

CORPORATE SOCIAL RESPONSIBILITY

Underlying our commitment to corporate social responsibility is our pledge to enhance our existing policies in the marketplace, our environment, the workplace and in our community.

MARKETPLACE

While we recognise the need for profitable business strategies, our priority is also to ensure that the interests of our stakeholders are protected in a competitive marketplace.

The Company governs with stringent procurement policies, which includes 'Internal Control Programmes' (ICP) that upholds proper corporate governance and processes that supports a competitive bidding environment. And by reinforcing our existing 'Code of Conduct', we promote transparency, accountability and ethical behaviour as the cornerstone of our Corporate Social Responsibility.

ENVIRONMENT

Our day-to-day business operations are not industrial in nature; however, we remain focused at minimising the use of the earth's resources for a better future by adopting best practices in all our operations to reduce overall waste.



WORKPLACE

As in any Company, employees are our greatest asset. The Company views the issues affecting the workplace seriously and we continually strive to create a safe and healthy working environment emphasising in areas such as health, safety, development and recognition that ultimately foster corporate performance and enhance the well-being of our employees.

1. Occupational Safety and Health ("OSH") – Strives to achieve zero mishaps at the workplace by ensuring all activities comply with the standards of the Department of Occupational Safety and Health ("DOSH"). Some of the activities conducted by OSH in 2016 include; a health talk on Ergonomics, 'Bomba' training, basic life support and CPR training and the annual fire drill and emergency evacuation exercise.
2. Staff Training – The Company believes that effective training and development of employees is a critical investment for any organisation to be able to grow. For the year 2016, employees were kept abreast of the latest industry development with trainings worth RM36,141.46.
3. Long Service Awards – Many of our employees are tenured staff. In 2016, a total of 13 employees completed 5 to 10 years of service, and 8 employees completed 15 to 30 years. Mementos, certificates and cash were presented during the award ceremony.
4. Gymnasium and Exercise Classes – A healthy lifestyle supports efficiency and productivity. The Company offers subsidised fitness programmes to all employees to improve employee well-being and health.
5. Diversity and Non Discrimination – A stringent policy on Diversity and Non Discrimination is practised in the Company to promote equality and to prevent any form of discrimination against any employee.

COMMUNITY

The Group have always remained committed and dedicated to the community through its two charitable arms.

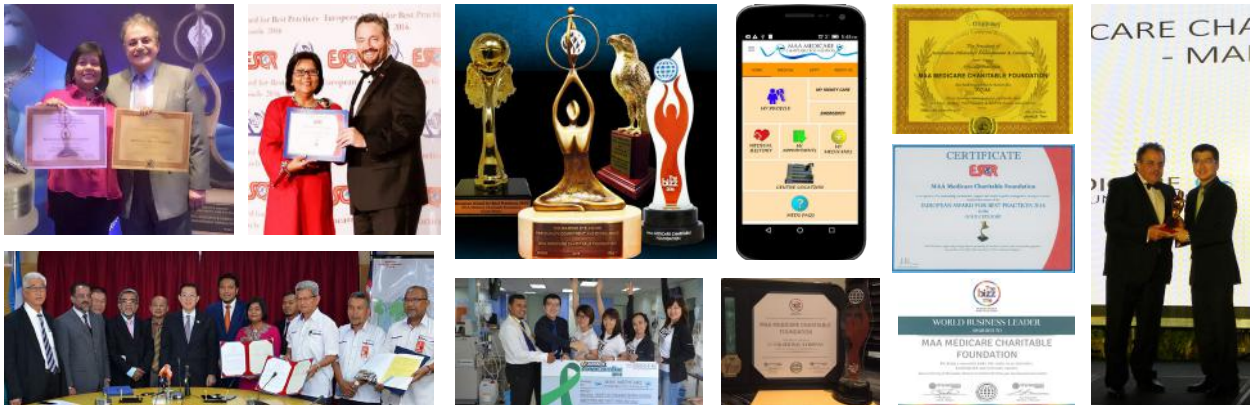
1. MAA Medicare Charitable Foundation (“MAA Medicare”)

MAA Medicare has been actively making a difference through the initiatives of MAA Medicare Kidney Charity Fund established in 1994. Currently, MAA Medicare has 12 centres nationwide caring for more than 800 destitute patients who seek kidney dialysis treatment.

MAA Medicare is not affiliated with any political, religious, governmental or private groups. Hence, it solely depends on the generosity of the public to ensure a steady stream of funds to enable continuous and effective running of the foundation.

Activities conducted throughout the year to raise funds, awareness and public programmes for the benefit of all patients include;

- May 2016 – A memorandum of understanding (MoU) between the State Government of Penang and MAA Medicare was signed, to provide dialysis subsidy at RM30 for each poor patient at its Butterworth centre. In addition, 8 dialysis machines were also donated by them.
- MAA Medicare has launched its own app where anyone can download via Google Play Store and enjoy all medical related history at their fingertips such as setting reminders for their next doctors’ appointments, access to nearest hospital locations and contact numbers, health tips, etc.
- 32nd Annual Congress of Malaysian Society of Nephrology – MAA Medicare was the first NGO to present on “Comparing the Sizes of Venous Cannulation Sites and Local Complications between Buttonhole & Sharp Needles Techniques for Chronic Hemodialysis”.
- For the 3rd time around, Jazzercise Sweat2Smiles raised RM86,792.33 towards the purchase of a dialysis machine and 10 chairs for MAA Medicare Charity Dialysis Centre at Jalan Sungai Besi.
- Tan Sri Lee Lam Thye, Chairman of ECO World Foundation donated a dialysis machine worth RM42,000 to MAA Medicare Charity Dialysis Centre at Jalan Sungai Besi.
- CHKMUS - MAAPPLE Dialysis Centre – MAA Medicare’s first private dialysis centre in Kuching that caters for Government sponsored and cash paying patients.
- MAA Medicare’s Patient Welfare Fund – continues to support poor patients with free transportation services, medication, monthly groceries and additional treatment.
- Kids@Medicare Programme – Approximately 150 poor school going children of MAA Medicare’s patients are assisted with school supplies yearly.
- The Care and Respect the Environment (CARE) programme – MAA Medicare’s effort in encouraging patients and staff in making the environment eco-friendly and energy efficient.
- Blue Ribbon – MAA Medicare rewards employees who develop innovative ideas for the benefit of the centre, patients, donors, partners or supporters.



In 2016 alone, MAA Medicare created waves as the sole Malaysian Foundation recognised by International organisations and governing bodies with four prestigious awards;

- 4th June 2016 (Brussels, Belgium): European Society of Quality Research (ESQR) – won the prestigious Gold Award for Best Practices 2016.
- 25th July 2016 (Rome, Italy): Otherways’ Organisation – honored with the Diamond Eye Award for Quality, Commitment and Excellence.
- 5th October 2016 (Marrakesh, Morocco): The BIZZ 2016 Business Excellence – awarded the World Business Leader Diploma and trophy in recognition as an Inspirational Company by the World Federation of Businesses (WORLD COB).
- 28th November 2016 (Dubai, UAE): The Majestic Falcon Award for Quality and Excellence 2016 conferred by Otherways’ Organisation.

MAA Medicare Heart Charity Fund is the first cardiac diagnostic and treatment centre in Asia which will be operational by the end of 2017. It aims to save lives by educating people in disease prevention, provide life-saving cardiac diagnosis and various treatments at low, subsidised cost.

CORPORATE SOCIAL RESPONSIBILITY

(continued)



2. The Budimas Charitable Foundation (“Budimas”)

A non-governmental, non-profit organisation incorporated in 1998 under the royal patronage of DYMM Seri Paduka Baginda Raja Permaisuri Agong, Budimas has spent over 19 years improving the lives of children, especially the most vulnerable and disadvantaged through programmes such as the Budimas Home Charity Fund (“BHCF”), Budimas Food Charity Fund (“BFCF”) and Budimas Education Charity Fund (“BECF”).

- BHCF manages Budimas Orion, a shelter that accommodates 75 underprivileged children in Senawang, Negeri Sembilan.
- BHCF also supports over 1,500 orphaned and underprivileged children in 29 charitable homes.
- BFCF provides healthy breakfast to more than 6,200 underprivileged children including refugee children in 95 rural schools across Malaysia.
- BECF constructs and equips children libraries in poor and rural areas, particularly in the Orang Asli communities.

In 2016, Budimas organised a series of fundraising events and activities to help even more children;

- Faber-Castell Inaugural Art Exhibition ‘AMPLIFY’ – raised RM10,000
- Netium – raised RM10,000
- 11street Do Good Deal Ramadhan Campaign – raised RM30,000
- Stellavingze International, A Gift of Love for the World – raised RM30,000
- Pfizer Malaysia – raised RM1,500
- Procter & Gamble Malaysia – raised RM50,000
- Kidzania CongreZZ Caring Project CSR Outreach (Kampung Orang Asli, Bukit Kepong) – Budimas worked with Kidzania nearly two months to craft the programme, organise logistics and coordinate a donation drive for the village. This outreach was held on Malaysia Day.
- Hewlett Packard (HP) – raised and donated 4,800 books for Budimas Children’s Library
- A total of 4 children’s libraries were set up in Orang Asli Settlements in Negeri Sembilan and Selangor
- Celebrated Chinese New Year, Hari Raya Puasa, Deepavali and Christmas with the Budimas children



3. Another of our subsidiary, Kasturi Academia Sdn Bhd (formerly known as Pusat Tuisyen Kasturi Sdn Bhd), in its School Outreach Program, conducted free motivational and study skills workshops for approximately 1,700 students that were held at 15 schools. These workshops were conducted to prepare students between Primary 6 to Form 5 in their major public examinations such as PT3, SPM and STPM.

4. We endeavour to make lasting and meaningful contributions to societies that are close to our hearts. In 2016, we extended RM101,517 to support the following;

- Malaysian Aids Foundation (Marathon Des Sables Fundraising Campaign, Malaysian Business Consortium on HIV and Aids and MAF ArtAID) – RM43,100
- Women’s Aid Organisation – RM9,000
- The Budimas Charitable Foundation (Night of a Thousand Blessings) – RM30,000
- The Rotary Club Kuala Lumpur DiRaja Charity Foundation – RM10,000
- Philippine National School for the Blind – RM9,417