579	244,503	245,930
Annual Lowest Total Pay		252,020	241,297	213,286	244,503
Annual Highest Total Pay		820,891	545,153	478,644	451,362
Women / Minority Groups					
Number of women in Senior Management	Number	3	3	3	2
Women in STEM-related positions	%	67%	83%	57%	57%
Learning and Development Hours					
Total learning and development hours	Number	101	410	1,220	1,110
Average learning and development hours per employee		7	27	55	50
Learning and Development Hours - Gender					
Average learning and development hours per male	Number	5.25	29	39	36
Average learning and development hours per female		7	27	60	55
Learning and Development Hours - Employee Category					
Senior Management	Number	2	32	60	48
Manager and Senior Manager		6.8	34	46	41
Senior Executive & Assistant Manager		6	30	46	43
Executive		8	14	100	94

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Indicator	Unit of Measurement	FY2019	FY2020	FP2021 (Jul 2020 - Dec 2021)	CY2021 (Jan 2021 - Dec 2021)
Completion of Performance Review - Gender					
Male employees	%	100%	100%	100%	100%
Female employees		100%	100%	100%	100%
Completion of Performance Review - Employee Category					
Managers	%	100%	100%	100%	100%
Executives		100%	100%	100%	100%
Non executives		100%	100%	100%	100%
Learning and Development Cost					
Total expenditure	RM	764	7,831	16,754	16,283
Average amount spent per employee on learning and development		51	522	762	740
Average amount spent per employee on learning and development - Age Group					
Employees below 30 years old	RM	64	58	1,050	1,260
Employees between 30 to 40 years old		127	656	173	159
Employees between 40 to 50 years old		0	829	2,169	1,548
Employees more than 50 years old		0	0	1,021	1,884
Average amount spent per employee on learning and development - Gender					
Male employees	RM	0	1,099	648	617
Female employees		69	312	795	776
Average amount spent per employee on learning and development - Employee Category					
Senior Management	RM	0	1,105	1,657	1,500
Manager and Senior Manager		25	787	653	653
Senior Executive & Assistant Manager		0	0	83	83
Executive		159	145	1,514	1,514
Average amount spent per employee on learning and development - Ethnicity					
Malay employees	RM	0	0	0	0
Chinese employees		51	522	798	775
Indian employees		0	0	0	0
Other races employees		0	0	0	0
Leaves					
Number of parental/childcare leave applications	Number	8	8	8	7
Number of days applied for parental/childcare leave		13	8	8	7
Number of maternity leave applications		3	2	0	0
Number of days applied for maternity leave		180	120	0	0
Number of paternity leave applications		0	0	4	3
Number of days applied for paternity leave		0	0	6	3

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Indicator	Unit of Measurement	FY2019	FY2020	FP2021 (Jul 2020 - Dec 2021)	CY2021 (Jan 2021 - Dec 2021)
Work-related Injuries - Employees					
Total hours worked	Number	-	1,728,088	6,372,426	4,644,338
Fatalities	Number	-	0	0	0
	Rate	-	0	0	0
High-consequence work-related injuries	Number	-	0	0	0
	Rate	-	0	0	0
Lost time injury	Number	-	6	14	8
	Rate	-	3.47	2.20	1.72
Recordable work-related injuries	Number	-	6	14	8
	Rate	-	3.47	2.20	1.72
Main types of work-related injury		-	Slips, trips and missteps	Slips, trips and missteps	Slips, trips and missteps

* The rates are calculated based on 1,000,000 hours worked.

Work-related Injuries - Non-employees					
Total hours worked	Number	-	954,796	2,777,597	1,822,801
Fatalities	Number	-	0	0	0
	Rate	-	0	0	0
High-consequence work-related injuries	Number	-	0	0	0
	Rate	-	0	0	0
Lost time injury	Number	-	0	0	0
	Rate	-	0	0	0
Recordable work-related injuries	Number	-	0	0	0
	Rate	-	0	0	0
Main types of work-related injury		-	N/A	N/A	N/A

This data excludes part-timers and interns since they are hired on an ad-hoc basis.

Work-related Ill Health - Employees					
Number of fatalities	Number		0	0	0
Number of recordable work-related injuries			0	0	0
Main types of work-related ill health			N/A	N/A	N/A
Work-related Ill Health - Non-employees					
Number of fatalities	Number		0	0	0
Number of recordable work-related injuries			0	0	0
Main types of work-related ill health			N/A	N/A	N/A

* Work-related hazards that pose a risk of ill health are identified using HIRARC assessment and incident statistics, chemical health risk assessments (CHRA), chemical exposure monitoring, medical records, stakeholder feedback

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PEOPLE AND PROSPERITY



Hotel

Indicator	Unit of Measurement	FP2021 (July 2020 - Dec 2021)	CY2021 (Jan 2021 - Dec 2021)
Customer Satisfaction			
Sunway Resort	%	Under renovation	
Sunway Pyramid Hotel		93%	91%
Sunway Clio Hotel		95%	95%
Sunway Putra Hotel		92%	91%
Sunway Hotel Georgetown		85%	84%
Sunway Hotel Seberang Jaya		87%	86%

Sunway Hotels score well overall in the Global Review Index by ReviewPro, a measurement tool used by thousand of hotels worldwide as a benchmark for reputation management efforts.



Office

Indicator	Unit of Measurement	FP2021 (July 2020 - Dec 2021)	CY2021 (Jan 2021 - Dec 2021)
Net Promoter Score (NPS)			
Menara Sunway	%	58%	52%
Sunway Tower		78%	85%
Wisma Sunway		71%	58%
Sunway Putra Tower		85%	86%
The Pinnacle		89%	95%
Customer Satisfaction			
Menara Sunway	%	98%	100%
Sunway Tower		94%	99%
Wisma Sunway		98%	100%
Sunway Putra Tower		99%	99%
The Pinnacle		98%	99%



Retail

Customer Satisfaction

Customer Satisfaction surveys were halted since move control phases were implemented by the government.