SUSTAINABILITY REPORT 2023



REIMAGINING POSSIBILITIES REDEFINING SUCCESS



Taman Negara Malaysia



REDUCING THE ENVIRONMENTAL IMPACT OF THIS SUSTAINABILITY REPORT

Knowledge is power!

Knowing that only 25% of the world's virgin forests remain has empowered us at PUNB to make a conscious effort in managing and minimising our carbon footprint

We are committed to sustainability, and we are proud to share our initiatives and achievements in our latest Sustainability Report. The report is available exclusively in digital format. You can easily download it from the PUNB portal.

We invite you to read our Sustainability Report and join us in our efforts to make a positive impact. Together, we can create a greener, more sustainable future.

Download your copy today and be part of the change.
https://www.punb.com.my/en/kelestarian/laporan/laporan-kelestarian-2023

Reimagining Possibilities, Redefining Success

REIMAGINING POSSIBILITIES

Imagine a world where limits disappear, where boundaries are merely suggestions, and where innovation knows no bounds. This is what Reimagining Possibilities from PUNB's perspective is all about. It's diving deep into creativity to carve out new paths, birth groundbreaking ideas, and seize every opportunity that defies the norm.

REDEFINING SUCCESS

Success has long been narrowly defined by society's standards. But it's time for a change. We at PUNB urge our community to redefine success, expanding beyond material gains and societal status. We encourage each one of us to adopt a new measure — one that values fulfilment, well-being, and social impact. It's about moving beyond the ordinary and embracing a broader vision of success that aligns with our values and leaves a positive impact.



Embrace the Future with "Reimagining Possibilities, Redefining Success"

It's not just a slogan; it's a call to action. Together, we would like to embark on a journey of transformation, where innovation takes the lead, and success is measured by our impact on the world. At PUNB, we're leading the way, challenging norms, and exploring new frontiers where every step forward signifies our unwavering dedication to progress.

2023 Highlights of theYear

ENVIRONMENTAL

- Introduced **e-Mohon (now known as PUNB ONLINE)** as well as the PUNB Digital Signature System for acceptance of letter offers to reduce carbon footprint.
- Offset up to **16,500kgCO2** by planting **500 mangroves** at the Bagan Lalang mangrove forest



SOCIAL

- Improved in our gender equality and women empowerment push with **54.4% of our employees being women**, almost 47% women representation in leadership role and 34.7% women representation in Rakan Usahawan
- **More than 5,029** entrepreneurs and PUNB's employees underwent training
- **RM603,414** were spent to help 142 asnaf via our zakat contribution
- **712 Hours** of volunteer hours
- **Zero** rate of fatalities



GOVERNANCE

- Maintained **zero** or no corruption, extortion or bribery case involving our employees
- Establish **R25 Roadmap** towards a sustainable organisation



ECONOMIC

- Helped **2,474 SMEs** with a total disbursement of **RM1.79 Billion** in financing since establishment in 1991
- Supported **95 businesses** with focus on UN SDGs i.e. education (11 companies) and healthcare (84 companies) in 2023
- **100%** suppliers are **local**



2023 ESG Activities & Programmes

May 2023
Empowering Orang Asli Community (ECO) Through Skills and Training



01

June 2023
Hari Kesihatan PUNB



02

September 2023
PUNB Preloved Apparel Drive – Let's Give Back!



03

November 2023
SParK 2023



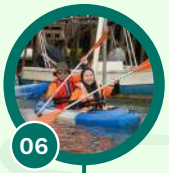
04

November 2023
JumPER GREAT Launching



05

November 2023
Eksplorasi Kayak dan Pemuliharaan Hutan Paya Bakau



06

December 2023
Enhance PUNB Digitalisation Initiative



07

About This Report

PERBADANAN USAHAWAN NASIONAL BERHAD (PUNB) sustainability report (SR) outlines our adoption of sustainability strategies and initiatives as well as our implementation efforts in embedding sustainability into our business operations. These efforts demonstrate our approach in meeting our mission "to be the preferred partner of Bumiputera entrepreneurs for financing solutions and business support services," while keeping in line with our vision "to be Malaysia's premier entrepreneurial development organisation".

This SR also details out our sustainability endeavours as well as our ongoing efforts in addressing some of the environmental, social and governance (ESG) aspects of sustainability that are material to our business operations.

Reporting Period and Scope

This SR covers PUNB's ESG performance for the 2023 financial year (FY2023), which commenced from 1 January 2023 to 31 December 2023.

The scope of the report encompasses PUNB's business operations in Malaysia only and does not include our associate companies or joint venture enterprises.

This SR is available for view and download at our website: https://www.punb.com.my/en/kelestarian/laporan/laporan-kelestarian-2023

Assurance

This report contains data and information that are sourced internally from relevant PUNB business operations that are within the scope of this reporting.

The data and information have been vetted and verified by the contributing business divisions and reviewed by our Internal Audit and Risk Management Department as well as our Sustainability Technical Working Committee before it was presented to the Sustainability Steering Committee for approval.

Our Reporting Approach

This report is prepared in accordance with the Global Reporting Initiative (GRI) Standards with referencing to the United Nations Sustainability Development Goals (UN SDGs).

FEEDBACK

We welcome your feedback to improve our reporting and sustainability practices. Kindly direct them to PUNB Headquarters at:

PERBADANAN USAHAWAN NASIONAL BERHAD
Level 10, Block 1B, Plaza Sentral
Jalan Stesen Sentral 5
Kuala Lumpur Sentral
50470 Kuala Lumpur

SCAN NOW

Disclaimer:

The PUNB Sustainability Report 2023 serves as an overview of PUNB's ESG initiatives within its operations. It is important to acknowledge that the report is based on PUNB's best knowledge at the time of publication. PUNB disclaims liability for decisions made based on its contents, especially in matters concerning external parties. Readers are advised to consult with PUNB directly for the latest updates or specific inquiries.

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About PUNB

Our Purpose

Incorporated on 17 July 1991 as part of the Government's inclusiveness economic agenda to narrow the gap of disparity between the economic participation of the various ethnic minorities in Malaysia, PUNB's purpose and role was to drive the agenda by offering an integrated entrepreneurial package to Bumiputera entrepreneurs comprising business financing and entrepreneurship support.

Wholly owned by Yayasan Pelaburan Bumiputera (YPB), PUNB's funding and business support services are designed to advance the Bumiputera economic participation. These services aimed to enhance more Bumiputera in entrepreneurship by first supporting them financially through low-profit financing while providing an entrepreneurship knowledge platform to develop a dynamic, resilient and progressive Bumiputera Commercial and Industrial Community (BCIC).

Ultimately, with more Bumiputera participation in the national economy, the national economy will expand via higher employment as well as an increase in economic activities, thus helping develop and deliver a more sustainable economic and societal benefits for the nation.

A fully shariah-compliant company since 2010, PUNB has been listed as an agency under the Prime Minister's Department since 2019.



Our Products & Services

We focus on providing an integrated entrepreneurial package comprising business financing and entrepreneurship support to our portfolio of companies.

This integrated entrepreneurial package helps Bumiputera entrepreneurs develop their business acumen, maintain a profitable venture and shape their business par excellence, thereby, directly strengthening Malaysia's economic competitiveness, and contribute to positive socio-economic outcomes.

PUNB offers:

- Financing
- Advisory & Monitoring
- Training & Development
- PUNB Digitilisation Incentives
- Property Acquisition
- Ijarah (Rental of Property)
- Rent to Own

Vision

To be Malaysia's premier entrepreneurial development organisation.

Mission

To be the preferred partner of Bumiputera entrepreneurs for financing solutions and business support services.



Objectives

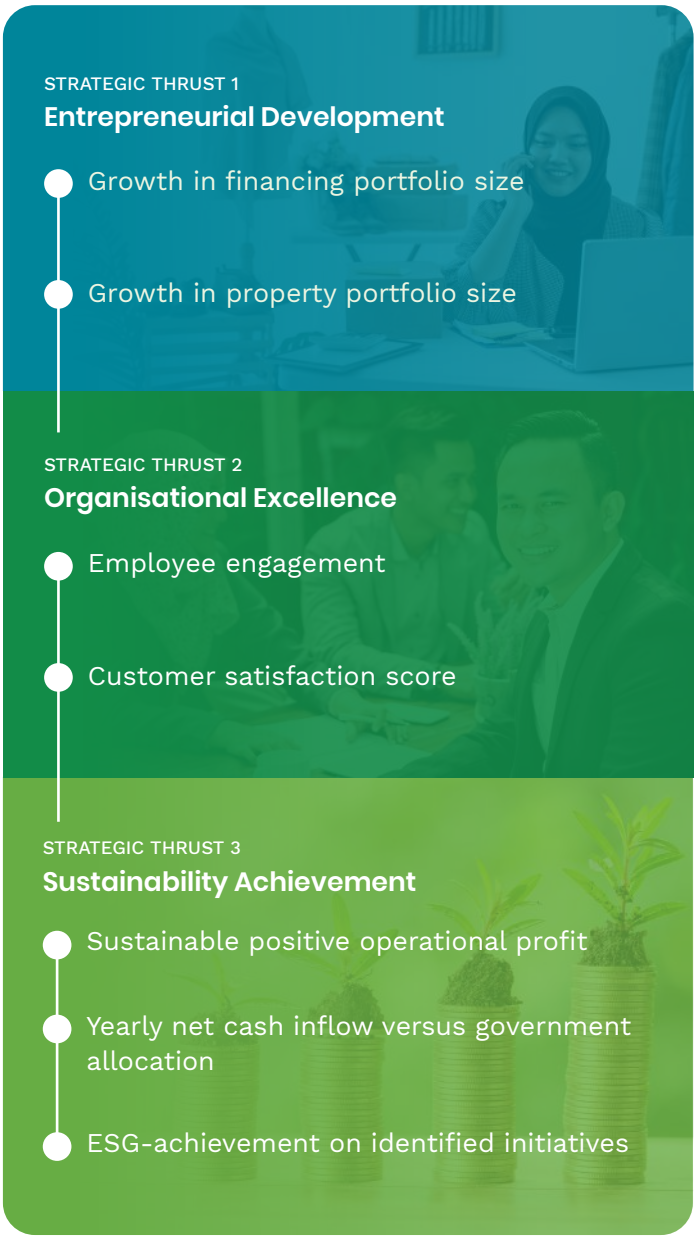
PUNB was established in response to the low level of entrepreneurship participation of the Bumiputera community and was designed to advance the Government's Bumiputera economic development agenda by narrowing the entrepreneur economic participation gap amongst the ethnic groups in Malaysia.

In our effort to realise the goal, PUNB is committed to:

1. Increase the number of Bumiputera participation as well as enhance the quality of Bumiputera entrepreneurs in the industrial and commercial sectors.
2. Promote the development of resilient Bumiputera entrepreneurs in strategic industries.
3. Instil entrepreneurial culture amongst Bumiputera entrepreneurs, while equipping them with adequate knowledge and experience.

PUNB	Target Customers	Service Paradigm
	Public (Bumiputera Ent.)	Training Programme
	Undergraduates/ Graduates / Youth	Jom Jadi Perantis PUNB (JumPER)
	Small, Medium & Large Business (PROSPER Retail, Wholesale, SME)	**Business Solution** • Financial Assistance • Business Advisory & Coaching • Special Incentives **Property Solution** • Rental • Rent-to-own

Our Strategic Sustainability Thrusts



STRATEGIC THRUST 1

Entrepreneurial Development

- Growth in financing portfolio size
- Growth in property portfolio size

STRATEGIC THRUST 2

Organisational Excellence

- Employee engagement
- Customer satisfaction score

STRATEGIC THRUST 3

Sustainability Achievement

- Sustainable positive operational profit
- Yearly net cash inflow versus government allocation
- ESG-achievement on identified initiatives

Our Customer Service Charter

To support our vision, mission and objectives, PUNB has outlined our Customer Service Charter to drive all staff towards achieving excellence in customer service. We hope this Charter will guide us towards delivering the best service to our customers.

Our Promise

- To be prompt in all actions
- To be fair in all judgments and decision-making
- To ensure access to relevant information and services
- To comply with Malaysian laws, policies, rules & regulations

Our Service

- We will be friendly, approachable and act in a professional, ethical and commercial manner
- We will respond efficiently to request for service and enquiry
- We will carry the duties entrusted to us with integrity, honesty and sincerity
- We will help to uplift the Bumiputera community through entrepreneurship

Membership to Professional Bodies

- Malaysian Institute of Management (MIMI)
- Association of Development Finance Institutions of Malaysia (ADFIM)
- Malaysian Institute of Human Resource Management (MIHRM)
- Malaysian Automotive Association (MAA)
- Meca Employers Consulting Agency (MECA)
- Institute of Internal Auditors Malaysia (IIAM)
- Malaysian Institute of Economic Research (MIER)
- Malaysia Retailers Association (MRA)
- Association of Development of Financing Institutions Asia Pacific (ADFIAP)

Corporate Structure

Board of Directors



TAN SRI ACRYL SANI HAJI ABDULLAH SANI

Independent Non-Executive Chairman



DATUK ABD SHUKOR MAHMOOD

Non-Independent Non-Executive Director



AZWAN NAZRI BAHARUDDIN

Independent Non-Executive Director



ZARIR MOHD SALLEH

Independent Non-Executive Director



SHARIFAH WAHAIDA LAILATUL SYED HASSAN SAGAFF

Non-Independent Non-Executive Director

Management Team



IZWAN ZAINUDDIN

Chief Executive Officer



MOHD NOR SHAZALI MOHD IDRIS

General Manager (Business Division)



FAUZI ZAKARIA

General Manager (Operations Division)



AZMAN ABDULLAH

General Manager (Finance & Transformation Division)



Message from Chairman

TAN SRI ACRYL SANI HAJI ABDULLAH SANI
Independent Non-Executive Chairman

Assalamualaikum Warahmatullahi Wabarakatuh,

It is with great pride that I present the Sustainability Report for 2023 – 'Reimagining Possibilities, Redefining Success' of Perbadanan Usahawan Nasional Berhad (PUNB). This report highlights our dedication to sustainable development and our mission to help Rakan Usahawan navigate the dynamic business landscape.

The rapid pace of digital transformation demands that our Rakan Usahawan stay competitive by adapting to new technologies. PUNB has provided essential training on e-commerce, digital marketing and advanced analytics to enable our entrepreneurs to enhance operational efficiency, reduce costs, and better engage with customers.

In addition to that, for the past year, we have facilitated our Rakan Usahawan to enter the global market through strategic support, partnerships and training programmes. Our initiatives, including international trade missions and export readiness programmes, aim to open new avenues for growth and revenue generation for our Rakan Usahawan.

PUNB is also committed to being the best role model for our Rakan Usahawan by promoting adaptability and continuous improvement. Our initiatives encourage innovation and sustainable business practices by setting a benchmark for our entrepreneurs. Programmes like SParK, AutoForum, and JumPER provide mentorship and inspire others to strive for excellence.

As we look to the future, we remain dedicated to fostering a community of globally competitive entrepreneurs who can adapt to the evolving economic environment. We aim to build a resilient and dynamic entrepreneurial ecosystem by offering continuous learning opportunities and promoting collaboration.

Our commitment to the Sustainable Development Goals reflects our dedication for inclusive economic growth, employment and fair work for all. We are grateful for the unwavering support of our strategic partners, stakeholders and especially to Rakan Usahawan whose collaboration have been crucial to our success.

Thank you for your continued support and commitment to our shared goals.

TAN SRI ACRYL SANI ABDULLAH SANI
Chairman



Message from Chief Executive Officer

IZWAN ZAINUDDIN
Chief Executive Officer

Assalamualaikum Warahmatullahi Wabarakatuh,

I am honoured to present to you Perbadanan Usahawan Nasional Berhad (PUNB) Sustainability Report for the year 2023. This report serves as a comprehensive reflection of our relentless commitment to driving positive change, fostering sustainable development and making a meaningful impact on society and the environment.

Throughout 2023, PUNB embarked on a journey marked by innovation, empowerment and progress. Committed to environmental care, social responsibility and economic empowerment, we launched various strategic initiatives as we introduced the R25 (Reinventing PUNB 2025 – Path to Sustainability) framework to tackle societal and environmental challenges while boosting economic growth apart from ensuring PUNB's sustainability and relevance in aligning with our goal of long-term success.

One of the highlights of our environmental efforts in 2023 was the introduction of digital solutions such as e-Mohon (now known as PUNB ONLINE) and the PUNB Digital Signature System, aimed at reducing our carbon footprint and promoting sustainable practices within our operations. Entrepreneurs are no longer required to travel to PUNB offices to deliver business proposal physically or to solicitors' office to execute legal documentation on hard copies as previously, thus reducing administrative cost, travel cost and time significantly.

Furthermore, our commitment to social responsibility was underscored by significant advancements in gender equality and women's empowerment. With 54.4% of our workforce comprising women and nearly 47% representation in leadership roles, we are proud to champion diversity and inclusion within our organisation. Additionally, our extensive training programmes empowered entrepreneurs and PUNB employees in fostering skills development and economic empowerment.

Economically, our support for SMEs remained unwavering, with 2,474 SMEs receiving critical financing support totalling more than RM1.79 billion since establishment in 1991. This not only contributed to economic growth but also facilitated job creation in general and entrepreneurship, furthering our commitment to driving sustainable economic development.

In terms of governance, PUNB maintained a commendable track record of zero corruption, extortion, or bribery cases involving our employees, reaffirming our commitment to upholding the highest standards of integrity and accountability. Continuous initiatives in 2023 have been focusing on supporting businesses aligned with United Nation SDGs, particularly in the education and healthcare sectors. By supporting 95 new businesses in these sectors last year, we not only contributed to economic growth but also promoted sustainable business practices and community development.

In addition to our internal efforts, PUNB remained deeply engaged in community-focused initiatives aimed at empowering marginalised groups and promoting health awareness. Activities such as the Empowering Orang Asli Community (ECO) Through Skills and Training, Hari Kesihatan PUNB, and the Let's Give Back! - PUNB Preloved Apparel Drive exemplifies our commitment to making a tangible difference in the lives of others.

As we move forward, I am confident that the initiatives outlined in this report will serve as a catalyst for even greater progress and impact in the years to come. I extend my heartfelt gratitude to our Rakan Usahawan, stakeholders, and employees for their unwavering support, dedication, and commitment to our shared mission. Together, let us continue to reimagine possibilities, redefine success, and build a brighter future for generations to come.

R25 - Reimagining Possibilities, Redefining Success

IZWAN ZAINUDDIN
Chief Executive Officer

Sustainability Principles

At PUNB, we understand our role and influence, and hence, embrace our vital role in the sustainability push within our circle, as our empowerment in sustainability allows us to facilitate adoption by our Rakan Usahawan as well as our stakeholders.

Our commitment is anchored on the three plus one main principles of sustainability – Environmental (environmental sustainability), People (social sustainability), Organisation (governance sustainability) and Entrepreneurs (economic sustainability). These principles guide us in our vision of a better tomorrow, and inspire us to actively embed sustainability into our daily operations so that we can contribute in creating a balanced and sustainable future for our planet and its inhabitants.

PUNB's Pillars of Sustainability

Our Environmental

IMPACT

Environmental Sustainability

- Electricity, petrol and diesel consumption
- Water consumption
- Environmental practices in operation

Our People

IMPACT

Social Sustainability

- Employees
- Communities
- Customers and consumers
- Suppliers

Our Organisation

IMPACT

Governance Sustainability

- Corporate governance structure
- Sustainability governance structure

Our Entrepreneurs

IMPACT

Economic Sustainability

- Targeted financing products
- Targeted training and development
- Targeted advisory and monitoring services

Embedding the four main pillars of sustainability into our operations allows us to operate ethically and responsibility while safeguarding our long-term economic viability as well as enhancing our value and that of our stakeholders.

These principles have become our beacon in driving our sustainable funding and entrepreneur advisory services, and are closely aligned with the United Nations Sustainable Development Goals (SDGs) where we can help achieve some of the Sustainable Development Goals. We have mapped out our 10 priority SDGs to which our material matters and corresponding policies and programmes are aligned.

The 10 SDGs are:



Sustainability Strategy

PUNB's Mandate:

Provide financial and business support as an enabler to eligible Bumiputera entrepreneurs in narrowing the gap of disparity amongst the economic participation of the various ethnic minorities in the country.

PUNB's four pillars approach is detailed below.

Our Environment

We strive to reduce environmental impact by being energy efficient, reducing e-waste and using of green products and services.

Our People

We focus on creating a nourishing environment for our people. We provide necessary support for the health, safety and well-being of our people in addition to cultivating a positive culture.

Our Organisation

We conduct our business ethically. Ensuring transparency and accountability.

Our Entrepreneurs

We assist our entrepreneurs in their business by providing financial support and advisory services.

Sustainability Governance Structure

SDG Technical Working Committee & SDG Steering Committee

Body	Role and Responsibility
Board	Approves and signs off all sustainability policy and disclosure matters
Chief Executive Officer	• Determines the sustainability direction of PUNB • Reviews all sustainability policies and disclosures • Guides in developing all sustainability policies as well as supervise all sustainability performance
All General Managers	Develop and drive all sustainability strategy, as well as setting time-bound targets and plans in safeguarding its sustainability journey
SDG Steering Committee	Supervises and reviews the practicality of sustainability policies across operating departments/ units while collect and provide feedback to SDG Steering Committee for review
SDG Technical Working Committee	Implements sustainability policies across operating departments/units while collect and provide feedback to SDG Steering Committee for review

Information Security (IS) & Data Privacy

As a funding institution, information security and data privacy are critical to preventing cybercrime, such as identity theft, fraud, and hacking. Thus, safeguarding the information of our customers, business partners and employees is our top priority.

On this matter, we are guided by our Information Security Policy (ISP), which forms the fundamental principles in our information security and data management. Established in 2009, the policy is in compliance with ISO/IEC 27001: 2013 and with SIRIM's Information Security Management Systems (ISMS) since 2017.

PUNB regularly update and renew the ISO/IEC 27001: 2013 certification and is carried out once every three years.

The standard establishes the implementation of robust data protection measures to avert breaches. At the same time, it also offers best practices to secure data and boost security posture that helps manage a wide range of sensitive data related to financial assets, intellectual property, and customer information. This is done by applying a risk management process that gives confidence to interested parties that risks are adequately managed.

We have been strictly enforcing the policy by requiring all staff members to sign the ISP Compliance Form and regularly share ISP awareness sliders in the ICNet.



Training and Awareness on Information Security

In 2023, as part of our continuous commitment to IS and data privacy, we ramped up our efforts in inculcating better awareness and knowledge.

We teamed up with Cybersecurity Malaysia to conduct two refresher courses for all employees. The first refresher course was conducted to raise general awareness on online safety and security issues, while the second refresher course focused on PUNB's IS threats and our approaches to addressing such threats. The purpose was to ensure our staff steadfastly remain vigilant and well-equipped to tackle emerging threats

2023 also saw us holding our annual IS Quiz, this is another method to promote IS awareness among our staff. The quiz indicated that 92.3% or 430 out of 466 employees participated in the quiz, with 96.5% (415 out of 430 participants) securing excellent passing rate.

In addition to these programmes, all new employees were also required to undergo thorough ISMS training during onboarding.

In 2023, we also conducted our annual phishing phone calls exercises. This was to educate our employees about cybersecurity threats. A total of 72% (72 out of 100 employee) passed our phishing simulations test while the remaining 28% received social engineering awareness briefings as a measure to overcome the shortcoming of phishing simulation.

Zero IS & Data Privacy Breach

In 2023, there were no IS complaints received nor were there any incident of identified leaks, thefts or losses of customer data, or security breaches within the ISMS Scope i.e. Information assets and information systems that support and manage Financing Applications until Disbursement.

The significant increase in awareness training as well as our strict adherent to the stakeholder consent rules governing the processing, sharing, and retention of confidential information have contributed to this positive outcome.

Integrity & Governance



PUNB remains unwavering in our commitment in tackling bribery and corruption, safeguarding the interests of our organisation, shareholders, and stakeholders. In 2023, we significantly enhanced our efforts by delivering targeted anti-bribery and anti-corruption (ABC) training to our employees. This initiative equipped them with cutting-edge knowledge to uphold our ethical standards.

We are proud to report a substantial increase in our training efforts, with ABC training hours soaring to 765 in 2023, compared to just 67 hours in 2022. Additionally, 273 employees received ABC awareness training, marking a 21% increase from the previous year. This demonstrates our dedication in fostering a culture of integrity and transparency within PUNB.

Anti-Bribery & Corruption

PUNB Integrity Tour
Kedah Branch Office
10.10.2023

No of Staff Participated	Method
6	Physical

PUNB Integrity Tour
Northern Regional Office
11.10.2023

No of Staff Participated	Method
12	Physical

PUNB Integrity Day
16.11.2023

No of Staff Participated	No of Training Hour	Method
255	3	Physical & Online

Whistleblower Reporting

Reportable Conduct Categories	2023	2022
Theft & Fraud	0	2
Bribery & Corruption	0	0
Conflicts of Interest	0	7
Privacy & Confidentiality	0	0
People Issues	0	0
Financial Accounting	0	0
Other Illegal or Dishonest Conduct	0	0
Policy & Procedure	0	0
Health & Safety	0	0
Reputational	0	0
Other	0	0

No whistleblowing incident was reported in 2023 while the status of all the 9 whistleblowing cases reported in 2022 are as follows:

3 Issues
Resolved

6 Issues
No further action (NFA)



Sustainability Governance Policies

In line with PUNB's ambition to be a sustainable organisation, we are committed to embracing exemplary sustainability initiatives that are supported by our sustainability strategies and goals. In order to meet our commitments, we have established sustainability policies to govern, improve and raise our level of sustainability within its operations while addressing social, environmental and economic challenges.

These sustainability policies are aimed at delivering PUNB's sustainability commitment and are also aimed at encouraging our clients, suppliers and partners to adopt such policies.

ESG Indicator: Governance

Whistleblowing Policy

Year Introduced **2019**

Publicly available at:

https://www.punb.com.my/images/pdf/Whistleblowing-Policy/PUNBWhistleblowingPolicy.pdf

ESG Indicator: Governance

Anti Bribery and Corruption Policy

Year Introduced **2021**

Publicly available at:

https://www.punb.com.my/images/pdf/ABC-Policy/PUNB_ABC_Policy.pdf

ESG Indicator: Governance

Information Security Policy

Year Introduced **2017**

Review & Updated in 2023

Publicly available at:

https://www.punb.com.my/en/informasi/polisi-notis-privasi/polisi-keselamatan-maklumat

Stakeholder Engagement

Stakeholders	Entrepreneurs	Regulators & Government Agencies	Employees	Communities
Engagement Channel	• Website • Official social media • Roadshow & exhibition • Site visit • Call centre • Teh Tarik Session	• Website • Official social media • Meeting & forum • Association • Formal event	• Townhall with CEO • Feedback platform • Regular electronic communications (ICNet, email, newsletter etc.) • Training • Majlis Silaturrahim PUNB	• Website • Official social media • Community outreach programme
Objective of Engagement	• Improve customer experience	• Compliance of laws and regulations	• Develop and retain talent • Ensure a safe and engaging work environment	• Support initiatives that address unemployment & empower the Bumiputera community
Outcome of Engagement	• Implementation of e-Mohon (now known as PUNB ONLINE) • Broadened the schemes of products and services	• Report and policies made for public disclosure • Internal Standard Operating Procedure	• Provide benefits to employee	• JumPER (Perantis) • JumPER GREAT (Graduate Entrepreneur Training) • Donation and zakat distribution • Eksplorasi Kayak dan Pemuliharaan Hutan Paya Bakau • Empowering Orang Asli Community (ECO) • PUNB Preloved Apparel Drive – Let's Give Back
Value of Engagement to PUNB	• Ability to sustain PUNB growth of portfolio • Strong and trusted branding	• Financial stability and governance to support economic growth	• Engage employees to demonstrate better productivity	• Grow PUNB presence and position • Corporate social responsibility
Value of Engagement to Stakeholder	• Access to safe and reliable financing channel • Receive advisory and monitoring services	• Taxes and zakat paid to the government • Support their effort in promoting awareness	• Attractive benefit programme • Strong learning culture	• Promoting financial literacy • Creating business opportunities

Contribution to UN SDGs

SDGs	Our Initiatives	Related Sections
	• Medical benefits to all staff and extended to their spouse and children if married while for single staff the benefits are extended to their parents • Safety and Health Committee and Emergency Response Team (ERT) to assist in the development of safety and health rules and safe systems of work • Supported a total of 84 companies in the healthcare sector • Conducted 2 health events to educate employees of the need for their well-being, namely Hari Kesihatan PUNB 2023 and Majlis Silaturrahim PUNB 2023	pg 40 pg 37 pg 24 pg 40
	• More than 5,029 entrepreneurs and PUNB's employees underwent training • PUNB financed a total of 11 companies in the educational sector • Upskill 305 youth through JumPER GREAT	pg 31 pg 25 pg 29
	• 54.4% of its employees are women • Almost 47% women representation in leadership role • 34.7% women representation in Rakan Usahawan PUNB	pg 5 pg 37 pg 5
	• Since 2020, PUNB had helped 4 companies in the renewable energy sector to provide clean and affordable energy to the community.	pg 44
	• Attractive remunerative policy that also complies with the relevant laws and regulations in Malaysia. • Helped 2,474 SMEs with total disbursement of financing amounting RM1.79 billion since establishment in 1991	pg 19 pg 5
	• Introduced e-Mohon (now known as PUNB ONLINE) as well as the PUNB Digital Signature System for acceptance of letter offers to increase efficiency and productivity as well as reduce carbon footprint	pg 32
	• Empowering 10 Orang Asli Community (ECO) Through Skills and Training on May 2023 • Helped 2,474 SMEs with total disbursement of financing amounting RM1.79 billion since establishment in 1991 • 293 Bumiputera companies received funding in 2023 + 178 new companies from the Madani Fund • RM603,414 were spent to help 142 asnaf via its zakat contribution	pg 42 pg 5 pg 28 pg 41
	• 100% of our suppliers for administrative purposes are locally sourced, except of those related to ICT • Established R25 Roadmap towards a sustainable organisation • Rakan Usahawan PUNB contributes to the country's employment at a rate of 0.187%	pg 5 pg 22 pg 26
	• PUNB's 2023 carbon emissions is estimated at 645.22 tCO2e. • Reduce waste and promote conserving resources via its PUNB Preloved Apparel Drive by collecting and donating to villagers and Orang Asli settlers • Reduction in paper consumption • Introduced e-Mohon (now known as PUNB ONLINE) as well as the PUNB Digital Signature System for acceptance of letter offer to reduce carbon footprint • Offset up to 16,500kgCO2 by planting 500 mangroves at the Bagan Lalang mangrove forest	pg 44 pg 43 pg 32 pg 32 pg 45
	• 255 employees were educated on anti-bribery • Supported the Palestinian cause by donating RM100, 000 • 466 employees underwent IS awareness and training session	pg 18 pg 41 pg 17

R25 Roadmap

13 Years Strategic Roadmap

Understanding that the long-term stability of economies, the well-being, prosperity and security of our stakeholders are intrinsically linked to the health of our planet, have encouraged us to envision beyond a better tomorrow.

We have made a commitment to lead by example and share our responsibilities by "Reimagining Possibilities" and "Redefining Success" together with our stakeholders, so that, together, we can rewrite a new narrative centred on sustainability and prosperity.

In this perspective, a townhall session involving the CEO and all PUNB employees took place on 12 June 2023. The session resulted in the establishment of the organisation's direction towards a sustainable future. Based on the engagement, a 13-year strategic roadmap was developed and established:



2023 – 2025
REINVENT-R25

Transforming the way PUNB operates:

- Setting the new direction
- Laying the foundation for long-term success

BACK TO BASIC

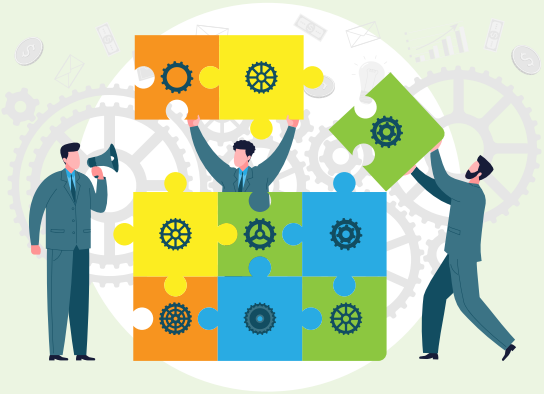
In order to achieve these goals, three strategic thrusts and key areas of action were identified and these were as follow:

Strategic Thrusts

Thrust 1:
Entrepreneurial Development

Thrust 2:
Organisational Excellence

Thrust 3: Sustainability

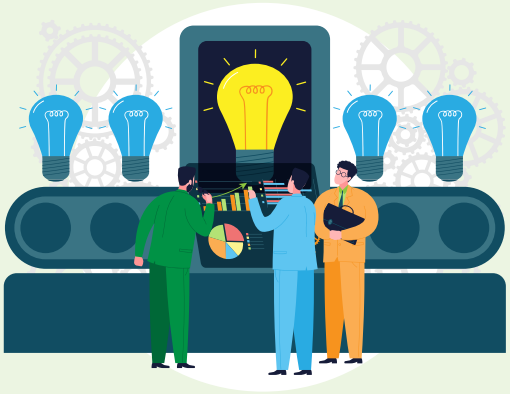


2026 – 2030
REINFORCE-R30

Build a strong foundation:

- Can withstand challenges and changes while maintaining high levels of performance and profitability

BOLDER BUT SMOOTHER



2030 – 2035
REAP-R35

Reap the rewards of R25 & R30:

- Make PUNB self-sustaining
- Review the achievements and outcomes of R25 & R30
- Formulate new plan

YOU REAP WHAT YOU SOW

Strategies	Key Result Areas
• Increased number of resilient Bumiputera entrepreneurs in strategic industries/ sectors • Increased Bumiputera commercial property ownership in strategic locations	• Growth in financing portfolio size • Growth in property portfolio size
• Stronger employer brand • First in customer experience	• Employee engagement • Customer satisfaction score
• Sustainable positive operational profit • Embedded ESG agenda within PUNB and Beneficiary Companies	• Sustainable positive operational profit • Yearly net cash inflow versus government allocation • ESG – achievement on identified initiatives

Sustainable Business – Social and Economic

Providing Responsible Business Financing

PROSPER Financing is one of our products aimed at assisting Bumiputera entrepreneurs to improve and elevate their businesses to be more competitive so as to enable them to participate in the national economy. The success of the product would contribute towards the betterment of Malaysian communities, as our aim is to narrow the gap of disparity between the economic participation amongst the various ethnic groups.

Beside addressing inequality, PUNB's PROSPER Financing also addresses six out of the 17 Sustainable Development Goals (SDGs) and these are:



Financing Healthcare

2023 also saw PUNB raising its involvement in the healthcare sector, financing a total of 84 companies as compared to the 46 supported in 2022. PUNB believes that with increased involvement in the healthcare sector, we are able to contribute positively, on behalf of Malaysia, in helping meet the UN SDG target of achieving universal health coverage as well as providing access to safe and affordable medicines and vaccines for all.

Total number of approved financings

2023	2022
83	46

Total amount approved

2023	2022
RM23.8 million	RM15.9 million

Financing Education

According to the UN SDGs, education is the key that will allow many other SDGs to be achieved as education helps reduce inequalities and gender equality.

In 2023, PUNB financed a total of 11 companies in the educational sector, up from nine in 2022. PUNB hopes that this thrust, though small, can contribute to the empowerment of people via education and contribute the fostering of tolerance between people, inequality as well as a more peaceful society.

PUNB also helped to deliver SDG Goal 4 through our education financing programme. Our effort has opened up education by making it more accessible while also indirectly increasing the number of trained teachers, improve basic school infrastructure and help people embrace digital transformation.

Total number of approved financings

2023	2022
11	9

Total amount approved

2023	2022
RM3.0 million	RM2.1 million

30% Women Representation

PUNB is committed to support the government's effort in achieving the set target of 30% women representation, which is also the universal standard and one of the UN SDGs agenda on gender equality, where women and men shall be given equal opportunities in political, economic and other fields.

In 2023, from a total of 2,474 companies within the Rakan Usahawan, 14,658 of the employees were women, comprising 45.2% from total employees of 32, 369. This number far exceed the UN SDGs' agenda on gender equality.

From **2,474 companies**, there are:

No. of Male Staff	No. of Female Staff
17,711	14,658

Total No. of Staff

32,369

The success in women representation also ring true in the number of women entrepreneurs under the Rakan Usahawan in 2023 where a total of 860 out of the 2,474 companies belong to women entrepreneurs. This number represented **34.7%** women representation, slightly above the UN SDG target.

New Women Entrepreneur

No.	Total financing given
150	RM47.1 million

Active Women Entrepreneur

No.	Total financing given
860	RM419 million

Catalyst for Economic Growth

The success of this financial product is not just measured by the increased Bumiputera participation, as we aim to also equip these entrepreneurs with lifelong financial skills and knowledge, addressing the communities' current and situational needs, as well as building their financial resilience.

Only through these we can produce truly successful entrepreneurs where they can also contribute positively to the economic development of the nation such as job creation. Based on 2023's data, PUNB's entrepreneurship programme is a major engine of economic growth, as they essentially impact the economy by creating new jobs and opportunities while driving innovation.



Rate of employment contribute by PUNB's entrepreneurs in Malaysia's labour force:

(32,369/17,307,639) X 100
=0.187%

*The total number of labour force as of 2023 was based on the data from World Bank.

Narrowing the Gap in Economic Participation

A total of 293 companies were approved for the financing as compared to the 263 companies recorded in 2022.

Giving financing to Bumiputera entrepreneurs has not only increased Bumiputera participation in the economy, it has also directly enabled more employment especially amongst local community.

Total fund allocated

2023	2022
RM219 million	RM139 million

Total number of approved financings

2023	2022
290	263

Total amount approved

2023	2022
RM220.2 million	RM201.4 million

PROSPER Hartanah

Though initiatives carried out through the Government's Bumiputera Development have addressed some of the socio-economic imbalances amongst ethnic groups in Malaysia, inequality still exist. Hence, focus of the Bumiputera Development Agenda have shifted to include enhancing skills and professional training, increasing ownership of corporate equity and non-financial assets, as well as expanding entrepreneurship and business opportunities.

Taking the cue from the Government, PUNB seeks to address the property ownership challenge by assisting Bumiputera entrepreneur and Rakan Usahawan PUNB to secure property ownership in the strategic commercial and industrial area. The goal is to align with the government's agenda to increase Bumiputera property ownership. Under PROSPER Hartanah, we have introduced three (3) such initiatives.

Rental (Ijarah)

One of the PROSPER Hartanah initiatives is to provide rental (ijarah) of property to interested Bumiputera entrepreneurs so they can start their business with us.

Under this initiative, Bumiputera entrepreneurs are able to browse vacant properties via our website and reach out to our officer and proceed to apply renting one of the vacant properties. In 2023, we have 388 active tenants under this scheme.

Rent to Own (RTO)

Owning a property could be challenging for some Bumiputera entrepreneurs and thus we provide the Rent-to-Own (RTO) scheme as an easier path to property ownership. Under this scheme, entrepreneurs are able to rent the property with the option to buy it in the future. As at 2023, we approved nine RTO application valued at RM14.9 million.

Property Acquisition

Acquiring commercial and industrial properties with the aim of increasing Bumiputera property ownership is a strategic initiative that fosters economic empowerment and inclusive growth. This acquisition strategy not only promotes economic inclusion but also supports the growth and development of Bumiputera businesses.

We assist applicant in carefully plan and execute their acquisition as these acquisitions can drive meaningful change and contribute to a more equitable distribution of wealth and opportunities. As at 2023, nine Bumiputera entrepreneurs had purchased through PUNB Property Acquisition scheme.

Ekonomi MADANI: Memperkasa Rakyat

Total number of approved financings

180

Total amount approved

RM91.9 million

MADANI Financing

In further accelerating the participation of Bumiputera in the national economy and fostering the sustainable growth of Bumiputera entrepreneurs, the government, on 27 July 2023, set aside an additional MADANI funds under its' EKONOMI MADANI: MEMPERKASA RAKYAT.

This extra fund enabled PUNB to further execute our mandate in facilitating the development of the Bumiputera development agenda in the country. With the extra fund, PUNB was able to disperse financing to 178 companies in 2023 for the purpose of enhancing their businesses.

Ekonomi MADANI Incentive

PUNB SMART Automation Incentive

Objective
To enhance productivity and upskilling labour, thereby improving overall business efficiency and resilience

Strategic Partner
Malaysian Technology Development Corporation

Beneficiary Companies
12

Amount Disbursed
RM280,121.74

PUNB Greentech Incentive

Objective
To support the adoption of environmentally friendly practices, encouraging beneficiary companies to transition towards eco-friendly processes and reduce reliance on traditional power sources

Strategic Partner
Malaysian Green Technology And Climate Change Corporation

Beneficiary Companies
3

Amount Disbursed
RM43,359.20

PUNB Quality Certification Incentive

Objective
To enhance business operational efficiency, product or service quality, competitiveness and compliance with industry benchmarks

Strategic Partner
Standard and Industrial Research Institute of Malaysia

Beneficiary Companies
22

Amount Disbursed
RM169,622.48

PUNB Market Development Incentive

Objective
To explore export and market expansion by subsidising access to international trade fairs, expos, and conferences and facilitating business networking

Strategic Partner
Malaysia External Trade Development Corporation

Beneficiary Companies
12

Amount Disbursed
RM147,977.43

JumPER GREAT (Graduate Entrepreneur Training)

JumPER GREAT is a specialised programme designed to enhance the marketability of Bumiputera graduates through entrepreneurship, with a strong emphasis on business digitalisation skills. The programme comprises two key components: a teambuilding bootcamp and a digitalisation training session (lasting 10 days), followed by a three-month period of coaching and monitoring.



Info

Participant: 305 Graduates
Date: October – December 2023

Programme Structure

Teambuilding Bootcamp and Digitalisation Training (10 Days):

- Participants engage in intensive team-building exercises.
- They receive comprehensive training on digitalising their businesses.

Three-Month Coaching and Monitoring:

- Participants receive ongoing coaching and monitoring.
- Monthly reports on programme progress and business development are required.

Programme Outcomes

By the end of JumPER GREAT, participants will:

1. Experience practical walk through digitalisation of business phase and self-realisation of the participants' current stage
2. Identify the know how of business start up to be viable and scalable and how to be a great entrepreneur
3. Understand the importance of T.E.A.M concept via team building activities.

Participants Impact from JumPER GREAT



Tirani Binti Asnin from Sabah founded TH FIRST CLASS in November 2023, specialising in Quran recitation classes. Leveraging digital marketing skills, she significantly boosted student enrolment and created innovative learning tools like tutorial videos and online quizzes. With a teaching certification from Majlis Ugama ISLAM SABAH, Tirani offers flexible learning options both online and face-to-face for children and adults. Her venture generates a monthly income of RM4,500, including a RM2,000 salary, supported by a RM1,200 training allowance that facilitated the company's establishment.



Muhammad Al Nazirul Mubin bin Mohd Roslan, the founder of IRI SYIFA Enterprise in Sik, Kedah, successfully rebranded his fragrance line through the JumPER GREAT training programme. He gained crucial digital marketing skills, website development expertise, and improved company management techniques. His participation in the programme also enhanced his financial governance, contributing to the overall success of his retail business specialising in fragrances, herbal products, cosmetics, and beauty products.



Salina binti Anizar established Ascount Empire Industry in Cyberjaya, focusing on account and tax services, with guidance from the JumPER GREAT training programme. She developed technical knowledge in digital marketing, business planning, and networking through the programme. Utilising a RM1,000 grant, she set up a functional home office equipped with essentials like a chair, desk, stationery, printer, and UBS system, which supported her business operations.

JumPER

PUNB also gives prominence to the educational sector in our financing selection as we believe education is an enabler in developing an inclusive and equitable society. We are committed in ensuring that there is quality education and lifelong learning opportunities for all. Moreover, education is also set targets under other SDGs like in health, growth and employment, sustainable consumption and production, and climate change.

As such, PUNB's JumPER programme is designed to instil entrepreneurship spirit among young Bumiputera and it is open to all Bumiputera graduates up to 30 years old. The programme is mentored and guided by experienced and well-seasoned mentors in selected business industries.

In 2023, the JumPER programme received overwhelming response, recording 94 enrolments from the targeted 70 slots. The apprentices, after a six-month programme with allowance, were given the opportunity to apply for PUNB financing at a competitive rate.

PUNB spent a total of RM1 million for the JumPER programme in 2023.

Total number of approved financings
7

Total amount approved
RM435,000



> Before receiving assistance from PUNB, I was operating my business at the roadside on a trishaw bicycle. After getting financial assistance and training from PUNB under the JumPER programme, I was able to open a café that was much more comfortable for my customers.

Siti Suhaila @ Nasi Lemak Cik Su

> I received basic knowledge in business up to how to market my products while joining the training under JumPER. The training module provided by PUNB was indeed good and at the same time the guidance I received from mentors who have been selected by PUNB helped manage and improve my business.

Muhammad Irwan @ Kopi Taiping

> I started having a business while studying at university and after finishing my studies I want to focus on the business and started doing it as a full-time job. Through JumPER, I was able to learn more about marketing strategies and at the same time I received guidance from a successful and respectful mentor under PUNB.

Helmi Nazarul Izham @Myfrites Kitchen

> I received a grant under JumPER PUNB and PUNB is helping me from A to Z to manage my business by conducting the classes online and physically. I gained a lot of knowledge in managing my business through the classes provided by PUNB.

Aqil Ameerel @ Roti Wap

Entrepreneur Training & Development

At PUNB, we believe that investing in education is a powerful way to reduce inequality and foster inclusive social and economic growth. Driven by this belief, we offer a range of programmes, such as the Business Plan Workshop, BIZ Consultancy, and PUNB Induction, tailored to equip especially the younger generation with the knowledge and skills for sustainable entrepreneurship.

These training programmes are designed to ignite the entrepreneurial spirit among young Bumiputeras, empowering them to create jobs rather than seek them. In 2023, we saw a remarkable 63% registration rate among individuals aged 18-35, underscoring the positive reception and impact of our initiatives. This engagement highlights the enthusiasm of the young generation to embrace entrepreneurship and build a sustainable future.







In addition, PUNB's inhouse training units, the Entrepreneur Marketing & Development Unit (EMDU) and Entrepreneur Training & Development Unit (ETDU), also provide both knowledge and practical information for the development of our entrepreneurs.

In 2023, 26 training programme were held encompassing 5,029 participants. This surpassed 2022 number of training sessions as well as number of participants by 18% and 31% respectively.

Training

2023	2022
26	22

Participants

2023	2022
5,029	3,830

Amount spent for training

2023	2022
RM2.9 million	RM1.4 million

Digitilisation & Innovation

In 2023, we continued with our digitilisation effort in support of the Government's push for a digitalised Malaysia as envisaged in the Government's Shared Prosperity Vision 2030, National 4IR & My Digital, by offering the PUNB Digitalisation Incentive (PDI) to our Rakan Usahawan.

Rakan Usahawan are encouraged to participate in identified digitalisation programmes and acquire the incentives so they can:

- Enhance and grow the market presence and outreach locally and globally
- Reduce the operating cost while increasing productivity
- Accelerate sales through the business improvement via digitalisation

PUNB Digitalisation Incentive (PDI) achieved overwhelming response in 2023, and the details are as follow:

Business Opportunity Day

4 webinars

Rakan Usahawan involved
162

TikTok Shop x PUNB "Go Live" Programme

50 beneficiary companies

Total amount disbursed
RM51,018.02

PUNB Digitalisation Incentive (PDI)

132 beneficiary companies

Total amount disbursed
RM401,475.29

Towards a Greener Operation

In addition, PUNB also stirred towards a greener approach in our operation by adopting the e-Mohon (now known as PUNB ONLINE) as well as the PUNB Digital Signature System for acceptance of letter offers.



Implementing the digitalised system for fund financing application and acknowledgement of transaction with PUNB by Digital Signature were aimed at reducing administrative procedures, use of papers as well as transportations costs. It is also aimed at improving the quality of delivery by making the operating processes more efficient and effective. The new digital process will also reduce PUNB's carbon footprint.

Awareness of ESG Among Entrepreneurs

Achieving sustainable development and meeting the UN SDGs require active involvement of all stakeholders. PUNB recognises the importance of promoting awareness and understanding of ESG and sustainability principles to drive meaningful contributions towards these goals.

To amplify this awareness, PUNB conducted the "Survey on Sustainable Development Goals" (Kaji Selidik Matlamat Pembangunan Mampan) in 2023, engaging all Rakan Usahawan PUNB. This survey aimed to assess their awareness of the SDGs and gauge their support and participation in these initiatives.

The survey revealed that only 32% of the 2,000 Rakan Usahawan were familiar with the SDGs. However, an encouraging 92% of those surveyed expressed their intention to integrate the SDGs into their operations. These findings underscore both the challenges and the opportunities in promoting sustainable development as follow:



Safety and Health in the Workplace

- Agreed : 68%
- Disagreed : 5.5%
- Unsure : 26%



Practice 3Rs at the Workplace

- Agreed : 66%
- Disagreed : 7%
- Unsure : 26%



Efficient Use of Electricity

- Agreed : 67%
- Disagreed : 6%
- Unsure : 27%

The survey uncovered insight where majority of our Rakan Usahawan showed strong interest in SDGs. This highlights a significant opportunity to expand awareness and engagement. Here's a summary of our findings:



Willing to know more about the SDGs

Yes 86% | No 14%



Already have SDGs embedded into the company's operation

Yes 58% | No 42%



Willing to embed SDGs into the company's operation in the near future

Yes 92% | No 8%

Following this survey, PUNB conducted two activities to support the findings of the survey. The activities were:

ESG Induction Training for New Entrepreneurs

Objectives

The training was in the form of a 30 minutes online session focusing on the topic of ESG vs SDG.

The objective of the training was to build awareness while emphasising on the importance of sustainability among SMEs.

Starting from July 2023 onwards



SParK 2023

The theme of the symposium was: The Future of the Retail Industry: Explore the retail landscape that supports and promotes the SDG agenda as well as the ESG in the daily operation of PUNB and our Rakan Usahawan.

Objectives
Co-share and impart proven and current business ideas and knowledge amongst PUNB business associates.

21 November 2023 **316 Participants**









At SParK 2023, we featured a talk by YBhg Dato' Dr Ir. Muhammad Guntor Mansor Tobeng, Managing Director of Gading Solar Sdn Bhd (Gading Kencana), discussing ESG challenges and opportunities in the retail industry.

Additionally, we hosted a panel discussion with industry leaders, including:

- Tuan Syed Ashraf Syed Ali, Managing Director of Palace Butcher Resources Sdn Bhd (Me'nate Steak Hub)
- Puan Siti Shafurah Abas, Managing Director of Babymama Trading Sdn Bhd (Butik Tateh)
- Tuan Pengiran Muhammad 'Adil Awang Iskanderzulkarnein, Founder and Owner of PMA Rich (M) Sdn Bhd (Mokti's Ice Cream Gula Apong)
- Tuan Haji Ruhil Amal Razali, Chief Operating Officer of Pioneer Premier Sdn Bhd (Byreefa)
- Puan Nor Hazalina Ibrahim, Managing Director of Eagle Cliffe (M) Sdn Bhd (Kaisar Farmasi)

Developing Thriving Community

At PUNB, we believe that investing in our people is the key to unlocking their full potential and driving success for our Rakan Usahawan. Our commitment to human capital development is unwavering as we aim to nurture both our employees and entrepreneurs with the skills and knowledge they need to excel.

In 2023, we spent a total of RM428,841 for training as compared to slightly over RM1 million in 2022 comprising different categories of employees. This comprised 144 training programmes averaging 36 hours trained per employee. For the year 2023, the Employee Experience Department focused more on on-job training at the headquarters for business division staff, especially from the regional and branch offices, thus reflecting the reduction in the amount invested for external training.

Our robust training initiatives are designed to provide both theoretical and practical insights, ensuring our employees are well-equipped to meet the challenges of today and tomorrow.

Training and Development

Employee Training Data

Total amount invested in upskilling PUNB's staff		Number of training		Average training hours per employee	
2023	2022	2023	2022	2023	2022
RM428,841.96	RM1 million	144	208	36	60





PUNB's Transition to FSC Paper for Sustainable Notebooks

PUNB has initiated the transition to using Forest Stewardship Council (FSC) certified paper, starting with the production of the PUNB Notebook 2024. The cover design features ESG (Environment, Social, Governance) elements to reflect our commitment to these principles, while the UN SDG (Sustainable Development Goals) logo is incorporated into the notebook, highlighting our support for the SDGs.



TALENT distributes sustainable goodies bags for those attending the in-house training as a support towards eco products.

Women Representation

2023 saw women representation in PUNB at above 50%, almost identical to the 2022's numbers. This is also the case in leadership role where 47% of women are represented.

On this matter, PUNB has more than achieved the UN SDGs gender equality target of 30% as well as Malaysia's female workforce average of 39.2 % and the world average of 39.49%, which is based on the International Labour Organization and U.N. Population Division.

Source: https://www.qualtrics.com/blog/countries-ranked-by-female-workforce/

Women representation in PUNB

	2023	2022
Board of Directors (BODs)	1 woman appointed out of 5 BODs	1 woman appointed out of 5 BODs
HODs	5 out of 10 were women	4 out of 12 were women
HOUs	19 out of 38 were women	7 out of 12 were women
Staffs	239 out of 439 were women	234 out of 438 were women

Board composition maintained as per previous year

2023	2022
1 out of 5	1 out of 5

Providing a Safe Working Environment

At PUNB, we prioritise the safety and well-being of our employees. We've adopted specific health and safety measures following national standards set by the Occupational Safety and Health Act (OSHA) 1994. This commitment led to the formation of a Safety and Health Committee and an Emergency Response Team (ERT) made up of volunteers from our workforce.

The Safety and Health Committee was formed to:

- Assist in the development of safety and health rules as well as a safe work system;
- Conduct studies on the trend of accident, near miss accident, dangerous occurrence, occupational poisoning or occupational disease at the work place, and make recommendations for corrective action.

These teams regularly carry out health and safety activities, including mock fire drills, to embed a culture of safety in our workplace. In 2023, there were zero reported cases of work-related injuries, accidents, or mental health issues.

OSHA

Number of cases on work-related injuries & accidents

2023	2022
nil	14

Number of cases on mental health issue

2023	2022
nil	nil

Occupational health and safety training
List of training

2023	2022
nil	1

Encouraging Diversity & Inclusion

Diversity is reflected in our recruitment policy where our main recruitment criteria is on skills and specialisations that support our business priorities rather than on ethnicity or religious belief.

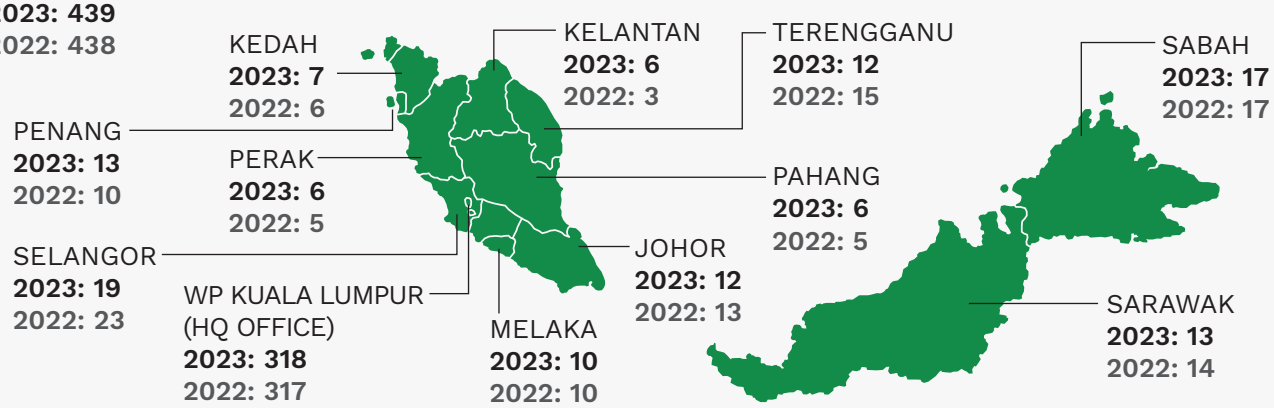
In 2023, PUNB employed 439 people, one more than in 2022.

As an operational practice, all employees are required to undergo a formal induction session for new recruit where they are briefed on company policies and work culture and ethic. All employees are also formally appraised annually or at least once in the year.

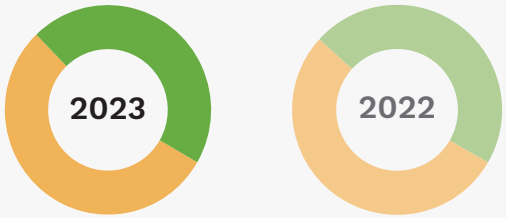
We also foster a collaborative culture, where people are motivated to develop their competencies and deliver the best results for our customers.

Number of Employees by Location/State

Total (Data as of end year 31 December)
2023: 439
2022: 438



Total Number of Employees by Gender



2023
- Male: **200 (45.56%)**
- Female: **239 (54.44%)**

2022
- Male: **204 (46.58%)**
- Female: **234 (53.42%)**

Total Number of Employees by Category



2023
- Management: **150 (34.17%)**
- Executive: **219 (49.89%)**
- Non-executive: **70 (15.95%)**

2022
- Management: **134 (30.59%)**
- Executive: **220 (50.23%)**
- Non-executive: **84 (19.18%)**

Total Number of Employees by Type of Employment

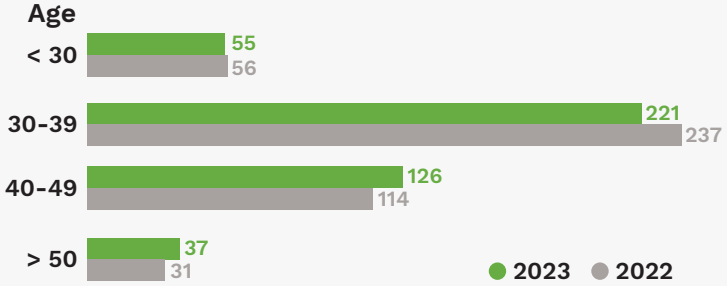
Full time/Permanent

2023		2022	
Male	Female	Male	Female
187	219	183	223

Contract

2023		2022	
Male	Female	Male	Female
13	20	21	11

Age



PUNB's voluntary turnover rate is estimated at 4.5% as compared to Malaysia's voluntary turnover and attrition rate of as high as 17.5% in 2023, up from 16.5% in 2022. According to a compensation survey conducted by WTW, this trend looks set to continue in 2024[1].

Our involuntary turnover rate is at 0.4% or two individuals out of a total of 439 employees. PUNB's turnover rate is well below the recommended ideal turnover rate of 10% in a year in accordance to Gallup[2]. However, the ideal percentage can vary from industry to industry and from one company to another.

Total Number Employee Turnover

	Male	Female
Total Voluntary Employee Turnover (Employee Resigned) **20**	10	10
Total Involuntary Employee Turnover **2**	1	1
Total Number New hire **30**	11	19

Employees Accessing Parental Leave

	2023			2022		
	Male	Female	Total	Male	Female	Total
	17	15	32	0	13	13

Absenteeism Rate[1]

EL (No. of emergency leave due to unforeseen circumstances)

2023	2022
388	375

The absenteeism rate or absence percentage, refers to the rate of unplanned absence due to sickness or other causes. According to the International Organization for Standardization (ISO), the absenteeism rate is measured as follows:

$$\text{Absenteeism Rate} = \frac{\text{number of absent days}}{\text{number of available workdays in a given period x number of total employee for the year}}$$

2023

$$\frac{388}{(242 \times 439)} \times 100\% = 0.37\%$$

2022

$$\frac{375}{(242 \times 438)} \times 100\% = 0.35\%$$

In 2023, our absenteeism rate was about 0.37%. This represented a slight increase from the 2022 rate of 0.35%. However, the absenteeism rate is still below the rule of thumb that was provided by Academy to Innovate HT. According to Academy to Innovate HT, the rule of thumb is to have a 1.5% absence rate in order to maintain a healthy operation, thus showing our commitments in sustaining a good operation in our business.[3]

1. https://www.hrotoday.com/news/employee-engagement/talent-retention/pay-to-help-with-retention/#:~:text=%E2%80%9CVoluntary%20turnover%20and%20attrition%20continue,and%20retention%20of%20key%20talent.
2. https://www.integrity-malaysia.com/turnover-rate-is-not-enough-know-whos-resign-from-your-company/
3. https://www.aihr.com/blog/absenteeism-rate/#:~:text=To%20determine%20whether%20an%20absence,or%20another%20ailment%20is%20fine.

Good Health & Well-being

In 2023, PUNB held two events in promoting and bringing about more awareness on the importance of maintaining good health and well-being. The events were:



Hari Kesihatan PUNB 2023



Majlis Silaturrahim PUNB 2023

Fair Pay, Attractive Remuneration and Employees Welfare

At PUNB, we recognise that the success of our business is deeply intertwined with the well-being of our employees. As a responsible employer, we prioritise the mental and physical health of our team members through proactive measures and comprehensive support systems.

From the outset, our commitment to our employees' welfare has been evident. Even before the implementation of the first Minimum Wage Order on 1 February 2020, PUNB has provided attractive remuneration packages, ensuring our employees are fairly compensated for their contributions.

In addition to competitive salaries, we offer generous medical benefits and allowances to all our employees. Female employees benefit from 98 days of maternity leave with full pay annually, while their male counterparts are entitled to seven days of paternity leave. Moreover, all employees have access to comprehensive medical coverage, further demonstrating our commitment to their well-being.

At PUNB, we believe that a healthy and motivated workforce is the cornerstone of our success. By prioritising the overall well-being of our employees, we not only enhance workplace satisfaction but also foster a culture of excellence and productivity.



Corporate Social Responsibility

PUNB is committed to the principle that no one should be left behind in the fight against hunger and poverty. Central to our mandate is the mission to enhance the well-being and quality of life of local communities. In 2023, we extended our efforts beyond our operational boundaries through several impactful Corporate Social Responsibility (CSR) programme:

- Zakat Contributions
- Empowering Orang Asli Community (ECO) Through Skills and Training
- Donation to Palestine
- Let's Give Back! with PUNB Preloved Apparel Drive

These initiatives reflect PUNB's unwavering commitment to social responsibility, aiming to make a meaningful difference in the lives of those we serve.

Zakat Contributions

PUNB as a Shariah compliant company is obliged for zakat payments. The zakat was paid to the government's zakat collection centres for proper distribution to the needy. Besides that, PUNB also assisted the Zakat authorities by representing them as their agent (wakil) to distribute a portion of the zakat paid by PUNB to eligible beneficiaries as guided by the 'Guideline for Distribution of Zakat Fund established by PUNB Zakat Committee.

The contributions were as follow:

Zakat Contribution to PUNB Staff and Community Welfare

2023	2022
RM603,414.82	RM413,725.00

Number of Beneficiaries

2023	2022
142	231

Donation for Palestine

In upholding peace, justice and an inclusive society, PUNB felt compelled to donate to the Palestinian cause as we strongly believe that people everywhere should be free of fear from all forms of violence and feel safe as they go about their lives whatever their ethnicity, or faith.

On this matter, PUNB with 45 other organisations donated a total of RM71 millions to the Palestinian cause.

YBhg. Tan Sri Acryl Sani Abdullah Sani, Chairman of PUNB accompanied by Encik Fauzi Zakaria (GM for Operations) and Encik Ahmad Nazlee Idris (Head of Marketing & Communications) at the Majlis Penyampaian Sumbangan Tabung Akaun Amanah Kemanusiaan Rakyat Palestin (AAKRP) at the Kompleks Seri Perdana on 19 October 2023.

At the ceremony, which was witnessed by YAB Dato' Seri Anwar bin Ibrahim, the Prime Minister, a total of RM71 million was donated by 46 organisations, including companies from the GLCs, private sector, foundations as well as enterprises. PUNB also contributed RM100, 000 to the fund.



Empowering Orang Asli Communities (ECO) Through Skills and Training

In 2023, PUNB leveraged on our Rakan Usahawan by creating opportunity for a segment of the indigenious community to be educated and trained with a living skill, fulfilling UN SDG 14 which touches on multistakeholder partnerships and leveraging the inter-linkages between the SDGs to enhance the effectiveness and impact as well as accelerate progress in achieving the Goals.

PUNB's Empowering Orang Asli Communities' (ECO), Through Skills and Training, held on 30 May 2023, directly helped 10 Orang Asli youths in acquiring technical skills from the automotive sector through PUNB's direct stakeholders, our Rakan Usahawan.

In this instant, five PUNB's Rakan Usahawan, namely, Awie Tayar & Services, Maxipura Sdn Bhd, Kah Millenium Work Sdn Bhd, Azam MM Sdn Bhd and Wan Nor Auto Services Sdn Bhd keenly participated in the programme.

The outcome was a win-win for all involved:

Parties: 10 youths from a indigenious community

Outcome

- Acquire much need living skills
- Option to find employment in the companies providing the training

Parties: Participating companies

Outcome

- Embedding ESG in their operation
- Option to hire well trained workman

Parties: PUNB

Outcome

- Drive its ESG agenda
- Embed ESG in our operation
- Assist a segment of our society in becoming economically useful
- Assist our Business Associates in embedding ESG as well as find skilled workman







PUNB Preloved Apparel Drive – Let's Give Back!

As PUNB begun embedding ESG into our operations, we are constantly on the look out to find new solutions to achieving sustainable consumption and production pattern. As part of our ongoing commitment to the UN SDGs, we conducted a Corporate Social Responsibility (CSR) programme that could help us promote a more sustainable lifestyle.



The programme, themed "PUNB Preloved Apparel Drive" was launched on 2 August 2023 and ran till 30 August 2023. The goal was simple, promote sustainability by extending the life cycle of clothing items that are still in good condition instead of letting them sit unused by putting them to good use and giving them a new lease on life by donating to those in need.

The donated apparels were collected and distributed to villagers and Orang Asli settlers at the Kuala Tahan Pahang as part of the special joint Corporate Social Responsibility (CSR) programme between PUNB and CelcomDigi arranged on 19 September 2023.

Beside reducing waste and conserving resources, our efforts reflect our commitment to both the environment as well as to these communities we serve. In the end, we were able to:

- Reduce waste
- Bring awareness of the need to be thoughtful about what you buy by choosing a sustainable option whenever possible.





Environmentally Sustainable Action

Addressing Climate Change

PUNB recognises that environmental issues and climate change is a major threat to the survival of the planet. As a responsible organisation, it is committed in playing a part in contributing to the reduction of the country's carbon emission. Since 2020, we financed 4 companies under renewable energy sector. We will continue our commitment in expanding the financial assistance under this sector.

We are still in the process of studying the trend of our carbon emissions to set a baseline target. Though we have yet to establish our GHG emissions baseline, we have started identifying and collecting operational data from selected locations. Currently, our carbon emissions are limited to the energy usage of electricity in our offices and the fuel usage of our company vehicles.

In 2023, our total carbon emissions were recorded at 645.22 tCO2e, up slightly from the 2022 recorded emissions of 629.9 tCO2e. This increase is primarily due to the higher usage of company vehicles, driven by a rise in business activities and programmes. This data collection and analysis will help us better understand our impact and set a meaningful baseline target for future emissions reductions.

Greenhouse Gas (GHGs) / Carbon Emission

Scope 1

Emission Type
Direct Emission

Indicator
Fuel Usage

Source
Company Car

Scope 2

Emission Type
Indirect Emission

Indicator
Electricity Usage

Source
Office Electricity Usage

Carbon Emissions

Scope 1	2023	2022
Fuel (Petrol)	107.82 tCO2e 46,417 litres	90.23 tCO2e 38,845 litres
Fuel (Diesel)	11.94 tCO2e 4,371 litres	- -
Scope 2		
Electricity	525.46 tCO2e 673,670 kwh	539.68 tCO2e 691,892 kwh
Total Carbon Emission (tCO2e)	645.22 tCO2e	629.9 tCO2e

*Calculation based on MGTC LCOS Carbon Calculator

500 Mangroves Seedlings Planted At Kayaking Exploration and Mangroves Swamp Rehabilitation





As part of the PUNB's 2023 environmental sustainability effort in supporting the SDGs, PUNB's Sports and Welfare club (Kelab Sukan dan Kebajikan (KSK) PUNB) in collaboration with the Employee Experience Department planted 500 mangroves at the Bagan Lalang mangrove forest as part of the "Kayaking Exploration and Mangroves Swamp Rehabilitation" programme.

90 employees participated in the event on 25 November 2023, contributing a total of 720 hours in planting the 500 mangroves. According to the (International Union for Conservation of Nature (IUCN), restoring and protecting mangroves helps fulfil multiple Global Goals, from improving life below water, to reducing poverty and hunger, to many goals in between, as restoring mangrove forests directly targets goals related to climate adaptation and mitigation. It also stated that mangrove forests are highly efficient carbon sinks.[4]

The event was also able to bring more awareness on the importance of protecting and rehabilitation mangroves forest's ecosystem as mangroves are an extremely productive ecosystems that provide breeding and nursery grounds and are ideal habitats for a variety of plant and animal species. It also provides protection against tidal waves.

IUCN also elaborated on the importance of restoring and protecting mangroves as that one action can bring about meeting multiple SDGs, as clearly reflected in SDG 14, which focuses on sustainably governing our oceans and coasts and recognising mangroves' immense value to local communities. Restoring mangrove forests also supports the achievement of many other SDGs, including eliminating poverty and hunger (SDG 1 and SDG 2), ensuring livelihoods and economic growth (SDG 8), taking actions against climate change impacts (SDG 13) and halting biodiversity loss (SDG 15).

4. https://www.iucn.org/news/forests/201703/can-restoring-mangroves-help-achieve-sustainable-development-goals#:~:text=16%20Mar%2C%202017-,Can%20restoring%20mangroves%20help%20achieve%20the%20Sustainable%20Development%20Goals%3F,to%20many%20goals%20in%20between.

GRI Standards Content Index

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PERBADANAN USAHAWAN NASIONAL BERHAD

Level 10, Block 1B, Plaza Sentral, Jalan Stesen Sentral 5,
Kuala Lumpur Sentral, 50470 Kuala Lumpur

Tel No.: 03-2785 1515 Fax No.: 03-2780 2100

punbofficial