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No.308 Macalister Road, 10450 Penang, Malaysia.

For information: T: +604 238 3388 F: +604 226 7989 E: info@islandhospital.com





f (0) D islandhospitalpenang

www.islandhospital.com



PROMOTING CORPORATE SUSTAINABILITY & SOCIAL RESPONSIBILITY: BEYOND PROFITS, MAKING OUR WORLD A BETTER PLACE.

CSR Malaysia is circulated to companies and individuals free of charge to create awareness on the growing need to lend a helping hand to make the world a better place for all

Chairman/CED

DATO' R. RAJENDRAN

Co-Chairman/Managing Editor

LEE SENG CHEE

Editorial

NADHIRA ZA. LEANNE KAM. LYNDY ANG. COLIN GOMEZ. DA LI NI. WEI HUA NA

Operations

MIA NAWAWI, SYARIFAH RARA

Advertising & Sales DESMOND MELVYN, GIN GOH, RIYANTHI DAUD

Art & Design FARIZAL MAHAT

Contento

HANNEF ESQUANDER ABDUL RAUF, JEREMY TOH, JO SCULLY

Photography

VINCENT PANG, JOHN TAN, M. LOGES

Web Design SYAFUL MOHAMAD

Events

KU RIDHWAN KU NOH, ABDUL ZAMRI, KATIE ONG



You Are Not Alone

"Do you have a heart for CSR? Adopt a project in our YANA segment, pages 15-19"

Address All Correspondences To:

The Publisher

RHA MEDIA SDN BHD (908984-T) Suite C-5-5, Level 5, Block C, Menara Uncana Emas, 85, Jalan Loke Yew, Taman Miharja, 55200 Kuala Lumpur, Malaysia

T: 6O3 9282 6655 F: 6O3 9282 0755 E: marcom@csrmalaysia.org W: www.csrmalaysia.org

www.toplOlifestyles.com www.toplOmalaysia.com

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E: wenahwa2809@amail.com

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EDITOR'S NOTE Greetings from CSR Malaysia!



Lee Seng Chee Managing Editor

To be successful, you have to have your heart in your business, and your business in your heart."

THOMAS J. WATSON (AMERICAN BUSINESSMAN, FORMER CHAIRMAN & CEO OF IBM) Building a business by the heart means starting with purpose, not just profit. It's about listening deeply to your values, your community and letting that guide every decision. When you lead with heart, you create more than a company; you build a legacy that speaks to who you are and what you stand for. Such a business does not chase trends. It creates heritage. It weaves story, culture and care into every product, every service, every interaction. It honours the past, serves the present and shapes the future. The goal is not just to succeed in the moment, but to create something timeless, something that generations can be proud of. A business built by the heart leaves more than revenue behind. It leaves meaning. It becomes a name remembered not just for what it made, but for what it stood for. Indeed, one cannot deny that business success comes from a genuine connection to one's work, customers and community, rather than solely from profit.

In our Cover Story segment, we have featured Ng Chin Kuong, the Founder and Managing Director of ISP Group whose entrepreneurial journey is as much about heart as it is about business. The visionary leader has channelled his decades of experience in FMCG and property development into building industrial spaces that prioritise environmental responsibility, social impact and long-term value. ISP's philosophy — Impact, Synergy, Passion reflects his belief in meaningful, collaborative and purpose-driven business. Also featured in this issue of CSR Malaysia are the heartwarming CSR and sustainability endeavours of other inspiring Malaysian companies that are no less inspiring.

CSR Malaysia is a non-profit social initiative dedicated to promoting corporate sustainability and social responsibility efforts across Malaysia. It operates as a

charitable project under RHA Media, with its publication, CSR Malaysia Magazine, distributed nationwide free of charge. Each year, CSR Malaysia hosts the prestigious Sustainability & CSR Malaysia Awards, an event that recognises and celebrates outstanding contributions to sustainability and social responsibility by Malaysian companies, organisations and individuals. Past recipients have included prominent public-listed companies, governmentlinked companies (GLCs), multinational corporations, government agencies, SMEs and dedicated individuals—all honoured for their impactful CSR initiatives and commitment to sustainability that have made a positive difference to communities, the environment and the nation as a whole. The event offers valuable opportunities for networking and collaboration, bringing together like-minded corporations and individuals to further the advancement of ESG practices and corporate social responsibility in Malaysia.





"BE DIFFERENT"

UNLEASHING YOUR

POTENTIAL

IGNITING YOUR INNER STRENGTH

CONNECT WITH US!









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Cover Story

ROOTED IN SUSTAINABILITY AND GREEN VALUES

20





JABIL

Our success stems from a culture that prioritizes empowering our employees and uplifting the communities we serve. Through targeted development programs and meaningful community partnerships, we strive to create growth and opportunity in the communities we live and work.

77

Headquartered in St. Petersburg, Florida, Jabil delivers engineering, manufacturing, and supply chain solutions to more than 400 global brands. With nearly 60 years of cross-industry experience and a network of over 100 sites worldwide, Jabil integrates environmental, social, governance, and economic priorities to build resilient, sustainable operations that benefit its people and communities.

Our sustainability strategy aligns with the UN Sustainable Development Goals and addresses key social and environmental challenges. Guided by three pillars—Our People and Communities, Our Operations and Resources, and Our Innovative Solutions—we aim to create a lasting impact for our employees, partners, and global stakeholders.

Jabil in the Community

Under our Jabil Cares banner, employees are instrumental in driving positive changes, with their unwavering volunteer spirit, generosity, and kindness.

All our global locations implement a localised strategy that addresses social causes in their communities, focusing on Education, Empowerment, and the Environment.

Jabil Malaysia: Advancing Sustainability and Community Engagement

Since opening in Penang's Bayan Lepas Free Trade Zone in 1995, we have made sustainability and community support a core part of our mission. From clean energy to education and outreach, here's how we are making an impact:

- Clean energy: Solar panels now power all Jabil Malaysia sites.
- STEM advocacy: We support the Penang International Science Fair, Penang STEM Showcase, and Women in Zcience to inspire future innovators.
- Environmental action: In partnership with the Penang Forestry Department, we've planted 200,000 mangrove saplings, contributing to the state's Earth Day 2024 goal of one million trees.
- Community outreach: We conduct festive visits to homes for children, the elderly, and individuals with special needs.
- Employee engagement: Our teams contributed 12,180 volunteer hours last fiscal year, strengthening shared values and community bonds.

Awards and Recognition

- Five-time winner of the American Malaysian Chamber of Commerce (AMCHAM) CSR Awards, 2020–2024.
- IEEE Malaysia Industry Award for Excellence in Sustainability, 2024.







CSR Moments

CSR Malaysia

SPREADS JOY AT LIGHTHOUSE CHILDREN'S WELFARE HOME



In a heartfelt visit that blended compassion with community spirit, CSR Malaysia recently spent a memorable day at the Lighthouse Children's Welfare Home, a registered foster home operating since 2007. Nestled in a quiet residential area, the Lighthouse is home to 40 children aged between 4 and 20 and is run by the devoted husband-and-wife team, Mr and Mrs Steven, who have dedicated their lives to caring for children

in need.

The CSR Malaysia team, committed to championing social initiatives through its outreach programmes, brought joy and cheer to the children with fun activities and delicious treats, including brownies and roti jala. During the visit, the team also presented a cash donation to Mrs Steven in support of the home's ongoing efforts. The highlight of the day was a creative keychain painting session, where team members and children bonded over brushes and bright colours, laughter echoing through the home. The interaction not only gave the children



an enjoyable break from their daily routine but also provided back to society in meaningful ways.

Beyond the activities, the visit offered a deeper insight into the remarkable work being done at Lighthouse. Mrs Steven, a trained early childhood educator, shared heartfelt stories of the couple's journey — from taking in their first abused child to now managing four rented houses with full-time staff and volunteers. Mr Steven, once employed in banking and later as organisation and looks forward to continuing its mission of a school bus driver, has shifted his focus entirely to supporting empowering lives through compassionate action. the home, despite personal setbacks, including an injury that halted his income.

Their unwavering commitment has made the Lighthouse a meaningful opportunity for volunteers to connect and give a sanctuary. Not just for orphaned or abandoned children, but also for a pregnant mother and a newborn baby in recent months. The home champions a family-based model of care that sets a high standard in child development and community involvement, often going above and beyond national requirements.

CSR Malaysia is proud to support such an inspiring



Letting their inner artist shine through



The CSR team with children of Lighthouse Children's Welfare Home



Biocon Malaysia EXPANDING ACCESS TO HEALTHCARE

WITH COMPASSION AND INNOVATION











A Commitment to Health Equity for All

In a world where access to quality healthcare remains a challenge for many, Biocon Malaysia is taking bold and compassionate steps to bridge the gap. Biocon Malaysia is not only focused on developing affordable therapies but also ensuring that these therapies reach the people who need them

Healthcare Beyond Hospital Walls

Biocon Malaysia's access initiatives are thoughtfully designed to reach underserved and vulnerable communities- these efforts include free medical screening exercises, donations of medical equipment to communities and strategic partnerships with local health authorities and non-profit organizations to amplify outreach.

Importantly, these programs are not one-off events. They represent a sustained commitment to building healthier communities and long-term health equity.

Free Screenings: Early Detection, Better Outcomes

Often held in collaboration with local schools and community centres, these screenings include checks for blood pressure, blood glucose and BMIkey indicators for chronic conditions such as diabetes and hypertension.

Donating Tools for Better Care

Recognising that access to healthcare also depends on infrastructure, Biocon Malaysia has donated essential medical equipment such as blood pressure monitors and diagnostic kits to community organizations and NGOs, enabling them to deliver consistent and quality care.

Partnerships That Multiply Impact

Biocon Malaysia works closely with government health departments, local councils and NGOs to ensure that programs are culturally relevant with broader public health goals. Whether it's coordinating logistics for a screening camp or training local health volunteers, these collaborations are key to the success and scalability of Biocon's outreach.

Supporting Cancer Patients with Compassion

Biocon Malaysia has partnered with the National Cancer Society Malaysia (NCSM) to support cancer patients through the Patient Assist Program.

By working with NCSM, Biocon is helping to reduce the burden of cancer care and provide renewed hope to patients and their families. The program reflects Biocon's unwavering commitment to health equity and its belief that no one should be denied treatment due to cost.

Looking Ahead: Empowering Communities

As Biocon Malaysia continues to grow, it is actively exploring new ways to scale its impact. One of the most promising upcoming initiatives is the Community Health Ambassador Program- a grassroots effort to empower local volunteers as health advocates within their neighbourhoods.

These ambassadors will raise awareness about health and wellness, guide residents to available healthcare resources and bridge the gap between communities and healthcare providers—ensuring that nobody is left behind.

Beyond biotechnology: BUILDING A HEALTHIER

TOMORROW TOGETHER









Our science saves lives. Our CSR transforms them.

At Biocon Sdn. Bhd., we are committed to giving back where it matters most. We drive meaningful change in:



EDUCATION

Nurturing future-ready generations by promoting diabetes awareness, encouraging engagement, and providing sustainable health education.



ENVIRONMENT STEWARDSHIP

Medicine take-back programs, solar light installations at community, river rejuvenation and tree planting, and beach clean-ups—because health and environment go hand in hand.



HEALTH ACCESS FOR ALL

From free medical screening to donated equipment—our mission is to make healthcare accessible to all.





CSR Moments

YTL

LAUNCHES ITS UNIQUE YOUTH LEARNING JOURNEY

YTL Group has unveiled Youth at YTL (YAY), a new initiative that invites employees' children to explore the industries, ideas and values behind their parents' work and the role these play in shaping Malaysia's future.

Launched in conjunction with the YTL Beyond 70 celebrations, YAY marks the beginning of a broader, ongoing commitment to creating meaningful experiences for the next generation of the YTL family, turning the workplace into a space for connection.

The programme officially kicked off with a launch event at The Kuala Lumpur Performing Arts Centre (KLPAC), where more than 50 children were guided by 10 YTL volunteers representing various facets of the construction sector. Together, they explored potential careers in engineering, architecture and interior design — with a strong emphasis on sustainability and innovation.

The highlight of the day was a workshop titled "Build Your Own Green City", where children aged 7 to 12 participated in a hands-on design session led by a team of creative facilitators. The session introduced core concepts of sustainability, urban planning and design thinking, all through the lens of imaginative play.



The YTL family in full force: staff and their children celebrate the kick-off of youth at YTL





Participants worked in teams to construct eco-friendly model cities using recycled materials. The day concluded with group presentations and fun recognitions such as *Most Sustainable City, Best Teamwork* and *Most Creative Design*.

Speaking at the event, Dato' Kathleen Chew, Programme Director of YTL Foundation, said: "When YTL says its people are the company's greatest asset, that includes their families. At a time when many organisations are re-evaluating how they connect with employees beyond the workplace, Youth at YTL represents a deeper commitment to care, purpose and legacy. YTL is not just building infrastructure — it is building the right things, in the right way, for the right reasons." 2025 Programme Highlights:

- YAY Summer Camp Held in conjunction with the school holidays, this digital-forward session will be hosted in collaboration with YTL AI Labs.
- YAY Christmas Celebration A year-end gathering to celebrate the spirit of togetherness and close off the programme with families across the YTL community.
- Through YAY, YTL Group underscores its belief that nurturing future talent begins at home by showing the next generation that they are seen, supported and inspired.











Young participants actively building and designing their miniature green cities, showcasing their creativity and teamwork

C.SR Moments







GOLF TOURNAMENT

Cheque presentation to SKT Ladang Bukit Ijok

Didik Charity Golf Tournament 2025:

A SWING FOR EDUCATION AND UNITY

The second edition of the Didik Charity Golf Tournament 2025 took place at Danau UKM Golf Club in Bangi, drawing 80 participants from various sectors, including cooperative members, educationists, entrepreneurs and 12 ambassadors representing different countries. Organised by the Koperasi Pendidikan Swasta Malaysia or Private Education Cooperative of Malaysia (Educoop), the event aimed to raise funds for educational initiatives supporting underprivileged children.

During the event, donation cheques amounting to RM25,000 were presented to SKT Ladang Bukit Ijok and CSR Malaysia, reinforcing Educoop's commitment to enhancing educational opportunities for underserved communities. Chairman Ms. Vijayaletchumi delivered an inspiring speech, while Honorary Chairman Dato' R. Rajendran played a pivotal role in orchestrating the event for a meaningful cause. His Excellency Mr. Adasher Qodari, Ambassador of Tajikistan to Malaysia, was instrumental in supporting the event, underscoring the international solidarity in promoting education.

The tournament featured various categories, including A Medal, B Medal, C Medal, VIP, Seniors, Ladies and Junior categories, with trophies awarded to the top performers in each. All participants received medals, celebrating their contribution to the noble cause. An auction was also held, where a painting was sold to raise additional funds for the needy, receiving strong support from the attendees.

Among the big sponsors of the event were Krista Education Sdn Bhd, Starplanet Sdn Bhd (Malaysia's top concert organiser) and RHA Media Group.

The event successfully highlighted the power of sports in fostering community spirit and supporting educational initiatives, setting a precedent for future charitable endeavours.



Vijiyaletchumi presenting a trophy to Medal A Champion, Sivakumaran



(Right) Medal B Champion: Dato Chin Goo Chai



(Right) Medal C Champion: H.E Dinh Ngoc Linh



Dato' R Rajendran, H.E. Adasher Qodiri, Vijayaletchumi, H.E. Dinh Ngoc Linh and H.E. Aung Soe Win



Guests including representatives of SKT Ladang Bukit Ijok, Lee Seng Chee and wife



Guests including Dato' Chin Goo Chai (second from left) gathering for a meal



Tournament players gather for a photo



(Right) Ladies group third place: Elane Lim



(Right) Ladies group second place: Tiara Myra



(Right) Ladies group champion: Mem Tuyah

CSR Moments

To you have a heart to to replace the state of the state

HEARTFELT SUPPORT FOR ADOPTIVE PARENTS



Focused and deeply engaged – by understanding other parents' experiences, they realised that while adoption is a deeply personal journey, it is one meant to be shared

OrphanCare is committed to hosting heartfelt sharing sessions to support adoptive parents on the joys and realities of adoption.

As part of its commitment to promoting ethical and supported adoption, OrphanCare Foundation recently hosted a sharing session where experienced adoptive parents gathered sharing personal insights, emotional encouragement and real-world advice on their adoption journey.

The event served as a safe, open space for honest dialogue — covering topics from the challenges to bonding with an adopted child, navigating extended family reactions, managing the child's emotional development over time, including attachment issues and social stigma — but emphasised that with the right support, those challenges became stepping stones to stronger family bonds.

It also featured OrphanCare's counselling team and child welfare specialists, who provided guidance on post-adoption support services, trauma-informed parenting and maintaining open communication with adopted children.



Gathered in a cirlce – adoptive parents' safe space to exchange stories, reflecting from experiences that reminds them of the challenges and making them believe: children belong in a family



You Are Not Alone

e believe that society has the power to bring about the winds of change by empowering and helping those in need - humans and nature alike. As part of our initiative, we highlight the stories and the plight of those in need in our publication, *CSR Malaysia*. The following pages show the "other side" of our society - reaching out to underprivileged kids, charity homes that are in need of dire attention and environmental projects calling for the public to participate. We urge everyone - individuals, organisations and corporations alike to reach out, empower and do your part to make our world a better place. After all, we are all in this together and it begins with us.

"It's not just about being able to write a check.

It's being able to touch somebody's life"

- OPRAH WINFREY

Supporting The Environment

How about helping out with a local recycling drive?

KLOTH CIRCULARITY EXPANDS FABRIC RECYCLING MOVEMENT

Kloth Cares, a movement under Kloth Circularity, is proud to announce the expansion of its fabric recycling movement to Perak, marking another milestone in their journey towards a more circular and sustainable Malaysia.

In the first phase of its expansion in Perak, Kloth Cares has collaborated with Shell Retail and AEON Malls to install fabric recycling bins in the following locations:

- Shell Retail Stations: Jalan Lahat Ipoh, Anjung Tawas IGB, Jalan Kuala Kangsar Taman Milee, Lebuhraya Ipoh-Lumut, Pasir Puteh, Jalan Hospital Ipoh, Jalan Tambun, Tanjung Rambung, Pusing, Bercham Taman Medan and Tun Abdul Razak Maxwell.
- AEON Malls: Ipoh Klebang, Ipoh Station 18 and Kinta City.

This initiative offers an accessible platform for the people of Perak to recycle their unwanted clothing and fabric items responsibly. "While at least 95% of textiles and clothing are recyclable, vast amounts still end up in landfills and incinerators. To address the issue, Kloth Cares is determined to educate the community and work with various stakeholders to make recycling accessible for all," says Nik Suzila Hassan, cofounder of Kloth Circularity. Everyone is encouraged to recycle garments, including underwear, clothing accessories, footwear, bags, towels and children's toys.

In collaboration with Life Line Clothing Malaysia as their fabric recycling operator, the donated garments are mostly exported to developing countries through the global textiles and clothing recycling market, and some are sold or distributed locally too. Besides, the fabric items are donated to the Kloth Woman Up ladies, who are Malaysians from the economically struggling communities.

This expansion underscores the shared commitment of Kloth Circularity, SHELL Retail and AEON Malls to champion environmental responsibility and textile circularity. Additionally, Kloth Circularity is calling for other companies and institutions to collaborate for the bin adoption programme as they are targeting to install more bins at shopping malls, community centres, academic institutions and other publicly accessible sites. Since Kloth Cares' formation in 2018, it has collected and recycled over 12 million kilogrammes of unwanted textiles and clothing, which is equivalent to over 72 million pieces of t-shirts. Each contribution to a Kloth Cares recycling bin nurtures a habit of fabric recycling, paving the way for a cleaner, more sustainable Malaysia.

For more information and bin locations, please visit: www.klothcircularity.com





Be A Volunteer & Meet Welfare Needs

GREAT HEART CHARITY ASSOCIATION'S COMMUNITY EMPOWERMENT INITIATIVE



Zawawee (in black) and YB Adam Adli (beige shirt, second from right) distributing groceries to beneficiaries

Great Heart Charity Association, in collaboration with Focus Point through its corporate social responsibility (CSR) initiative, successfully organised the Hari Komuniti programme at PPR Pekan Batu, Kuala Lumpur and Flat Bukit Piatu, Melaka, uplifting the lives of 300 underprivileged individuals and families through free eye check-ups and grocery aid.

The initiative, aimed at promoting the importance of eye health while also easing the financial burden of families in need, brought hope and practical support to the communities. A total of 300 beneficiaries received professional eye examinations sponsored by Focus Point, while 150 grocery packs were distributed at each location, reaching a total of 300 families across both states.

In Melaka, the event was held at Dewan Perpustakaan Negeri Melaka and was graced by YB Adam Adli, Deputy Minister of Youth and Sports, and YB Khoo Poay Tiong, Member of Parliament for Kota Melaka. Both leaders expressed strong support for grassroots initiatives that combine healthcare awareness with tangible social aid.

"I'm so happy to receive a free eye check-up today. I've been having vision issues for a while but couldn't afford a





Zawawee (far left), Finance Director of Great Heart Charity Association, presents a token of appreciation to YB Adam Adli (second from left), alongside Cikgu Cassel, Great Heart Volunteer (third from left), and Lim Eng See, Senior Volunteer of Great Heart Melaka (far right)

proper test. Thank you to Great Heart and Focus Point for bringing this to our community," said a grateful beneficiary in Kuala Lumpur.

This meaningful programme underscores Focus Point's commitment to giving back through impactful CSR efforts that address real community needs particularly in preventive healthcare.

"We believe good vision is essential

for a better quality of life. Through this partnership with Great Heart, we're glad to make a difference in these communities and raise awareness about regular eye check-ups," said Lucas, a representative from Focus Point.

The Hari Komuniti event not only served immediate needs but also fostered community engagement and awareness reminding everyone that small acts of care can lead to big impacts.

Supporting Charities & Projects SECOND CHANCE ANIMAL ##ow about becoming a volunteer to help out where needed?

SOCIETY - A HEART FOR ANIMAL WELFARE



Support from the Wildlife Department of Sunway Student Volunteers (SSV) from Sunway University



Since 2020, Second Chance Animal Society (SCAS) has received generous support from The Square by Java One, who sponsor a venue bimonthly for their pet adoption drives and fundraising events. These initiatives play a vital role in SCAS's mission to rehome as many homeless dogs and cats as possible.

SCAS is driven by the belief that every animal deserves a second chance. This vision is made possible through strong and collaborative partnerships. The unwavering support from The Square by Jaya One has helped rehome hundreds of animals and raise essential funds to sustain the SCAS shelter, which currently houses over 500 rescued dogs and cats. Their commitment truly reflects the power of corporate social responsibility in driving positive change.

Equally impactful is the support from the Wildlife Department of Sunway Student Volunteers (SSV) at Sunway University. These passionate student volunteers regularly assist during adoption drives, helping to manage the events, educate the public and care for the animals. Their dedication and compassion greatly amplify the impact of every drive.

With committed collaborators like The Square by Jaya One and the incredible youth from SSV, SCAS continues to move forward — not only in rehoming pets, but also in inspiring a more caring community.

Together, they are making a real difference one adoption at a time.









Pet adoption drive at the Square by Jaya One

Supporting The Child BUDIMAS CHARITABLE FOUNDATION **UPLIFTS THE LIVES OF THE**

UNDERPRIVILEGED

The Budimas Charitable Foundation, a non-profit organisation dedicated to protecting the welfare and future of underprivileged children in Malaysia, has once again extended its compassionate outreach to Kampung Orang Asli Sungai Dua, a village located within Pulau Ketam.

This meaningful visit reaffirms Budimas' long-standing commitment to reaching marginalised communities, especially where children's access to basic needs and education is compromised by geography and socio-economic barriers. The Foundation, established in 1998, champions holistic child development by providing access to food, shelter and education through four core programmes: Budimas Home Charity Fund (BHCF), Budimas Food Charity Fund (BFCF), Budimas Education Charity Fund (BECF) and Budimas Children Medical Care Fund (BCMCF).

In the quiet coastal village of Kampung Sungai Dua, 22 families make up a community of 86 residents, 51 adults and 35 children, most of whom live in modest wooden huts built over water. The villagers relies heavily on traditional fishing for survival. Despite the daily challenges, the children's determination to access education remains unwavering. Each day, they commute by small wooden boats to the nearest



The Budimas Charity Foundation team with the community of Kampung Orang Asli Sungai Dua

school in town.

Each household received essential grocery supplies including rice and fresh fruits, while every child was gifted a brand-new school bag filled with a complete stationery set, a water bottle and snacks, a thoughtful and practical gesture aimed at encouraging continued school attendance and supporting their learning journey.

> Despite opportunities to relocate, the villagers of Kampung Sungai Dua have chosen to remain rooted in their traditions. Respecting their decision, **Budimas** continues to support their children by focusing on improving access to education and overall child welfare without disrupting the community's way of life. Committed to underserved communities, Budimas ensures no child is left behind as they believe that these children deserve the same opportunities as any other child in Malaysia.







ROOTED IN SUSTAINABILITY AND CREEN VALUES

In a recent chat CSR Malaysia had with Ng Chin Kuong, Eric, it quickly became clear that his entrepreneurial journey is as much about heart as it is about business. As the Founder and Group Chief Executive Officer of ISP Group of Companies (ISP), Eric has channelled his decades of experience in FMCG towards venturing into industrial spaces that prioritise environmental responsibility, social impact and long-term value.

Cover Story

t 50, Eric speaks with a sense of grounded conviction.
"I've always wanted to create a business by the heart," he begins. "With ISP, after creating business by heart, we want to create legacies, create heritage. That has always been our motto."

His entrepreneurial journey began in the Fast Moving Consumer Goods (FMCG) sector, running a trading and distribution business that required extensive warehousing. Initially, these capabilities served his FMCG company, S L Ng Group. Through this experience, he gained insight into the challenges and opportunities of managing industrial spaces. "I realised that you can build for your own use, but you can also build for the market and create more value," he explains. This realisation led to the birth of ISP in 2022. The name, Industrial Space Provider, was deliberately straightforward — a reflection of its primary purpose.

Fifteen years ago, the concept of Environmental, Social, and Governance (ESG) responsibility was still in its infancy in Malaysia's industrial property sector. "Back then, not many people were talking about ESG," he recalls. "It's only in the last three to five years that the government, banks and the industry began pushing it, especially in response to climate change."





Ng Chin Kuong, Eric (centre) receiving award at the Sustainability & CSR Malaysia Awards 2025



Group photo of Mr. Eric Ng (7th from left), the ISP team, and beneficiary families of the Nourish with Hope, ISP Cares programme



create heritage ""



With ISP, after
creating business
by heart, we want
to create legacies,

wheth in the state in t

This industry shift prompted Eric to formalise his ESG commitments within a dedicated company rather than operating them under the FMCG arm. ISP's philosophy — Impact, Synergy, Passion — reflects his belief in meaningful, collaborative and purpose-driven business. "We come from humble beginnings. We're not big, but we want to make things impactful. That's why we run a small, effective team where everyone does a bit of everything," he says.

One of ISP's hallmark strategies is the acquisition of brownfield assets — older industrial properties — which are then upgraded with modern green features. "We see huge opportunities in taking good-quality assets from the market at the right price and making them greener. Some buildings are solid but outdated. We give them new meaning, new vitality," says Eric. This may involve installing solar power systems, rainwater harvesting infrastructure, and energy-efficient designs to extend the building's usefulness and lower its environmental footprint.

Cover Story

At the same time, ISP invests in greenfield developments focused on Purpose-Built Workers' Accommodation (PBWA). "From sourcing construction materials to managing waste, we think through every detail," Eric says. "Solar systems, rainwater harvesting, efficient layouts — all of these are built into our designs."

Eric's drive to build PBWA stems from his personal experiences. Growing up, he observed the difficult conditions many foreign labourers endured and witnessed the challenges they faced. "During COVID-19, we saw many outbreaks in cramped, poorly maintained housing. Some workers were living in containers or rundown buildings without proper beds. It touched my heart," he shares.

Rather than treating worker housing as a sideline, Eric views PBWA as an integral part of the industrial ecosystem. "It's not just residential property, it's an industrial segment that sustains industries by ensuring workers have a safe, dignified place to live. We want to be pioneers in building proper, sustainable accommodation for Malaysia's foreign workforce."

Furthermore, ISP's PBWA embody its sustainability spirit. Each development begins with a multidisciplinary team that includes Green consultants to ensure green compliance from planning to completion. "We take the long-term view. We think about the environmental impact, the human impact, and the operational efficiency of our assets. We then start planning for that at day one."

Everything big starts small. Being small is not an excuse to do nothing





Mr. Eric Ng sharing his remarks at the event in Sekinchan, Kuala Selangor





In 2024, ISP achieved a landmark with the launch of Malaysia's first Sustainability Industrial ABS Sukuk Wakalah Programme. This was not just a financing milestone, it was a statement of intent.

"We didn't want a normal ABS programme. We wanted the first sustainable, green, industrial-focused ABS programme," Eric explains. "Every asset we put in must be green. If it isn't green, we make it green. Every new build must also meet green standards."

While many companies measure success by headcount, ISP prides itself on its small but highly effective team. "We're not going to grow into a company with hundreds of employees. Property development and investment don't require that. What we need is the right talent, the right functions, and the right culture," Eric says.

That culture is built on empowerment, accountability, and empathy. "People make mistakes — I make mistakes. The important thing is to learn from them, to forgive, and to improve. We want a workplace where people are encouraged to try, to grow, and to stay true to our values," he adds.

The team's motto, "all will be good", serves as a reminder to keep moving forward, even when challenges arise, while keeping sight of the company's long-term vision.

When it comes to Corporate Social Responsibility, Eric believes Malaysian SMEs still have room to grow. "CSR is nothing new for multinationals or public companies, but it's still lacking among family-run or entrepreneur-led businesses," he notes.

ISP began its CSR efforts on a small scale, but with consistency and intention. "Everything big starts small. Being small is not an excuse to do nothing. We do it every day, in a structured and sustainable way, supported by our business revenue stream," Eric says.

From community initiatives to worker welfare programmes, CSR is not a sideline for ISP — it's built into its operational and development philosophy.

As ISP continues to grow, Eric is clear about the company's direction. It's not about rapid expansion for its own sake, but about creating projects with enduring value. "Our aspiration is clear: to create legacies. To build with purpose. To leave behind something meaningful — not just for our company, but for the communities and industries we serve."

With its blend of sustainable innovation, social commitment, and a values-driven culture, ISP is proving that industrial development in Malaysia can be both profitable and principled. And as Eric's journey shows, when a business is built by the heart, it can leave a legacy that goes far beyond its balance sheet.

We think about the environmental impact, the human impact and the operational efficiency of our assets **



Arvato Sytstems Malaysia at Zoo Negara for the grow with Zoo Negara 2025 initiative



Regular ESG initiative are run by Arvato Systems Malaysia's internal corporate responsibility social group



Building on the collective team effort of colleagues for a successful engagement

in Support of Wildlife Conservation Efforts Through Grow with Zoo Negara Initiative

In alignment with Arvato Systems Malaysia's commitment to sustainability, biodiversity preservation, and community engagement, the team took part in a meaningful engagement alongside Zoo Negara, known as the "GROW with Zoo Negara 2025" initiative.

This engagement reflects the company's dedication to corporate values and responsible action and was organised by its in-house Corporate Responsibility social group.

During the event, team members were involved in horticulture and landscaping projects which included soil preparation, weeding and pruning, planting tree saplings as well as watering and fertilising.

In supporting employees' personal growth and workplace fulfilment, the engagement provided employees with the opportunity to engage in community service and contribute to wildlife conservation efforts. Designed to strengthen team spirit and build closer bonds, it was an even more meaningful experience for Arvatorians as they were joined by youths from Mary's Orphanage, in turn, inculcating better gratitude for nature and the habitat we coexist together in.

Through this project, the team played a part in supporting and enhancing the exemplary wildlife conservation efforts done by Zoo Negara. The horticulture and landscaping projects enhance the zoo's overall atmosphere and fosters an environment that will encourage a holistic education in nature and a greater appreciation for nature.

This marks one of many ESG initiatives organised by Arvato Systems Malaysia and the company looks forward to initiating more engagements in the future to preserve our environment while lending a greater sense of work fulfilment for employees.



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LA ROCHE-POSAY

Raises RM100,000 to Narrow Malaysia's Dermatology Care Gap

With fewer than 200 trained dermatologists serving Malaysia's 33 million people—just one specialist for every 165,000 residents—qualified skin care is out of reach for many. This acute shortage fuels La Roche-Posay's mission to bring dermatologist-approved skincare closer to those who need it.

The mission is already translating into action: La Roche-Posay recently spearheaded an outreach clinic in underserved Klang Valley communities, exposing Malaysia's skin-health divide. Many residents had never met a dermatologist and relied on home remedies to manage chronic skin conditions.

From severe cystic acne to occupational contact dermatitis and untreated childhood eczema, the findings underscored an urgent need for accessible care and education.

In response, La Roche-Posay donated RM2 per product sold at Watsons Malaysia—raising RM100,000 to seed long-term outreach programmes with the Malaysian Skin Foundation.

"At La Roche-Posay, we know that healing skin has the power to change lives. For 50 years, we have been pioneering new breakthroughs to be at the service of people – from newborn babies to cancer patients and families living with chronic skin conditions. This RM100,000 fund is our first step towards taking that science beyond clinic walls. Together, our mission is to improve the skin health for all Malaysians," said Anissa Mokrani, General Manager, L'Oréal Dermatological Beauty (Malaysia & Singapore).

Led by dermatologists Dato' Dr Noor Zalmy and Dr Nur

Syazwin Sies, with support from brand advocate Hannah Delisha, the team gave residents their first experience of professional skincare—providing free consultations, personalised treatment plans, product donations and much-needed hope.

Patients spoke candidly about the toll of untreated conditions. "I'm awake most nights because the itch won't let me sleep," said Fina, a contact-dermatitis sufferer. Farihih, battling cystic acne, added, "I avoid mirrors – I've lost confidence in my appearance."

What the clinic revealed:

- For many attendees, this was their first ever encounter with a dermatologist.
- Severe cystic acne and work-related contact dermatitis emerged as the most pressing skin concerns.
- Everyday habits can make a difference: dermatologists showed residents that simple steps such as removing make-up before sleep and cleansing skin after a day of mask-wear can prevent break-outs and calm irritation.

Beneficiaries received immediate diagnoses, care guidelines and La Roche-Posay starter kits, reinforcing the brand's mission to democratise dermatological care. The campaign was ceremoniously marked by the handover of funds from L'Oréal Malaysia and Watsons Malaysia to the Malaysian Skin Foundation – a boost that will enable MSF to advance its mission of making dermatological skincare accessible to all Malaysians.

From left to right] L'Oréal Dermatological Beauty Commercial Director, Llyod Teo; Watsons Head of Trading, Carrol Tan; Malaysian Skin Foundation Committee Representative, Dato' Dr. Noor Zalmy Azizan; L'Oréal Dermatological Beauty Marketing Director, Natalie Goh and L'Oréal Dermatological Beauty Medical Director, Nicole Liang

LOREAL



MAH SING FOUNDATION & WOMEN OF WILL -

A Partnership to Support Women Entrepreneurs

Mah Sing Foundation (MSF) and Women of Will (WOW) celebrated a major milestone recently with the graduation of 50 women from the second cohort of their Women Entrepreneurship Programme (WOWED) at PPR Seri Semarak. This marks the 5th year of collaboration between MSF and WOW to empower women from B40 communities through skills training and entrepreneurship support.

The WOWED programme, which began in 2021, has now benefitted 100 women from PPR communities in Kuala Lumpur. The first cohort from PPR Seri Alam completed their training in 2023, where over 90% saw an increase in income. The second cohort made up of 50 women from PPR Seri Semarak showed remarkable progress:

- 56% increase in average monthly business income
- 29% increase in household income
- 171% increase in personal savings

Since its launch, the WOWED programme has delivered more than 5,000 hours of training to 100 women from PPR Seri Alam and PPR Seri Semarak, covering entrepreneurship, financial literacy, digital marketing, product development and personalised business coaching.

To further strengthen impact within the community, 12 participants have completed a structured 10-module leadership programme designed to equip them with the confidence and skills to drive change. These women now lead Community Fund projects that address local needs, including tuition classes for students, computer literacy programmes for senior citizens and other initiatives that uplift the wider community.

Mah Sing Foundation's Chairman, Dato' Indera Syed Norulzaman Syed Kamarulzaman, who officiated the graduation said, "These women have shown that with the right support and training, they can change not just their



own lives, but also the lives of those around them. This is real impact and it's why Mah Sing Foundation continues to invest in programmes like this."

"As a mother of three and wife of a retired army officer, I used to sell my homemade kuah rojak within the community. After joining the programme, I learned to improve my packaging, use digital marketing and gained the confidence to grow. Today, *Kuah Rojak Makteh* is sold at petrol stations and the Chow Kit Market, and I've even received SIRIM certification. This programme gave me the skills, confidence and support I needed to take my business seriously," said WOWED participant, Siti Rahmah binti Ahamad

Looking ahead, MSF and WOWED are committed to continuing the momentum. This year, the programme will expand to PA Desa Rejang and PPR Jelatek, with another 50 women expected to benefit. "As we move into the next phase of the programme, we remain focused on impact. We've seen what's possible when women are given the right tools and guidance. With every cohort, we're not only training entrepreneurs, we're supporting mothers, daughters, and leaders who are reshaping their communities from the inside out," said Dato' Indera Syed Norulzaman.



THE SECRET RECIPE & DIGNITY FARM ACADEMY

A Collaboration Towards Environmental Sustainability











Staff turning over food waste in compost piles

Secret Recipe's partnership with Dignity Farm Academy began in 2024, sparked by an organic farmer affiliated with the Academy who approached the brand to explore a collaboration grounded in circular economy principles. In line with its commitment to environmental sustainability, Secret Recipe had been actively seeking responsible ways to manage food waste, particularly by reducing landfill disposal. Since then, Dignity Farm Academy has become a key supporter of the initiative, regularly collecting various types of food waste from Secret Recipe outlets and integrating them into its permaculture and composting programmes.

Dignity Farm Academy collects fruit and vegetable waste from Secret Recipe, using it as material in their composting programmes. Volunteer students from the Academy in Sentul are involved in the entire process, working hands-on to turn food waste into organic compost. This compost is then used to nurture vegetable crops and fruit trees cultivated on the Academy's land.

In addition to composting, Dignity Farm also repurposes cake and cream waste from Secret Recipe for its black soldier fly breeding facility. These organic by-products serve as feed for the larvae, which in turn provide a rich, sustainable source of protein for the farm's poultry and livestock, including chickens, turkeys and quail. This innovative system not only reduces waste and carbon footprint, but also provides valuable engagement opportunities between Secret Recipe staff, students and members of Dignity.

In 2025, a team of 20 volunteers from Secret Recipe visited Dignity Farm Academy in Bentong to experience first-hand the Academy's organic farming initiatives. The team was given a comprehensive tour of the farm and was able to witness the tangible outcomes of the partnership — from compost generated using food waste to cake sponge being used as part of poultry feed.

The visit also included several hands-on activities. Volunteers took part in tree planting using trees donated by Secret Recipe, vegetable transplanting into designated planting beds and compost turning to accelerate the breakdown process. It was an engaging and educational experience for all involved, strengthening not only internal team bonds but also connections with the wider community through this impactful partnership.





ecret Recipe cake sponge

Transplanting vegetables

CSR Stories

Do Aon How goods stoning

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AEMULUS CORPORATION & DR. WONG TEIK AUN

Inspiring the Young, Laying the Right Foundation





The Red Carpet Entrance at The Base came alive with the sound of laughter, excited chatter and the thunderous roar of airplanes taking off in the background. Children from the Children's Protection Society (CPS), Wisma Yatim Laki-Laki Islam and Wisma Yatim Perempuan Islam had gathered for a special play date, held in collaboration with Dr. Wong Teik Aun, a senior lecturer from INTI College Penang.

As the seats of the Lower Walhalla Hall gradually filled up, the day kicked off with an icebreaking session for the kids to give their self-introduction – a simple yet effective approach to build their self-confidence and inner courage. Their shyness, though, was concealed by the wide smile they had when announcing their name, age and school loudly.

After a hearty breakfast and some bonding time, the children were divided into groups. The younger ones began constructing wooden model cars and airplanes, while the older children were guided by engineers from Aemulus Corporation to build Breadboard Internal Connections. The aim was to provide them with exposure, and most importantly, instil their interest in science at their growing stage.

While the wooden kits proved challenging at first, the children showed impressive perseverance. The teammates displayed teamwork in assisting and providing their inputs in assembling them. As each group also has a dedicated leader, it allows them hands-on leadership training, providing them an opportunity to experience firsthand how to manage a small group of people especially when faced with difficulties along the way. The enhancement of their communication skills was also a key benefit as they learn how to articulate their thoughts and ideas and delivering it effectively.

"Ada batteries tak?" those were the exact words from them when they were done. As they popped the batteries in, the orange-coloured front blades of the airplane rotated swiftly

Engineers from Aemulus Corporation guiding the older children in building internal connections on a breadboard

and advanced forward. The kids had to give it a chase to avoid damaging their newly-built airplanes.

To reward them for their efforts, simple games were held and prizes were gifted to the winning individuals. The science quiz session had the kids scrambling to raise their hands and shouting out the answers to the questions – attempting to get their hands on the prizes. The quiz session was a major brainstorming activity for the little ones to not only put their thinking cap on, but to also elevate their science knowledge further.

Hugging the various gifts they won, the satisfied kids were beaming as they munched on their burgers. "I wanna come back here next time." "Sangat happy." The little ones expressed their inner thoughts to the volunteers who were involved. Aemulus Corporation couldn't be happier for being able to be a part of our long-term sustainability efforts of giving back to the community whilst incorporating educational knowledge along the way. The day ended on a high note, with smiling faces and hopeful hearts, as the children looked forward to more opportunities like this in the future.

THE RHB & IJN PARTNERSHIP -

Championing Financial Inclusivity and Healthcare Access



[From left to right] Dato' Adissadikin Ali, Managing Director of RHB Islamic Bank Berhad and Prof. Dato' Sri Dr. Mohamed Ezani Md. Taib, Group Chief Executive Officer of Institut Jantung Negara, making the three-year partnership official



RHB Banking Group ("RHB" or the "Group") is proud to announce a strategic partnership with Institut Jantung Negara ("IJN"), Malaysia's leading institution in cardiovascular care, to advance healthcare access, staff wellbeing and financial inclusivity.

Under this three-year partnership, RHB and IJN will deploy a 40-foot mobile healthcare clinic, a vital asset equipped with essential diagnostic facilities to deliver preventive care, health screenings and awareness programmes, especially for underserved communities. Complementing this healthcare initiative, RHB is also exploring the introduction of financial literacy and other community outreach programmes to further support the wellbeing and empowerment of communities across Malaysia.

Dato' Mohd Rashid Mohamad, Group Managing Director/Group Chief Executive Officer of RHB Banking Group said, "RHB is proud to partner with IJN to bring essential healthcare services directly to the underserved communities. IJN has been RHB's

trusted health partner, supporting our wellness initiatives through key cycling events such as RHB Lekas Highway Ride and RHB Langkawi Ride. In the next three years, RHB and IJN will be expanding this impact further by deploying the mobile health unit to reach even more underserved areas. Together, we are combining our strengths to improve quality of life by delivering better access to healthcare and supporting the wellbeing of Malaysians."

In addition, RHB is taking active steps to promote financial accessibility and inclusion among students through the 'IJN University College (IJNUC) Siswa' programme, led by RHB Islamic Bank. This initiative enables IJN University College students to open RHB Pro Savings Accounts with automatic access to RHB Mobile Banking services and DuitNow QR e-wallet functionality, supporting seamless, cashless transactions across campus. More than 900 students are expected to benefit each year, along with exclusive lifestyle discounts from RHB's strategic partners covering telecommunications, food and sporting goods.

"Equipping students with access to digital banking tools and financial services strengthens their readiness to manage money independently from an early age. Through the IJNUC Siswa Programme, we are enabling young adults to develop practical money management skills that will support them throughout their education and into their future," added Dato' Mohd Rashid.

Prof. Dato' Sri Dr. Mohamed Ezani Md Taib, Group Chief Executive Officer of IJN said, "This partnership marks a

meaningful step forward in our ongoing efforts to bring heart healthcare and prevention closer to the people especially in communities that need it most. To date, our IJN Mobile Clinic has journeyed across 10 states, reaching 192 communities with essential screenings and health education. With RHB's contribution, we are now better equipped to expand these services to even more locations nationwide. Together, we are creating a more holistic and sustainable approach to community care one that combines health and financial empowerment to build a healthier, more resilient Malaysia."

He further shared on the education component of the collaboration, "This partnership extends beyond healthcare, it represents an investment in the next generation of healthcare leaders. By equipping our students at IJN University College with access to digital banking, financial literacy tools and exclusive benefits, we are nurturing not just future clinicians, but future changemakers. In a world where healthcare and technology are increasingly intertwined, this initiative helps our students build the financial confidence and real-world readiness they need to thrive, not only in their careers, but in life."

This collaboration also provides special privileges and discounts on IJN services for selected RHB customer segments, and will drive joint wellness campaigns within schools, communities and rural areas, contributing meaningfully to national wellbeing. Additionally, RHB employees will gain access to exclusive IJN health screening packages, reinforcing RHB's commitment to employee wellness.



[From left to right] Dato' Adissadikin Ali, Managing Director of RHB Islamic Bank Berhad, Dato' Akmal Arief Mohamed Fauzi,
Deputy Chief Executive Officer of Institut Jantung Negara (IJN), Dato' Mohd Rashid Mohamad, Group Managing Director/Group
Chief Executive Officer of RHB Banking Group, Prof. Dato' Sri Dr. Mohamed Ezani Md. Taib, Group Chief Executive Officer of
Institut Jantung Negara (IJN), Datuk Dr. Shaiful Azmi Yahaya, Chief Clinical Officer of Institut Jantung Negara (IJN), Prof. Emerita
Dr. Durrishah Idrus, Vice Chancellor & Chief Executive of Institut Jantung Negara (IJN) University College, and Norazzah Sulaiman,
Group Chief Brand & Customer Experience Officer of RHB Banking Group, at the signing ceremony of RHB and IJN's collaboration
agreement held at RHB Centre, Kuala Lumpur

CSR Stories

An Initiative Conducted to Empower Local Communities and MSMEs

In today's fast-paced world, convenience matters, but so does community. The Self Collection Point shipping option is doing more than just offering buyers a more affordable and flexible delivery option. With over 5,000 collection points nationwide, it's quietly supporting local entrepreneurs and everyday Malaysians striving for financial independence.

What Is Self-Collection Point?

Self-Collection Point is a delivery option that allows buyers to pick up parcels from nearby collection points at their own convenience. Some of these collection points are hosted by homeowners or small retailers. These hosts, known as Collection Point managers, earn income for each parcel collected at their location.

Empowering Mothers at Home

A dedicated mother of two, Puan Rita began managing a Self-Collection Point from her home since May 2025. Having previously worked at a petrol station, health issues made it difficult for her to continue, so she looked for a way to continue supporting her family from home.

Today, Puan Rita runs a trusted Self Collection Point from her flat, serving neighbours and nearby residents. She currently handles five to ten parcels a day and plans to expand her setup, with hopes of opening a dedicated collection point in the future.

Enabling Flexible Income for Families

Aishah, a school transporter, leads her family's residential Self-Collection Point. With their parents retired and Aishah having time between school runs, it felt like the perfect fit to earn extra income in a simple way. After completing the online

training, the family set up a routine that works for everyone.

Together, they now earn enough to support their basic household needs. But beyond the earnings, it has given Aishah a role she's proud of, and the family a reason to come together more meaningfully.

Boosting Business for Local Entrepreneurs

In Kelantan, Cik Siti, a second-generation baker, had long been running her kuih business from home. Things began to shift better when she became a Self-Collection Point manager.

Foot traffic surged as more people dropped by to collect parcels. Many discovered her frozen kuih along the way, and sales soon jumped by 50 percent.

"Before this, only about half the community knew my shop existed," she said. "Now, people come for parcels and stay for the kuih."

"Becoming a Collection Point manager helped me grow my brand and income in ways I couldn't imagine," Cik Siti shared.

Support Local. Shop Lagi Murah. Save More with Self-Collection.

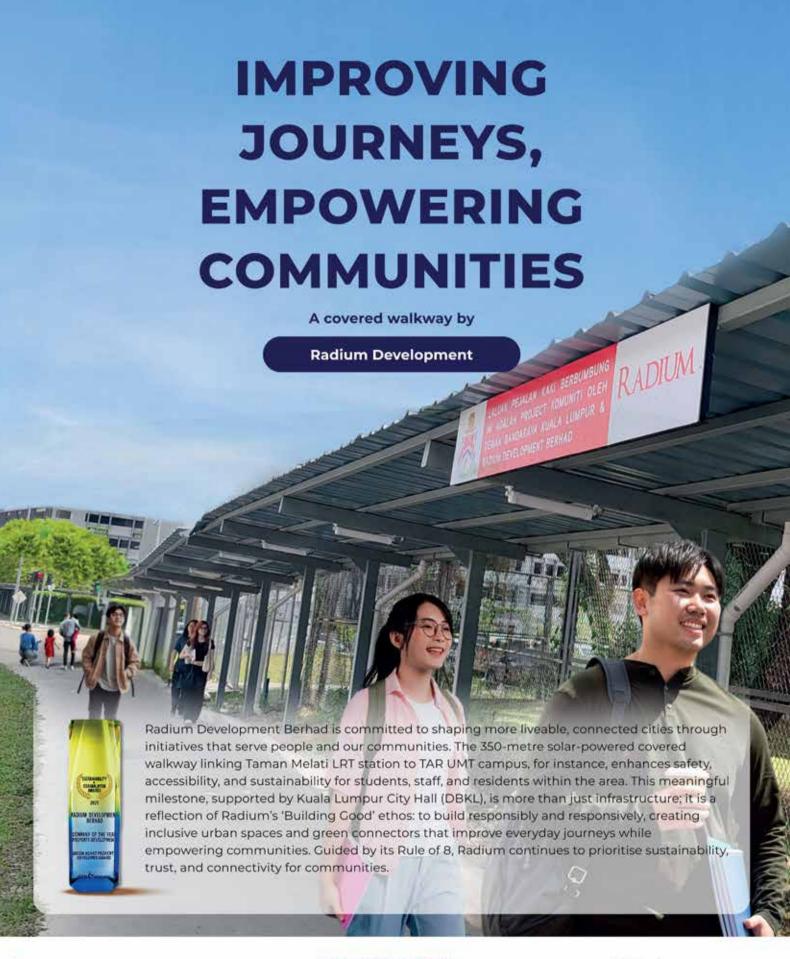
Whether it's supporting a mother's household income, encouraging families to come together, or boosting local micro-businesses, every self-collection order supports the Malaysian community.

Starting 9 June 2025, buyers can enjoy free shipping vouchers with no minimum spend by selecting delivery to the nearest Self-Collection Point. It's a simple choice that helps buyers enjoy Lagi Murah purchases while also giving back to the local community.



















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