

CSR Malaysia™

PROMOTING CORPORATE SUSTAINABILITY
& SOCIAL RESPONSIBILITY

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FLEX PENANG – EMPOWERING COMMUNITIES, ELEVATING THE INDUSTRY

TANG ENG CHOK
Vice President of Operations, Flex Penang

MENOKTAHKAN KEMISKINAN MELALUI PENDIDIKAN

Yayasan Bank Rakyat sentiasa berusaha mencapai matlamatnya untuk meningkatkan status sosio-ekonomi rakyat Malaysia, tanpa mengira bangsa, agama atau jantina melalui pendidikan.

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on the growing need to lend a helping hand to make the world a better place for all*

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DATO' R. RAJENDRAN

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LEE SENG CHEE

Editorial

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

Operations

MIA NAWAWI, VALERINA ALFRED

Advertising & Sales

DESMOND MELVYN, GIN GOH, RIYANTHI DAUD

Art & Design

FARIZAL MAHAT

Contents

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 Uncang Emas,
85, Jalan Loke Yew, Taman Miharja,
55200 Kuala Lumpur, Malaysia
T: 603 9282 6655 F: 603 9282 0755
E: marcom@csr-malaysia.org
W: www.csr-malaysia.org
www.top10lifestyles.com
www.top10malaysia.com

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43300 Seri Kembangan, Selangor
T: 03-8959 1975 F: 03- 8959 1976
E: wenghwa2809@gmail.com

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EDITOR'S NOTE

Greetings from CSR Malaysia!



Lee Seng Chee
Managing Editor

"Equality is leaving
the door open for
anyone who has the
means to approach
it; equity is ensuring
there is a pathway to
that door for those
who need it"

CAROLINE BELDEN
(AUTHOR, THE INCLUSION
SOLUTION)

The late Maya Angelou, a renowned American memoirist, poet and civil rights activist, left a lasting legacy through her work. She authored seven autobiographies, three collections of essays and numerous volumes of poetry. Her creative contributions extended to plays, films and television over a career that spanned more than fifty years. Throughout her life, she was honoured with numerous awards and received more than 50 honorary degrees. Among her many meaningful quotes, there is one that goes like this, *"We all should know that diversity makes for a rich tapestry, and we must understand that all the threads of the tapestry are equal in value no matter their colour."* Indeed, diversity and inclusion are now widely acknowledged as vital principles in our interconnected world. Diversity encompasses the range of human differences ranging from race, ethnicity to abilities and cultural backgrounds while inclusion focuses on fostering environments where everyone feels welcomed, valued and empowered to contribute. Currently, the drive toward a more inclusive and diverse world remains strong, promoting equity, respect and a sense of belonging for all.

In our **Cover Story** segment we have featured Flex Penang. Under the leadership of Tang Eng Chok, Vice President of Operation, Flex Penang has not only pioneered technological innovations but also driven impactful CSR initiatives that uplift local communities and create a more inclusive workplace. Do read about its inspiring story in our **Cover Story** segment. Also featured in this issue of **CSR Malaysia** are the heart-warming CSR and sustainability endeavours of other inspiring Malaysian companies that are no less inspiring.

CSR Malaysia, a non-profit social initiative that aims to promote corporate sustainability and social responsibility

endeavours in Malaysia, is a charity project of RHA Media and its **CSR Malaysia** magazine is a free publication distributed throughout the country. On an annual basis, **CSR Malaysia** organises the Sustainability and CSR Malaysia Awards event that honours Malaysian companies, organisations and personalities that have done well in the sustainability and CSR arena, be it social responsibility or sustainability endeavours. The past events have seen inspiring large public listed companies, GLCs, MNCs, government agencies, SMEs as well as individuals being presented with the awards for their admirable meaningful CSR and sustainability efforts in this nation, positively impacting lives, the environment and making Malaysia a better place for all. Our upcoming awards event will be held in July 2025 in Kuala Lumpur. Once again, we look forward to the opportunities for networking and partnerships with corporations and individuals alike to further the cause of ESG and corporate social responsibility in this nation during the event.



Into the realm of
**Implementing
Sustainable Practices**
Within our Base



Effective Waste Management



Carbon Emissions Tracking System



Company-wide Removal of Kitchen Towels



Installation of Water-Saving Thimbles



Installation of EV Chargers



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Cover Story

FLEX PENANG -
EMPOWERING
COMMUNITIES,
ELEVATING THE INDUSTRY

20



COMMITMENT TO DELIVERING EXCELLENCE

Lumut Naval Shipyard Sdn Bhd (LUNAS) remains a strong pillar for national security through naval shipbuilding, while expanding our horizons for comprehensive maritime services in Ship Repair, Engineering and Combat System Centric.

Growing beyond our core services, LUNAS has subsidiary companies, namely LUNAS Shiprepair Sdn Bhd, LUNAS Langkawi Shipyard Sdn Bhd and LUNAS Yachts Sdn Bhd.



Do you have a heart for CSR? How about finding a role for yourself in CSR initiatives?



Biocon Malaysia

UNITES IN BLUE FOR THE YOUTHS & COMMUNITY

The rising incidence of Type 2 Diabetes especially among youths in Malaysia underscores the urgent need to promote awareness and encourage healthier lifestyle choices.

In alignment with the goal of raising awareness about diabetes risk factors, employees from Biocon Malaysia

participated in initiatives targeting various schools and communities throughout Johor.

This initiative seeks to foster early detection and advocate for lifestyle modifications that can prevent or delay the onset of the disease.





Biocon Malaysia team visits various schools and communities in Johor



Informative booths set up by Biocon Malaysia to educate the public about Type 2 Diabetes



Biocon Malaysia team with community members during a successful initiative to raise awareness on Type 2 Diabetes and promote healthier lifestyle choices

Do you have a heart for CSR? CSR is for everyone and you can embrace it too.

IJM Toll Division

BRINGS SYAWAL CHEER TO MORE THAN 1,800 GUESTS

IJM Toll Division hosted a Hari Raya Open House for some 2,000 guests at the Bluedome Grand Hall, Sapura@Mines in Seri Kembangan. The festive celebration, held under the theme 'Celebrating the Joy of Syawal Together', brought together key figures from the highway and infrastructure industry for an evening of camaraderie and cultural appreciation.

Among the notable guests were Deputy Minister of Works Datuk Seri Ahmad Maslan, Member of Parliament for Cheras Tan Kok Wai and Director General of the Malaysian Highway Authority (LLM) Datuk Ir. Sazali Harun, whose presence added prestige to the occasion.

According to IJM Toll Division Chief Executive Officer, Ts.

Wan Salwani Wan Yusoff, the event reflects the division's ongoing commitment to strengthening strategic partnerships across the highway sector, including those with media representatives.

"This open house is part of our broader efforts to promote unity and goodwill, while also expressing our appreciation to our strategic partners who have stood alongside us in driving forward the development of the nation's infrastructure and highways," she shared.

Guests were treated to an array of traditional and modern delicacies, while Aidilfitri-themed performances added vibrancy to the atmosphere, making the event both meaningful and memorable for all in attendance.



Deputy Minister of Works Datuk Seri Ahmad Maslan (7th from the right) and Ts. Wan Salwani Wan Yusoff (8th from the right) and team gathering for a group photo





NO.1 **PHARMA** **COMPANY** **IN MALAYSIA**

Duopharma Biotech Group ("Duopharma Biotech" or "the Company") began with the establishment of Duopharma (M) Sendirian Berhad in 1978. Duopharma Biotech was incorporated in 2000 and is today one of Malaysia's leading pharmaceutical companies listed on the Main Market of the stock exchange operated by Bursa Malaysia Securities Berhad.

Duopharma Biotech has core competencies in the pharmaceutical industry inclusive of Manufacturing, Research & Development and Commercialisation & Marketing of over 300 generic drugs such as Crystorvas, Prelica and Omesec as well as Consumer Healthcare ("CHC") products including CHAMPS®, FLAVETTES®, PROVITON® and Uphamol, which are well-recognised and accepted by consumers in Malaysia, regionally and globally.

The Company has also diversified into the biosimilars space with technology and commercialisation collaborations with credible and strong international partners. ERYSAA®, Basalog One®, Zuhera and Krabeva are a few commercialised biosimilar brands.



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Do you have a heart for CSR? How about showing your support for charity causes?

Sunway Healthcare Group's

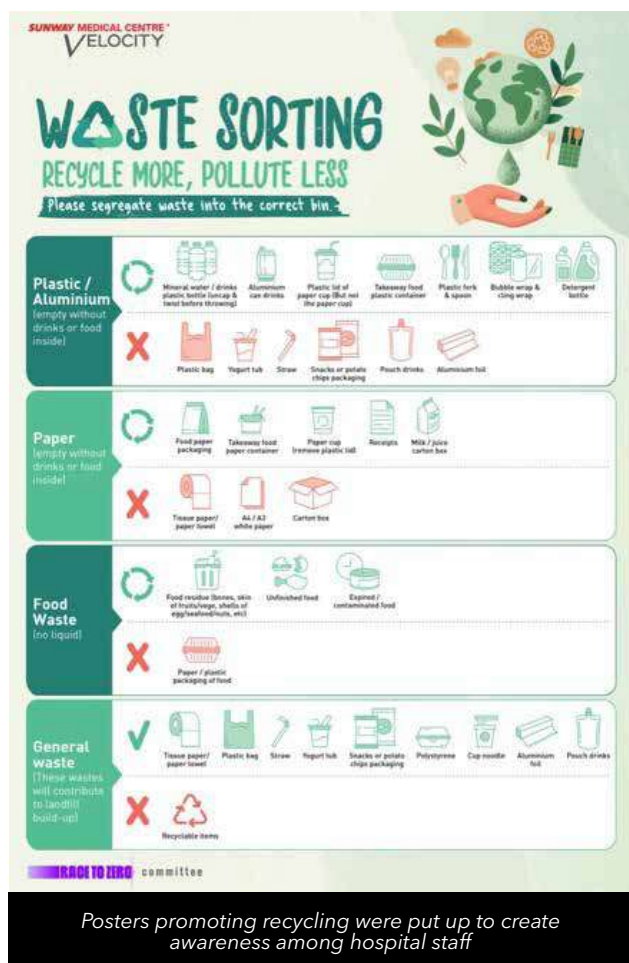
COMMITMENT FOR A SUSTAINABLE FUTURE

Sunway Healthcare Group (SHG) is dedicated to creating a sustainable future through robust waste reduction and management practices. With a focus on improving operational efficiency, reducing environmental impact and fostering a culture of responsibility, SHG strives to minimise waste generation while increasing recycling efforts across all its hospitals. Their initiatives are designed to reduce waste sent to landfills and ensure that materials are disposed of responsibly, all while engaging staff, patients and the public in the process.

One of the cornerstone initiatives in SHG's sustainability efforts is the establishment of comprehensive policies and procedures on waste management. These policies guide the implementation of waste reduction strategies, ensuring consistent and effective practices throughout the organisation. SHG has also appointed a recycling management services company, responsible for collecting recyclable items and ensuring they are sent to appropriate recycling facilities, thereby closing the loop on material waste.



Sunway Healthcare Group solidifies comprehensive policies and procedures on waste management with an MoU signing ceremony



Recycling bins were placed in high traffic areas of the hospital

SHG has also adopted hospital-wide waste segregation practices, ensuring that waste is sorted into distinct categories such as food waste, plastics/aluminium, paper and general waste. Recycling bins have been placed in high-traffic areas like hospital kitchens, staff pantries, cafeterias and public spaces, making it easier for staff and visitors to participate in these efforts. Continuous education and awareness programmes are carried out for staff and retail outlets on proper waste segregation, while instructional posters are prominently displayed in common areas to remind everyone of the importance of sorting waste correctly.

Additionally, SHG has introduced various creative ways to recycle and repurpose materials that would typically end up as waste. For example, used cooking oil is converted into sustainable biofuel through a certified contractor, helping to reduce waste while providing an eco-friendly alternative to traditional fuel sources. To reduce plastic waste, SHG has replaced single-use mineral water bottles with reusable water containers in inpatient rooms, and installed water dispensers in staff pantries, meeting rooms and outpatient departments.

SHG hospitals encourage staff to bring their own containers and utensils for takeaways, offering a rebate as an incentive. This helps reduce the usage of single-use takeaway boxes and utensils. SHG has also taken steps to address plastic waste in their laundry services by using eco-OXO alginate bags for

isolation linens. These semi-soluble, biodegradable laundry bags are eco-friendly and will not contribute to environmental harm or cause drainage blockages.

In line with its broader waste management goals, SHG is actively working to reduce electronic waste by salvaging usable parts from faulty TV sets for repairs in inpatient wards. This initiative helps to achieve a 10% reduction in electronic waste. In addition, discarded bedsheets are being repurposed and sewn into pillowcases, further reducing textile waste.

SHG's waste diversion efforts have already made a measurable impact. In 2023, the group successfully diverted 100 tonnes of waste from landfills, and this figure more than doubled in 2024, rising from 127 tonnes to an impressive 279 tonnes. This significant increase demonstrates the success of SHG's waste reduction strategies and the group's growing commitment to sustainability.

Do you have a heart
for CSR? CSR is for
everyone and you can
embrace it too.

Air Selangor's HEART FOR THE ORPHANS AHEAD OF SYAWAL



In conjunction with Syawal, Pengurusan Air Selangor Sdn Bhd (Air Selangor) through its corporate social responsibility (CSR) initiative, Sesama Mara, brought a total of 25 orphans from Pertubuhan Kebajikan dan Bimbingan At-Taqwa, Puchong to a special shopping treat for the Hari Raya Aidilfitri preparation.

The Air Selangor management consisting of Adam Saffian Ghazali, Chief Executive Officer, accompanied by Elina Baseri, Head of Corporate Communication and Azida Halidin, Head of Special Projects, also took the opportunity to host a special iftar session with the orphans to celebrate the spirit of Ramadan.

“We are honoured to continue our efforts in helping those in need as we celebrate the arrival of Syawal. This initiative

reflects Air Selangor’s ongoing commitment to contributing to the community, especially orphans who may not have the opportunity to experience the joy of Aidilfitri. We hope this programme can create meaningful moments and beautiful memories for them,” said Adam Saffian.

Meanwhile, throughout the month of Ramadan, Air Selangor also fuelled the spirit of this holy month by distributing over 1,200 packs of bubur lambuk at Masjid Jamek Al-Amaniah, Batu Caves and Masjid Jamek Sultan Abdul Samad, Kuala Lumpur.

The public can contribute to the Box of Hope physically at five (5) Village Grocer locations, Tamarind Square Cyberjaya, MyTOWN Shopping Centre Cheras, 1 Mont Kiara, Central i-City Shah Alam and Melawati Mall Ampang.



A joyful moment captured as the children of Pertubuhan Kebajikan dan Bimbingan At-Taqwa gather with the Air Selangor team after a memorable shopping treat

Do you have a heart for sustainability?
Why not help donate for charity?

CSR Moments

Yayasan MR D.I.Y.

SPREADS 'ULAR-LAR' JOY



Alex Goh, MR D.I.Y. Group's Vice President of Marketing (middle), and the Yayasan MR D.I.Y. volunteers presenting contributions to Yayasan Sunbeams Home in Cheras, Kuala Lumpur



Yayasan MR D.I.Y. volunteers at the Tian Hou Chinese Temple in Kuala Terengganu



Yayasan MR D.I.Y. at the Peace & Harmony Home in Jelutong, Pulau Pinang

Every festive season, Yayasan MR D.I.Y. makes it a point to ensure that those in charitable homes and care centres across the country do not miss out on the festivities by taking the spirit of the season to the residents.

It is no different this Chinese New Year, with the foundation's team bringing the joy of the season to residents of 14 homes nationwide with its heartwarming "Ular-lar" initiative.

The volunteers delivered "Ular-lar" care boxes to a mix of homes— orphanages, homes for senior citizens and homes for individuals with disabilities. The boxes were filled with Chinese New Year goodies and everyday essentials. Yayasan MR D.I.Y.'s CNY 'Ular-lar' initiative benefitted nearly 700 individuals.

At the Yayasan Sunbeams Home, an orphanage in Cheras, Kuala Lumpur, the team filled the air with joyous sounds of celebration as they hosted games, performed MR D.I.Y.'s CNY 'Ular-lar' dance with the residents and helped decorate the home for the festive season. They also organised a session of the traditional 'Lou Sang', during which MR D.I.Y.'s Group Vice President of Marketing, Alex Goh, presented the home with RM3,000 in MR D.I.Y. cash vouchers to enable the homes to purchase their everyday essentials.

Commenting on the initiative, Yayasan MR D.I.Y. Chief Executive Officer [CEO], Zaleha Mohd Mydin said "Chinese New Year is all about reuniting with family, friends and loved ones; however, not everyone has the opportunity to experience that. At Yayasan MR D.I.Y., our mission is to ensure no one is left out of the festivities."

"Our team went above and beyond this year by injecting the spirit of oooh-la-la into the festivities through our 'Ular-lar' initiative. A heartfelt thank you to the homes across Malaysia for working with us to make the festive season meaningful for their residents. We wish everyone a very Happy Chinese New Year; may this new year bring good fortune and wellbeing to all," added Zaleha.



You Are Not Alone

We 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

ARVATO SYSTEMS MALAYSIA EMPOWERS EMPLOYEES FOR A GREENER MALAYSIA

How about helping out with a local recycling drive?



IT Solutions provider Arvato Systems Malaysia places a strong emphasis on making a positive impact that extends beyond profitability. Through its Corporate Social Responsibility (CSR) and Environmental Social Governance (ESG) initiatives, the company demonstrates an ongoing commitment to ethical conduct, sustainability and community engagement.

Arvato Systems Malaysia actively pursues partnerships and opportunities to give back to the community while aligning with its environmental and climate goals. This commitment is evident in its green initiatives, including:

Strategic Collaboration with Komuniti Tukang Jahit (KTJ)

Arvato Systems Malaysia partnered with KTJ to create custom-made crafts for its employees. KTJ empowers women in B40 communities by providing certified sewing skills, helping them secure a stable income. Recently, Arvato Systems commissioned Malaysian batik-themed pouches as gifts for its Annual Dinner and Company Trip, actively supporting sustainable livelihoods for these communities.

Batik-themed pouches commissioned by Arvato Systems Malaysia in support of the B40 community.

Intern-Led Clothes Recycling and Upcycling Workshop

Interns from the Arvato Systems Malaysia Internship Program (AIP) were given the opportunity to lead in a two-pronged recycling/upcycling initiative alongside the CR social group.

Arvatorians, as Arvato Systems employees are fondly known as, were encouraged to donate their pre-loved clothing. The initiative saw the team collecting a total of 66.39kg worth of clothes that were donated to KLOTH Cares recycling bins. This total exceeded the team's target of 50kg and demonstrates how Arvatorians work together to give back to the community.

Alongside this, employees were also encouraged to



participate in a clothes upcycling workshop where second-hand clothes were crafted into coasters. The initiative was again, done in partnership with KLOTH Cares and was a meaningful exercise for Arvatorians involved.

Plastic recycling at the office

Arvato Systems Malaysia has also introduced the Plastic-Free Pantry programme, encouraging employees to clean and recycle plastic containers. Since the programme began, employees have collectively recycled over 1,000 containers. This employee-led initiative highlights Arvato System's commitment to empowering its workforce to actively contribute toward a greener, more sustainable future.

Working Together for a Greener Tomorrow

Through these green efforts, Arvato Systems Malaysia believes it can drive positive change. By empowering Arvatorians to contribute to the community, the company fosters pride, motivation and engagement among employees. Arvato Systems aims to make a lasting impact on the environment, the community and its own workplace culture.

Be A Volunteer & Meet Welfare Needs

ALLIANZ BANK AND GREAT HEART CHARITY ASSOCIATION: A SHARED CARING HEART FOR UNDERPRIVILEGED COMMUNITIES



As part of their ongoing commitment to social responsibility and community welfare, Allianz Bank, in collaboration with Great Heart Charity Association, brought early Chinese New Year (CNY) joy to underprivileged communities through a charitable initiative under Allianz Bank's Corporate Social Responsibility (CSR) programme.

The initiative involved the distribution of essential grocery packs to various charity homes and underprivileged families. These packs were carefully curated to include festive food items, household necessities and traditional Chinese New Year goodies to help the recipients usher in the new year with warmth and dignity.

The recipients included a range of elderly homes, children's shelters, welfare centres and persons with disabilities from different areas. For many, this support

provided much-needed relief during challenging times, especially with the rising cost of living.

The celebrations included 'yee sang' tossing, cultural activities, festive decorations, lunch treats and interactive games, bringing laughter and a sense of community to the residents.

This one-day event aimed to not only to provide physical aid but also to uplift spirits, reduce feelings of isolation and share moments of togetherness during a time traditionally marked by family reunions and joyful gatherings.

This initiative marks another meaningful collaboration between Allianz Bank and Great Heart Charity Association, both of which share a common mission of uplifting underserved communities and fostering inclusivity through long-term, impactful outreach.



Supporting Charities & Projects

PKRM'S SPONSORSHIP OF 50 WHEELCHAIRS TO JKM

How about becoming a volunteer to help out where needed?

The Persatuan Kesejahteraan Rakyat Malaysia (PKRM) has successfully committed to the sponsorship of 50 units of wheelchairs, which will be distributed through the Jabatan Kebajikan Masyarakat-Department of Social Welfare Kuala Lumpur to individuals awaiting assistance in obtaining wheelchairs.

PKRM, a well-known charitable organisation since 2013, has consistently supported various governmental projects and has taken the initiative to provide 50 units of wheelchairs. This contribution has been confirmed by the Director of the Department of Social Welfare Kuala Lumpur, part of the

Ministry of Women, Family and Community Development.

As a non-governmental organisation, PKRM plays a significant role in enhancing the well-being of the Malaysian populace. Achieving the procurement of 50 units of wheelchairs in a short timeframe to fulfil the requests from clients of JKM WPKL is a notable accomplishment.

PKRM hopes further support and assistance will be extended to those in need. The organiser would like to inform individuals requiring the use of wheelchairs to kindly apply via the official website at www.rakyatmalaysia.org.my or contact 03-21611999 for assistance.



Supporting The Child

YAYASAN CHOW KIT LAUNCHES ONE-STOP CHILDREN'S CENTRE: A NEW ERA OF HOPE AND EMPOWERMENT

Yayasan Chow Kit (YCK) proudly unveiled its brand-new One-Stop Children's Centre today, a transformative space designed to protect, empower and uplift vulnerable children and teenagers in Malaysia.

This milestone reflects YCK's unwavering commitment to providing holistic care, education, mental health support and creative opportunities to help every child thrive. The new centre consolidates YCK's services under one roof, creating a haven for children to grow and achieve their full potential.

"This centre is more than just a building—it is a beacon of hope for vulnerable children," said Ananti Rajasingam, CEO of Yayasan Chow Kit. "It symbolises our dedication to ensuring every child has the opportunity to live with dignity and dream of a brighter future."

The One-Stop Children's Centre embodies YCK's mission to create a nurturing and empowering environment for vulnerable children and teenagers. This state-of-the-art facility provides a comprehensive range of services aimed at addressing the multifaceted needs of the children it serves, including:

- **Holistic Education and Creative Opportunities:** From academic support to skill-building workshops, the centre offers tailored programmes designed to foster learning, creativity and innovation, equipping children with tools for a brighter future.



En. Zakri Bin Mohd Khir, Chairman of Yayasan Chow Kit



From left - Ananti Raj, CEO of Yayasan Chow Kit, Dato' Dr. Hartini Zainudin, Founder of Yayasan Chow Kit

- **Mental Health and Counselling Support:** Dedicated professionals provide a safe and supportive space for children to address emotional and psychological challenges, ensuring their mental well-being is prioritised.
- **Safe Spaces for Growth and Self-Expression:** The centre features vibrant and inclusive areas where children can play, explore and express themselves freely, nurturing their confidence and resilience.

The launch ceremony featured speeches by Zakri Bin Mohammad Khir, Chairman of Yayasan Chow Kit, and Ananti, CEO of Yayasan Chow Kit, alongside a signing ceremony to commemorate this historic moment. The event also showcased the vibrant talents of YCK's children, who delighted the audience with performances, including dance, poetry and music.

"We are deeply grateful to our funders, partners and the YCK community for making this vision a reality and we also thank artist Poesy Liang for her creative efforts to have touch the stairways with her welcoming rooftop cats artwork" added Ananti. "Their support underscores the power of collaboration in creating a lasting impact for vulnerable communities."

This transformative centre was made possible through the generous contributions of Think City, CIMB Foundation, Allianz Malaysia Berhad and Malayan Banking Berhad.

Flex Penang – **EMPOWERING COMMUNITIES, ELEVATING THE INDUSTRY**

In the heart of one of Malaysia's thriving tech hubs, Penang, one company has set the standard for both business excellence and sustainability. Flex Penang, under the leadership of Tang Eng Chok, Vice President of Operations, has not only pioneered technological innovations, but also driven impactful sustainability initiatives that uplift local communities and create a safe and respectful work environment. In a recent interview with CSR Malaysia, Tang shares insights into Flex Penang's groundbreaking contributions. From empowering employees with disabilities to spearheading community-driven projects, Flex Penang's multifaceted approach to sustainability is as inspiring as transformative.



With eight state-of-the-art facilities, Flex Penang stands tall as a powerhouse in Malaysia's burgeoning tech industry, serving a wide range of sectors from communications and cloud to industrial, lifestyle and automotive. Its impressive operational footprint has earned the company a sterling reputation not only for technological innovation but also as one of the region's largest and most responsible employers.

"We are proud to employ over 10,000 people here in Penang, out of a total of 18,000 Flex employees in Malaysia," shares Tang Eng Chok, Vice President of Operations and Penang Cluster Lead for Flex. As a central figure in the company's growth, Tang oversees strategic operations while ensuring the company remains at the forefront of responsible manufacturing and sustainability.

"At Flex Penang, our sustainability initiatives are not standalone efforts. They are deeply intertwined with the overarching global objectives of our parent company," explains Tang. These objectives are grounded in enhancing community well-being and improving

"Sustainability is a cornerstone to making that vision a reality"



Flex Penang participates in the 1 Million Tree Planting Programme initiated by Yayasan Amal TYT



Volunteers planting ambong-ambong plants to help prevent coastal erosion and provide shade for sea turtle nesting sites

Cover Story



Flex team members collecting 210kg of trash in a beach clean-up initiative





Flex Penang launches its Cycling and Mangrove Planting Programme 2022 in conjunction with World Environment Day, sponsoring the planting of 1,000 mangrove trees



Flex volunteers taking part in the Warriors Run organised by Gleneagles Hospital Penang

“ We believe a better future starts with measurement and science ”

quality of life. In recognition of its sustained commitment, Flex Penang was honoured with the Sustainability & CSR Awards 2024 as ‘Company of the Year’ in both ESG and CSR categories.

One of the most significant examples of Flex Penang’s agility and commitment was evident in July 2021, during the height of the COVID-19 pandemic. With an urgent need to support public health efforts, the company swiftly converted its Lean Academy into a vaccination centre as part of the Public-Private Partnership COVID-19 Industry Immunisation Programme (PIKAS). “We offered our resources, facilities and workforce in Penang to facilitate the Malaysian government’s vaccination programme, helping to accelerate the reopening of the local supply chain and manufacturing sector,” Tang recounts. Within just a week, the centre was operational, eventually vaccinating over 13,500 individuals from Flex and 90 neighbouring factories. It continued its operations for an entire year, standing as a pillar of community resilience.

Reflecting on another pivotal initiative, Tang recalls the impactful refurbishment of the IT Lab at St. Nicholas Home, a charitable organisation dedicated to the blind and visually impaired (BVI) community in Penang. In September 2023, the Flex Foundation provided a RM300,000 grant that revitalised the facility with new flooring, ceilings, air conditioning, furniture and state-of-the-art computers equipped with specialised software. “This lab trains over 50 BVI individuals each year. It’s an essential resource that empowers them to become more independent and tech-savvy, ultimately enhancing their employability,” Tang explains.

Perhaps one of the most defining pillars of Flex’s sustainability strategy is its unwavering commitment to treating all team members, including people with disabilities (PwD) with the utmost respect, dignity and care. Flex is Malaysia’s largest employer of PwDs in the electronics industry, employing 285 individuals across Penang and Johor, most of whom have hearing impairments.

“Without our people, there is no Flex. Guided by our purpose and values, we recognise the undeniable importance of providing a safe and respectful work environment for every team member to



Flex volunteers making a positive impact in the local community through a beach clean-up initiative



thrive,” shares Tang.

The company works closely with government agencies, NGOs and associations like the Penang Deaf Association to create a workplace environment that is safe, respectful and supportive. In Flex Penang, communication challenges are addressed through staff sign language training and the assistance of professional interpreters during the onboarding process.

To ensure long-term support and growth, Flex Penang has its own Learning and Development Centre that provides ongoing training for all employees, including those with disabilities. More than 200 PwD employees have completed Universiti Sains Malaysia’s (USM) KANITA programme, which aims to strengthen soft skills and boost employability. “We are proud to say that today, many of our team members are fluent in sign language and communication is no longer a barrier,” says Tang.

The impact of these efforts has not gone unnoticed. Flex was recognised as a “PwD Friendly Employer” by the Ministry of Women, Family and Community Development, and TalentCorp acknowledged the company for surpassing Malaysia’s 1% benchmark with a 1.4% PwD employment rate.

Education continues to be a cornerstone of Flex Penang’s long-term CSR vision. Flex has established partnerships with 14 local colleges and universities, including USM and Universiti Teknologi Malaysia (UTM), to support educational advancement for its employees. “Our employees are given opportunities to pursue higher education from certificate to diploma levels, and even up to master’s degrees, often while continuing to work full-time,” shares Tang.

As of now, over 1,600 employees have graduated from these educational initiatives, including 54 with master’s degrees and 53 with bachelor’s degrees. Beyond internal development, Flex also supports student exposure to technology and innovation through industrial visits and STEM-related talks. A notable example includes the donation of a high-tech Printed Circuit Board (PCB)

component placement machine to Tech Dome Penang. This machine now serves as a functional exhibit, allowing visitors to learn firsthand how high-speed chip mounting and PCB placement works.

Tang further elaborates that Flex Penang’s approach to corporate responsibility also hinges on collaborative engagement with educational institutions. “These partnerships ensure that we are not just upskilling our workforce but also preparing the next generation to thrive in a rapidly changing industrial landscape.”

As the conversation turns toward the future, Tang remains optimistic

and driven by Flex’s global vision. “Our vision is to be the most trusted global technology, supply chain and manufacturing solutions partner to improve the world. Sustainability is a cornerstone to making that vision a reality.”

Flex’s 2030 sustainability strategy is built on five key pillars: reducing environmental impact, investing in communities, advancing a safe and respectful work environment, partnering with customers to mitigate value chain emissions and driving ethical practices with strong transparency.



“We believe a better future starts with measurement and science. That’s why we base our sustainable manufacturing targets on clear metrics—whether it’s reducing emissions, conserving water or achieving zero waste,” says Tang.

As the conversation drew to a close, Tang spoke from the heart about what this journey has meant to him personally. “I take great pride in creating a work environment where every team member feels safe, respected and empowered to grow. We hold ourselves to the highest global standards for labour practices and embrace a culture of learning and adaptation.”

He adds, “It’s also deeply fulfilling to watch our team members collaborate and support our customers and suppliers in managing the full product lifecycle responsibly. No matter the challenge, we make sure our people are protected, included and able to show up as their best selves.”

Flex Penang’s multifaceted approach to sustainability, rooted in genuine care, continuous learning and community impact, exemplifies how corporations can drive positive change while sustaining business excellence. Through leadership, innovation and unwavering commitment, the company continues to raise the bar for what sustainability can and should look like in today’s world.



Penang Goes Orange Campaign 2024 in partnership with the Penang Women’s Development Corporation (PWDC)



Flex A1 launches Eco-sustainability programme with SJK (C) Seng Keow



Flex Penang volunteers rehabilitating the turtle nesting beach at Penang National Park



Flex Penang’s A1 Agro One Club and P5 Green Club sharing the benefits of hydroponics at Jit Sin High School



Supporting the Eco-School Sustainability Programme



“Without our people,
there is no Flex”

Flex Penang H1 Heart of Hopes Event at Home of Wonderland, Pertubuhan Kebajikan Simpang Ampat, held in conjunction with the Chinese New Year celebration



An upgraded IT Lab for the visually impaired at St. Nicholas Home



The IT lab at St. Nicholas Home trains up and upskills a large number of visually-impaired individuals

Flex extends support to St. Nicholas Home in empowering visually impaired individuals



COFFEE BEAN & TEA LEAF® MALAYSIA

Going The Extra Mile

Embracing the spirit of giving and togetherness during Ramadhan, The Coffee Bean & Tea Leaf® Malaysia extended a helping hand through its Caring Cup initiative by partnering with MERCY Malaysia, Kechara Soup Kitchen and Assunta Hospital—three esteemed organisations dedicated to uplifting underserved communities through focused and impactful efforts.

Bringing Relief to Tornado Victims with MERCY Malaysia

In the wake of the recent tornado in Sekinchan, Selangor, many families faced the difficult task of rebuilding their lives. To extend support during this challenging time, The Coffee Bean & Tea Leaf® Malaysia partnered with MERCY Malaysia, contributing RM30,000 in cash and kind to “Project Kasih Sekinchan” – a relief effort providing immediate assistance to affected families. Through food boxes, essential aid and festive goods, this initiative ensures that those affected can still find comfort and warmth as the festive season approaches.

Serving Communities with Kechara Soup Kitchen

In an effort to support those facing food insecurity, The Coffee Bean & Tea Leaf® Malaysia collaborated with Kechara Soup Kitchen to provide freshly baked pastries to individuals in need. Over four weeks, the brand donated a total of 800 pastries to marginalised communities through Kechara Soup Kitchen’s Kuala Lumpur Hub, which has been serving the urban poor, homeless and underserved communities for over 17 years.

Supporting Marginalised Communities with Assunta Hospital

For many underserved individuals and families, access to healthcare can be a challenge. In the spirit of giving, The Coffee Bean & Tea Leaf® Malaysia has contributed RM30,000 to Assunta Hospital, ensuring that those in need receive the medical care they deserve. Founded in 1954 by the Franciscan Missionaries of Mary, Assunta Hospital has remained steadfast in its mission to provide compassionate and accessible healthcare.

The Coffee Bean & Tea Leaf® Malaysia, with the generosity of its customers and the dedication of its partners, has contributed a total of RM63,500 to communities in need this Ramadhan. More than just donations, these initiatives represent its deep-rooted commitment to making a lasting difference.



Do you have a heart
for CSR? CSR is for
everyone and you can
embrace it too.

DUOPHARMA BIOTECH'S EMPLOYEES Taking Environmental Stewardship Seriously



Duopharma Biotech's employees joined forces for the World Cleanup in a united effort to clean the Bandar Botanic Lake Park, Klang. The World Cleanup Day event was a significant initiative organised collaboratively by SWCorp Malaysia and the Ministry of Local Government Development. This global movement aimed to tackle waste management issues and promote environmental sustainability, aligning with Duopharma Biotech's commitment to corporate social responsibility (CSR) and environmental stewardship.

As one of the 268 organising agencies, Duopharma Biotech took part in this global initiative with great enthusiasm. Their involvement was spearheaded by the ESG Champions, who worked closely with employee volunteers to ensure a meaningful contribution to the event. The team was dedicated to the cause, demonstrating a strong commitment to environmental

protection and community engagement.

During the event, Duopharma Biotech's team was involved in various cleanup activities, focusing on collecting and properly disposing of waste. Their efforts were particularly notable for the significant amount of waste collected—totalling 125 kilograms. Among these, a total of 51 kilograms of recyclable waste were successfully sorted and collected. This achievement not only highlights Duopharma Biotech's dedication to waste reduction but also emphasises their commitment to promoting recycling and sustainable waste management practices.

Duopharma Biotech's active participation and engagement during the World Cleanup Day (WCD) event has also led to their recognition as the "Best Agency in the Private Sector" award from the Ministry of Local Government Development and SWCorp. The prestigious award was presented during

the "Malam Apresiasi Madani Cinta Bumi" event, hosted by the Ministry of Local Government Development and SWCorp. The recognition is a testament to Duopharma Biotech's continuous efforts to integrate sustainability into their business operations and community initiatives. This award reflects the collective dedication of Duopharma Biotech's employees, who generously volunteered their time and energy to support this important cause, and highlights the strong culture of environmental responsibility within their organisation.

The success of Duopharma Biotech's participation in World Cleanup Day and the recognition they received underscores their broader environmental, social and governance (ESG) goals and their ongoing commitment to making a positive impact on both the environment and society.

Do you have a heart for sustainability?
Why not help donate for charity?

ARVATO SYSTEMS MALAYSIA

Championing Diversity in The Workplace

The Arvato Systems Malaysia office proudly celebrates diversity, with 13 nationalities represented, including employees from India, the Philippines and Indonesia. This cultural mix fosters mutual understanding and invites “Arvatorians” (as employees are affectionately known) to embrace and celebrate the traditions of their colleagues through a variety of initiatives.

(a) Cultural Day: Celebrating Cross-Cultural Connections

Cultural Day is a highly anticipated event at Arvato Systems Malaysia, where Arvatorians are invited to introduce their culture to colleagues through engaging activities. This day allows employees to indulge in flavours and dishes from different nations, building rapport through shared experiences and fostering deeper connections across cultures.

(b) Inclusivity Reminders & Cultural Announcements

The company also promotes cultural awareness through regular internal announcements on its email newsletters and intranet. These serve



Arvatorians in vibrant spirit during their Cultural Day festivities



Arvatorians building meaningful connections with international colleagues through Arvato System's exchange programme

as friendly reminders on how to embrace inclusivity at the office.

Additionally, Arvato Systems Malaysia broadcasts a "Did You Know" series on the office's television displays to enhance cultural awareness. This series showcases the customs, traditions and popular dishes of the 13 nationalities represented within the organisation. Employees also receive regular updates on the unique celebrations and customs surrounding various national holidays, fostering a welcoming environment that helps expatriates feel more connected and at home in Malaysia.

(c) Interns Leading Corporate Social Responsibility Initiatives

Alongside these approaches, Arvato Systems Malaysia offers interns valuable hands-on experience in Corporate Social Responsibility (CSR) projects as part of its internship programme. This involvement provides interns with unique skills and a chance to work on initiatives aligned with the company's core values, enriching their internship experience and preparing them for future careers.

(d) Exchange Programmes for International Collaboration

Demonstrating its commitment to diversity, Arvato Systems Malaysia provides employees with exchange programme opportunities to connect with colleagues from other locations, such as Germany, Latvia and Romania. These exchanges



encourage knowledge sharing and allow Arvatorians to experience the festivities, cuisines and customs of other nations, building lasting professional and personal connections.

Through these initiatives, Arvato Systems Malaysia is creating an environment that values diversity and fosters a positive, inclusive workplace culture. As Arvatorians embrace understanding and tolerance, the company continues to explore new ways to support diversity and inclusion, reinforcing its standing as an exemplary place to work. This commitment to unity and collaboration cultivates a strong, positive work environment where teamwork and innovation thrive.

Do you have a heart for CSR? How about showing your support for charity causes?

CSR Stories

LUSH MALAYSIA

Drives Sustainability Initiatives In Marine Conservation



LUSH Malaysia continues to lead impactful sustainability efforts, beginning the year with mangrove planting at the Kubang Badak Mangrove Reserve and a beach clean-up with trash analysis at Teluk Apau in Langkawi's Kilim Geoforest Park. In collaboration with marine NGO MareCet, the team planted 235 mangrove saplings and took part in activities aimed at preserving Malaysia's marine biodiversity.

Langkawi, known for its rich marine life including finless porpoises and humpback dolphins, was chosen for its ecological importance. During their visit, the LUSH team gained valuable insights into marine ecosystems through a guided cetacean edutour.

Since 2022, LUSH Malaysia has donated RM226,218.20 from Charity Pot sales to NGOs such as MareCet, Coralku, Marine Ecology Research Centre, Tengah Island Conservation, Pulihara, Turtle Conservation Society and KUASA. Charity Pot is a body lotion with an ethical purpose—100% of its sales (after tax) are donated to organisations championing animal rights, human rights and environmental sustainability.

LUSH's beach clean-up programme, running since 2018, has collected 11,384 kilograms of rubbish from coastal areas including Port Dickson, Kuantan, Penang, Kota Kinabalu and Johor. The waste ranged from plastic bottles and bags to polystyrene and other harmful debris.

In support of turtle conservation, LUSH has adopted 11 endangered green sea turtles, including one named Lushy who laid 201 eggs in Terengganu. Working with Pulihara, LUSH adopted 10 nests named after its products to protect turtles and their eggs from poachers and environmental threats.



LUSH has also taken strides in coral conservation. Partnering with Coralku and the Marine Ecology Research Centre, the company has planted 983 coral fragments since 2022 across Lang Tengah Island, Gaya Island and Pulau Tengah. These initiatives support reef restoration and the recovery of vital marine habitats.



Dr Harvinder Harchand, Director of LUSH Malaysia, planting mangrove seedlings



Coral fragments planted by the LUSH team



Green turtle nests uniquely named after iconic LUSH products



Do you have a heart for CSR? How about finding a role for yourself in CSR initiatives?

FEDEX: Sowing Seeds of Hope for Underprivileged Urban Communities

FedEx Malaysia, in collaboration with non-profit organisation Treat Every Environment Special (TrEES), has stepped up to address food insecurity through its community vegetable garden initiative. Now in its second year, the programme delivers fresh vegetables to underserved communities, enhancing nutrition and reducing food costs.

The initiative kicked off with the establishment of a vegetable garden managed by TrEES and supported by 98 FedEx volunteers. The garden produces enough vegetables to supply approximately 700 meals every month to welfare homes and vulnerable groups. Welfare homes benefiting from the initiative, such as Pusat Jagaan Ros Biru in Klang, reported a 20% reduction in grocery expenses, enabling them to redirect resources toward other critical needs.

“At FedEx, we are driven by our purpose to connect people and possibilities, creating opportunities for meaningful change,” said Tien Long Woon, managing director of FedEx Malaysia. “Through our collaboration with TrEES, we are helping to address food insecurity and promoting sustainability, while also amplifying our community engagement efforts. By working together, we can uplift underserved communities and contribute to a healthier, more sustainable future.”

“Collaboration like the one with FedEx are pivotal in scaling the impact of our initiatives,” said Leela Panikkar, director of TrEES. “With their support, we have expanded our reach, delivering fresh produce to improve the health and livelihood of local communities. This collaboration addresses immediate

needs while emphasising the importance of collective action in building stronger, more sustainable communities.”

Positive Impact on Communities

The TrEES community vegetable garden has had a positive and lasting impact on both individuals and the broader community. By providing fresh vegetables year-round, the initiative reduces food insecurity and improves nutrition. Beneficiaries have shared how this support has helped them through challenging times, providing a sense of hope and stability.

Beyond addressing food insecurity, the programme promotes healthier eating habits and strengthens social bonds by bringing people together with a shared purpose. The volunteers, comprised of FedEx employees, play a vital role in maintaining the garden and, in the process, gain valuable skills in sustainable farming and healthy eating - skills they can carry forward into their own homes and communities.

Empowering Communities and Fostering Sustainability

To ensure the sustainability of the initiative beyond FedEx involvement, TrEES plans to transform the garden into a dedicated training centre for sustainable agriculture. This hub will provide participants with practical skills in gardening and resource management while generating income through the sale of seedlings and compost. The revenue will support





the garden's operational costs and inspire other communities to establish their own vegetable gardens, promoting self-sufficiency and sustainable food practices.

Vision for a Sustainable Future

While TrEES drives the long-term vision of building self-sustaining ecosystems through its community vegetable garden initiative, the collaboration with FedEx amplifies the programme's reach and impact. Together, they address immediate food insecurity while fostering resilience and promoting the future well-being of Malaysia's underserved population.

"As TrEES continues to expand this initiative, FedEx Malaysia is proud to have supported efforts that create a lasting impact by providing sustainable solutions and empowering communities," added Tien Long Woon.

Commitment to Corporate Social Responsibility

This collaboration exemplifies the transformative power of corporate social responsibility. By uniting resources and expertise, FedEx and TrEES are fostering meaningful change, paving the way for a more sustainable and resilient future for generations to come.



FedEx and TrEES sharing the fruits of their labour with the residents of Pusat Jagaan Ros Biru

Do you have a heart for CSR? CSR is for everyone and you can embrace it too.

LUNAS'S Human Capital Development Initiative

In a rapidly evolving maritime sector, LUNAS's focus on talent cultivation has become increasingly significant. The organisation has developed strategic programmes to enhance skills, promote knowledge exchange and advance workforce development through collaborative partnerships and meaningful engagements.

A cornerstone of LUNAS's human capital development strategy is organising industry visits to prestigious institutions such as the Malaysian Armed Forces Defence College, Invictus Academy and Nibong Tebal Vocational College. These visits extend beyond traditional educational tours, offering immersive experiences that expose employees and stakeholders to the latest advancements and best practices in defence and maritime operations. By facilitating these interactions, LUNAS bridges the gap between academia and industry, ensuring that its workforce is equipped with advanced knowledge and skills. These initiatives also foster a culture of continuous learning and intellectual curiosity, which are essential for driving innovation and excellence.

Additionally, LUNAS actively collaborates with leading educational institutions, including National University of Malaysia (UKM) and University of Kuala Lumpur (UniKL). These partnerships focus on research and development, as well as knowledge exchange. Engaging with these institutions ensures LUNAS is able to leverage academic expertise and resources to better drive innovation and enhance operational capabilities. Joint discussions and collaborative initiatives encourage the development of new ideas and solutions, reinforcing the organisation's innovative edge.

LUNAS's recent Memorandum of Understanding (MoU) with the National Defence University of Malaysia (UPNM) further underscores its commitment to workforce development and fostering innovation. This partnership aims to create a robust pipeline of skilled professionals who are ready to meet the evolving demands of the maritime and defence industries. Through joint training programmes, research projects and knowledge sharing initiatives, LUNAS is actively nurturing talent and driving excellence within the sector.

These strategic efforts reflect LUNAS's broader commitment to fostering a culture of continuous learning and improvement. By equipping employees with the skills and knowledge needed to excel in their roles, LUNAS ensures its workforce remains future-ready. Its corporate social responsibility (CSR) initiatives offer opportunities for both professional and personal growth, underscoring the organisation's belief that investing in people equates to investing in the future of the industry.



Students from Invictus Academy and KV Nibong Tebal during their industry visit to LUNAS



LUNAS and UPNM Signs MoU on Human Capital Development

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Menara Bank Pembangunan, Plaza Conlay,
Jalan Conlay, 50450 Kuala Lumpur
Tel : 603 2611 3888 Fax : 603 2698 5701



SESAMA MARA

Sesama Mara, which means 'Together We Move Forward', is the overarching theme for Air Selangor's corporate social responsibility (CSR) programmes. The programmes consist of grassroots activities to give back to surrounding communities and strengthen our ties with local communities, residential associations, local authorities and non-governmental organisations.

Box of Hope

The Box of Hope programme was launched on June 30, 2020, with the aim of assisting the B40 community in Selangor, Kuala Lumpur and Putrajaya with basic food necessities provision.

Impacted **6,335 families**.

Festive Cheer

Air Selangor implements various activities to bring festive cheer to the underprivileged communities as well as offering internal plumbing services.

Supported **4,052 recipients**

Empowering Digital Learning

This programme provides interactive and sustainable educational courses through the Pandai Premium application, enabling secondary school students from the B40 segment to excel and continue receiving quality education.

Benefitted **415 students**

Hydro Heroes Volunteer

Hydro Heroes volunteer programme encourages staff to participate in impactful community service, thereby enhancing the company's positive influence on the communities it serves.

319 volunteers participated

*All figures as of October 2024