



# ABOUT THIS REPORT

**This sustainability report (SR) reports on the sustainability efforts, strategies and initiatives adopted by PERBADANAN USAHAWAN NASIONAL BERHAD (PUNB) in its business operations and how it carries out its mission “to be the preferred partner of Bumiputera entrepreneurs for financing solutions and business support services,” while keeping in line with its vision “to be Malaysia’s premier entrepreneurial development organisation”.**

Its sustainability disclosure endeavours to address some of the environmental, social and governance (ESG) aspects of sustainability that are material to our business operations.



## REPORTING PERIOD

This SR encompasses PUNB’s ESG performance for the 2022 financial year (FY), commencing from 1 January 2022 to 31 December 2022.



## SCOPE OF REPORT

The scope of the report covers its business operation in Malaysia only and does not include its associate companies or joint venture enterprises. This SR is available for view and download at its website: <https://www.punb.com.my/en/sustainable-development-goals>



## REPORTING FRAMEWORK

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



## 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 PUNB’s Internal Audit and Risk Department and the Sustainability Technical Working Committee before presented to the Sustainability Steering Committee for approval.



## 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



### Disclaimer:

*The PUNB Sustainability Report 2022 serves as an overview of PUNB’s Environmental, Social and Governance (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.*

# INSIDE THIS REPORT

## OUR PRESENCE

About Us	3
Our Operations	5
Our Operations Value Chain	6
Our Sustainability Achievements	7
Key Awards & Recognition	8
Board of Directors	9
Management Team	10
Message From Chairman	11
Message From the Chief Executive Officer	12

## OUR APPROACH TO SUSTAINABILITY

Our Sustainability Strategy	13
Our Governance - Sustainability Governance Structure	14
Our Sustainability Policies	15
Stakeholders Engagement	16
Membership to Professional Bodies	17
Assessing Materiality	18

## ENVIRONMENTAL STEWARDSHIP (ENVIRONMENT)

Addressing Climate Change	20
Our Environmental Footprint	21

## EMPOWERING OUR COMMUNITY (SOCIAL)

Our Employees	22
- Encouraging Diversity, Equity & Inclusion	24
- Fair Pay & Attractive Remuneration	25
- Positive Feedback from Employees	25
- Employee Welfare	25
- Providing a Safe Working Environment	26
Our Human Capital Development Strategy	27
Engagement with Our Community	27

## DRIVING GROWTH (MARKETPLACE)

Responsible Business Practices	28
Sourcing Sustainably	29
Benchmarking Our Practices	29
- PROSPER	30
- SUCCESS	30
- SPUR	30
- SAFE	31
- PROSPER HARTANAH	31
- Business Innovation Practices	32

## RAKAN USAHAWAN'S PERSPECTIVE

A Dream to Reality at That Last Slice	34
Nurturing Future Leaders at Blue Whale (Rawang)	36
Contributing to A Sustainable Operation at Risatrack Technology	38
Playing A Part in Championing Kejuruteraan Cahaya Abadi's Green Agenda	40
Medical Apparatus Supplies Innovate to Save the Environment	42

## ADDITIONAL DISCLOSURES

GRI Content Index	44
-------------------	----

# ABOUT US

## 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.



## WHO WE ARE

PERBADANAN USAHAWAN NASIONAL BERHAD (PUNB) was established as part of the inclusiveness economic agenda to narrow the gap of disparity between the economic participation of the various ethnic minorities. Incorporated on 17 July 1991 under the Malaysian Companies Act, PUNB is wholly owned by Yayasan Pelaburan Bumiputra (YPB).

PUNB's role is to enhance the participation and involvement of Bumiputera in entrepreneurship as well as to develop a dynamic, resilient and progressive Bumiputera Commercial and Industrial Community (BCIC). Since 2019, PUNB has been listed as an agency under the Prime Minister's Department. In 2010, PUNB became a fully shariah-compliant company.

## WHAT WE DO

PUNB seeks to advance the Bumiputera economic participation through its funding services, and ultimately, helps develop and deliver sustainable economic and societal benefits for the nation. PUNB does this by focusing on providing an integrated entrepreneurial package comprising business financing and support to the portfolio of companies it financed.

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:

Business Financing	Advisory and Monitoring
Training and Business Development	Strategic Business Premises

PUNB also operates responsibly to ensure that it contributes to a long-lasting and sustainable impact towards the development of a better future for Malaysia. Its position as one of the avenues to advance the Government's development agenda has placed PUNB in a unique position to execute the national development agenda of enabling an inclusive economic and more equitable social advancement.

# ABOUT US

## STRATEGIC SUSTAINABILITY THRUSTS

Strategic Thrust 1 **ENTREPRENEURIAL DEVELOPMENT**



Strategic Thrust 2 **ORGANISATIONAL EXCELLENCE**



Strategic Thrust 3 **SUSTAINABILITY ACHIEVEMENT**



### CUSTOMER SERVICE CHARTER

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

# OUR OPERATIONS

## 1 HQ OFFICE

Level 10, Block 1B  
Plaza Sentral, Jalan Stesen Sentral 5  
Kuala Lumpur Sentral, 50470 Kuala Lumpur  
Office No. : 03-2785 1515  
Fax No. : 03-2780 2100

## REGIONAL OFFICE

### 2 Central

F-G-35, Vista Alam, No. 3, Presint 4.5,  
Jalan Ikhtisas 14/1, Seksyen 14,  
40000 Shah Alam, Selangor  
Office No. : 03-5523 5609  
Fax No. : 03-5523 1157

### 3 East Coast

Lot PT30860, Taman Yayasan Terengganu,  
Jalan Lapangan Terbang, Gong Badak,  
21200 Kuala Nerus, Terengganu  
Office No. : 09-662 7110  
Fax No. : 09-662 7109

### 4 Northern

No. 15, Jalan Dagangan 3,  
Pusat Bandar Bertam Perdana,  
13200 Kepala Batas, Pulau Pinang  
Office No. : 04-576 7518  
Fax No. : 04-576 7678

### 5 Southern

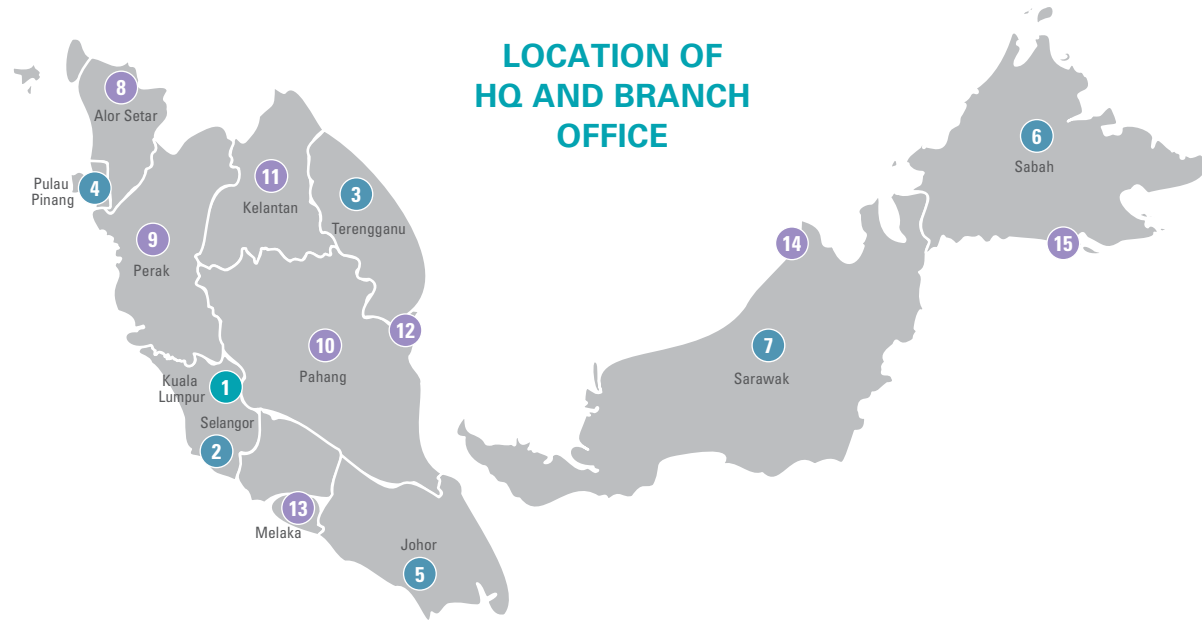
No. 18, Jalan Setia Tropika 1/27,  
Taman Setia Tropika, Kempas,  
81200 Johor Bahru, Johor  
Office No. : 07-232 8451  
Fax No. : 07-232 9354

### 6 Sabah

C-0-11 & C-1-11, Blok C,  
Lorong KK Taipan 2, Inanam New Township,  
88450 Kota Kinabalu, Sabah  
Office No. : 088-386 273  
Fax No. : 088-436 117

### 7 Sarawak

Tingkat Bawah & Tingkat 1, Lot 563, (SL 15),  
Wisma Wan Abu Bakar, Jalan Kulas, 93400  
Kuching, Sarawak  
Office No. : 082-549 149  
Fax No. : 082-523 843



## LOCATION OF HQ AND BRANCH OFFICE

## BRANCH OFFICE

### 8 Alor Setar

Aras 6, Menara SADA, Jalan Sultan  
Badlishah, 05000 Alor Setar, Kedah  
Office No. : 04-734 2174  
Fax No. : 04-734 2171

### 9 Ipoh

No. 28 (Ground Floor), Jalan Meru Bestari B5,  
Medan Meru Bestari,  
30020 Ipoh, Perak  
Office No. : 05-525 3529  
Fax No. : 05-525 3583

### 10 Jerantut

No. 46, Tingkat 1, Lorong SU 1/1,  
Jalan Temerloh-Jerantut,  
27000 Jerantut, Pahang  
Office No. : 09-266 5642  
Fax No. : 09-266 5941

### 11 Kota Bharu

PT 385, Seksyen 12,  
Jalan Pengkalan Chepa,  
15400 Kota Bharu, Kelantan  
Office No. : 09-740 6878  
Fax No. : 09-740 6873

### 12 Kuantan

No. B-04-02 (Tingkat 2), Jalan IM 7/18,  
Sinaran Mahkota, Bandar Indera Mahkota,  
25200 Kuantan, Pahang  
Office No. : 09-575 1707  
Fax No. : 09-575 1709

### 13 Melaka

No. 30, Jalan MITC Prima 1, Taman MITC  
Prima, 75450 Ayer Keroh, Melaka  
Office No. : 06-232 2255  
Fax No. : 06-253 2262

### 14 Miri

Lot D-1-3A, First Floor, Miri Times Square,  
Marina Park City, Jalan Bendahara,  
98000 Miri, Sarawak  
Office No. : 085-412 928  
Fax No. : 085-419 964

### 15 Tawau

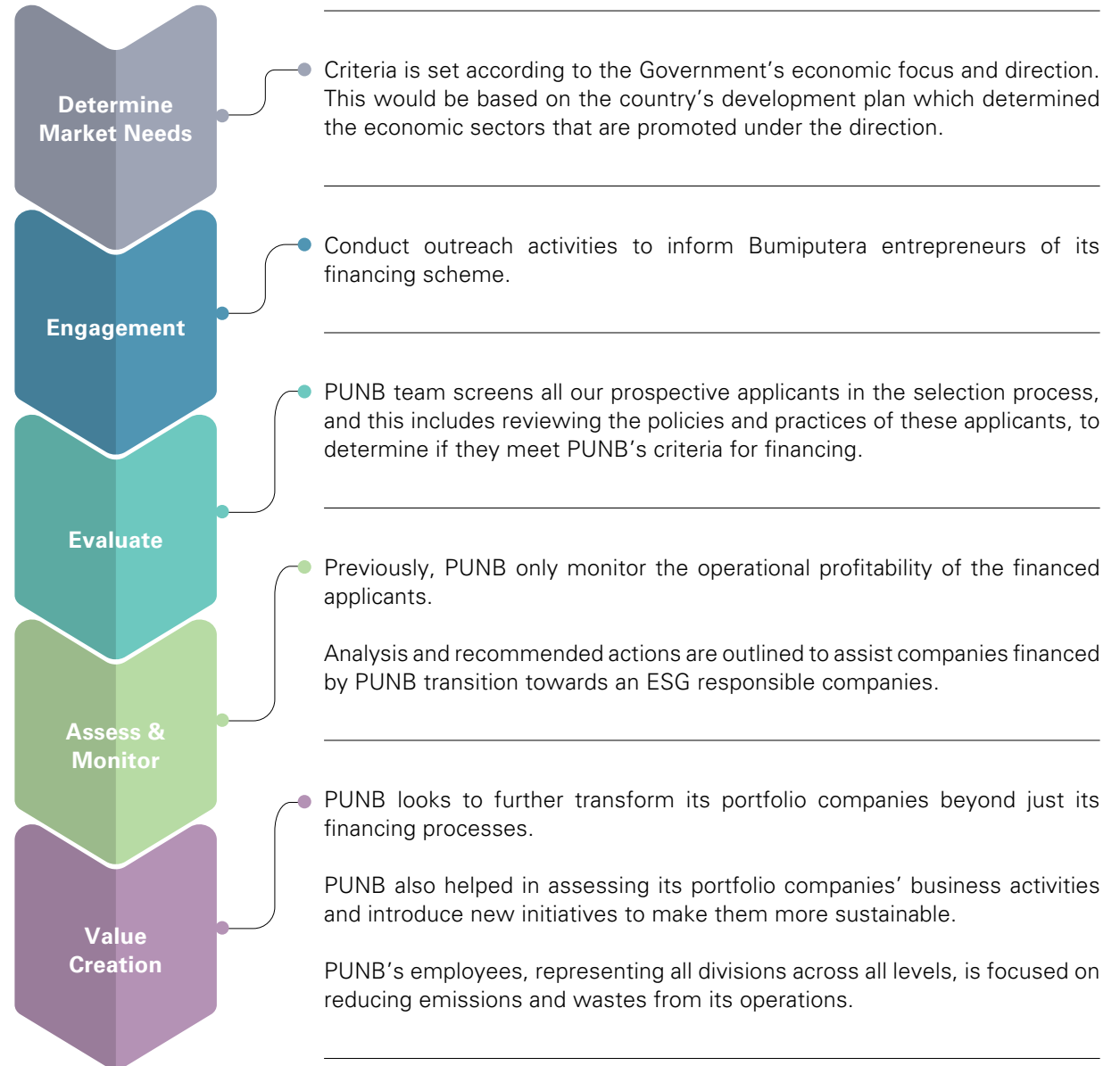
No. 7-G & 8-G, Pusat Perniagaan Taipan,  
Jalan Kuhara, 91000 Tawau, Sabah  
Office No. : 089-756 692  
Fax No. : 089-756 693

# OUR OPERATIONS VALUE CHAIN

i BUSINESS FINANCING	
PROSPER financing	Sustainable Accelerate Scheme (SUCCESS)
Skim Pembiayaan Usahawan Terkesan COVID-19 (SPUR)	PROSPER Hartanah
Sustainable Assistance for Flood and Environmental Disaster (SAFE)	
ii ADVISORY AND MONITORING	
iii TRAINING AND BUSINESS DEVELOPMENT	

Since PUNB embarked on embedding ESG into its operations in 2021, it has committed itself to striving for an optimal outcome for the companies it finances through a transparent, responsible and practical transition, supported by PUNB's active engagement with its stakeholders.

At the operational level, PUNB has commenced integration of ESG considerations into its financing decision-making process.





# OUR SUSTAINABILITY ACHIEVEMENTS 2022

## ENVIRONMENT



Set target to establish its **Greenhouse Gas (GHG) Emission** baseline and improvement measures by 2025.



## GOVERNANCE



**Zero or no corruption**, extortion or bribery case involving its employees.



## SOCIAL



Supporting **30%** women entrepreneurs in its funding schemes.



Helped more than **600** Bumiputera businesses in 2022 through its various financing schemes and programmes.

Trained **4,215** participants in Entrepreneur Development Training

## MARKETPLACE



Introduced **SAFE** programmes to meet market needs and in 2022, introduced the **SUCCESS** and **SPUR** programmes.





# KEY AWARDS & RECOGNITION



**2023**  
**MAY** ADFIAP 2023 Special Award  
- Best Sustainability Report



**2022**  
**DEC** 100 Go Digital Appreciation Dinner  
- Award of Appreciation

# BOARD OF DIRECTORS



**TAN SRI ACRYL SANI HAJI  
ABDULLAH SANI**  
**Independent Non-Executive Chairman**  
Former Inspector-General of Police (IGP)



**DATUK ABD SHUKOR MAHMOOD**  
**Non-Independent Non-Executive Director**  
Deputy Secretary-General (Management),  
Prime Minister's Department



**AZWAN NAZRI BAHARUDDIN**  
**Independent Non-Executive Director**  
Country Managing Director, Accenture



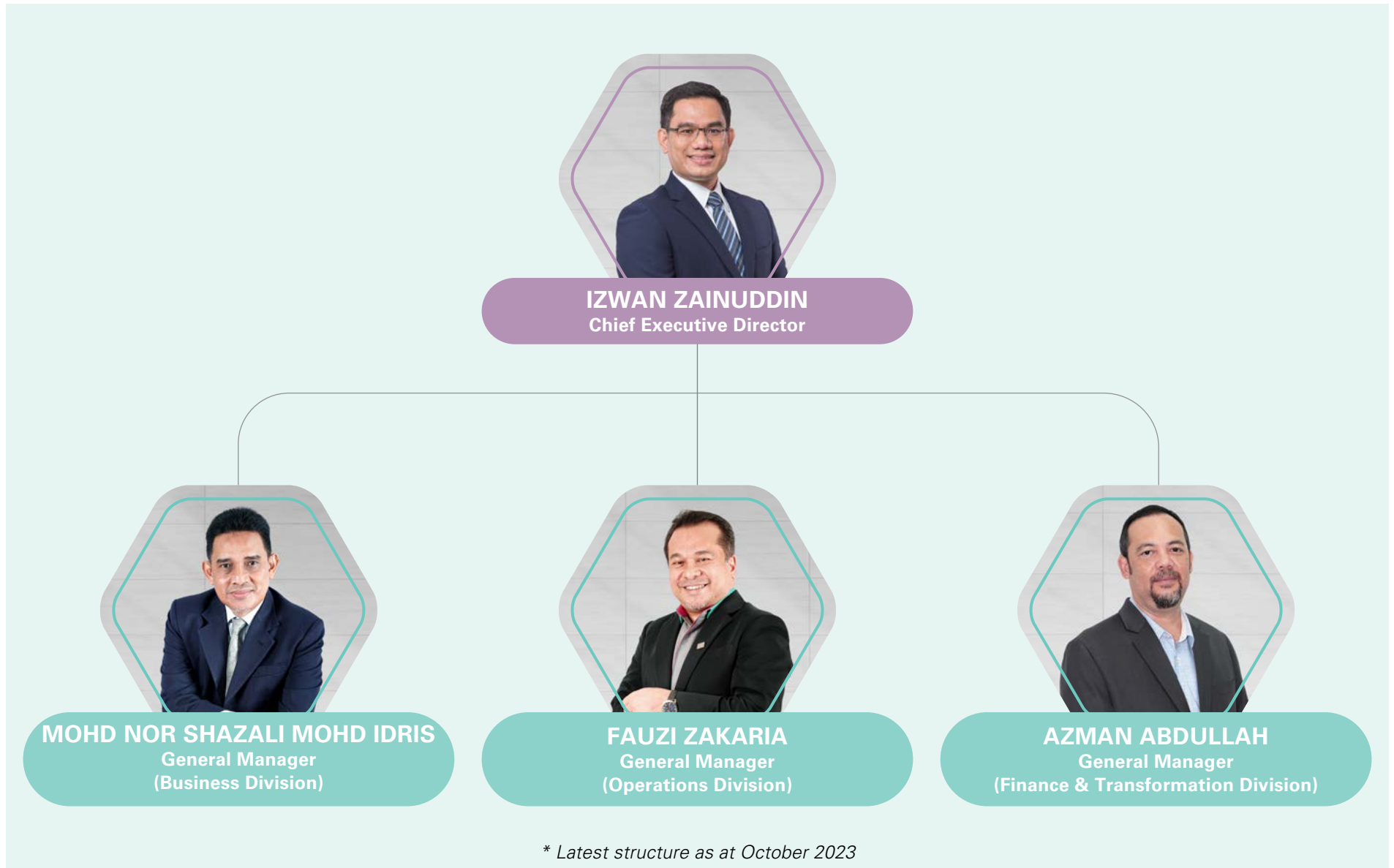
**ZARIR MOHD SALLEH**  
**Independent Non-Executive Director**  
Managing Director of Corporate Strategy,  
Affin Bank Berhad



**SHARIFAH WAHAIDA LAILATUL  
SYED HASSAN SAGAFF**  
**Non-Independent Non-Executive Director**  
Deputy Secretary Division, Investment  
Management and Monitoring Section,  
Ministry of Finance

*\* Latest structure as at October 2023*

# MANAGEMENT TEAM



# MESSAGE FROM CHAIRMAN

“ Assalamualaikum Warahmatullahi Wabarakatuh,

**With deep pride and a profound sense of responsibility, I extend heartfelt greetings to each of you as we proudly present the Sustainability Report for 2022 ‘Delivering a Sustainable Community and Environment’ on behalf of PERBADANAN USAHAWAN NASIONAL BERHAD (PUNB). ”**

This report is a testament to our unwavering commitment to nurturing and empowering entrepreneurs, fostering sustainable development for the prosperity of our nation.

In the spirit of the SDGs, PUNB has consistently aligned its mission with the principles of inclusive growth, environmental stewardship, and societal well-being. This report encapsulates the diverse range of initiatives and programmes undertaken by PUNB throughout the year, illustrating our dedication to fostering a robust entrepreneurial ecosystem that not only thrives economically but also leaves a lasting positive impact on society.

As we navigate the challenges and opportunities of the past year, it is heartening to witness the resilience and tenacity displayed by our *Rakan Usahawan*. PUNB, in collaboration with our valued partners, has worked tirelessly to create an environment that encourages innovation, ethical business practices, and sustainable development. Through financial support, mentorship programmes, and capacity-building initiatives, we have empowered entrepreneurs to realise their full potential and contribute meaningfully to the national and global sustainability agenda.

This report delves into the success stories of entrepreneurs who have not only achieved business excellence but have also embraced the essence of responsible entrepreneurship. We celebrate these accomplishments as we hope to be Malaysia’s premier entrepreneurial development organisation.

In the ever-evolving landscape of entrepreneurship, PUNB remains committed to staying at the forefront of sustainable development. Our endeavours are guided by a vision where businesses are not only profitable but also ethical, inclusive, and environmentally conscious. The SDGs provide a robust framework for us to measure our impact and continually strive for excellence in these areas.

I extend my deepest gratitude to our dedicated *Rakan Usahawan* for their hard work, innovation, and commitment to making a positive difference. To our strategic partners and stakeholders, your unwavering support has been instrumental in our shared journey towards sustainable development.

As we embark on the path ahead, let us reaffirm our collective commitment to building a nation where entrepreneurship is a force for positive change. Together, let us continue to write the success stories of PUNB and contribute to a prosperous, sustainable, and inclusive Malaysia.

Thank you.



**TAN SRI ACRYL  
SANI ABDULLAH  
SANI**  
Chairman



# MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

“ I am honoured to introduce the Sustainability Report 2022 - Delivering a Sustainable Community and Environment. In a world marked by unprecedented challenges and opportunities, this report serves as a chronicle of our ongoing journey towards a more sustainable and equitable future. ”

**IZWAN  
ZAINUDDIN**  
Chief Executive  
Officer



As we reflect on the past year, our commitment to responsible and impactful business practices has guided our actions. The SDG framework has served as our compass, inspiring us to integrate sustainability into every facet of our operations.

In the spirit of sharing, this report provides a comprehensive overview of our initiatives, achievements, and ongoing efforts. Our focus remains on creating an environment where entrepreneurship thrives not only in financial terms but also as a force for positive change in our communities.

At the heart of our mission is the belief that business success should be synonymous with social responsibility. As we navigate the complexities of the business landscape, we remain dedicated to initiatives that align with the SDGs and address the pressing challenges of our time.

Our dedication over the year towards sustainability is exemplified through various initiatives like the Sustainable Assistance for Flood and Environment Disaster (SAFE) and post-flood moratorium financing to those affected in times of environmental challenges, emphasising the commitment to aiding our *Rakan Usahawan* recovery journey. Besides that, we also continue to support businesses, particularly in the renewable energy sector, contributing to environmental sustainability and fostering innovation in green technologies.

Our commitment to social welfare is also demonstrated through zakat distribution, reaching individuals and addressing immediate community's needs, apart from a Corporate Social Responsibility (CSR) programme with Prime Minister's Department of Malaysia for the Orang Asli community, underscores our devotion to community development and cultural preservation.

Our projects and programmes have not only adapted to the changing landscape but sought innovative solutions to address emerging issues. We acknowledge that our journey is far from over. The SDGs demand sustained commitment, continuous improvement, and a willingness to adapt to new realities.

As we move forward, we remain focused on inclusivity, leaving no one behind, and ensuring that our actions contribute to a more sustainable and resilient world for all.

I extend my gratitude to our dedicated team, *Rakan Usahawan*, stakeholders and those who have supported PUNB on this remarkable journey. The challenges we face may be daunting, but with shared determination, we can build a future that is defined by compassion, justice and environmental stewardship.

Thank you for your unwavering commitment to the SDGs and PUNB.

# OUR SUSTAINABILITY STRATEGY

PUNB’s mandate is to provide opportunities to Bumiputera entrepreneurs in achieving business success through the provision of financial and business support,” while keeping in line with its vision “to be Malaysia’s premier entrepreneurial development organisation”.

In order to ensure success in its endeavours, it is therefore imperative to embed sustainability principles into its daily operations as part of the long-term objective to deliver both positive and impactful outcomes. PUNB has developed its four pillars approach to sustainability as detailed below:

 <p><b>OUR PEOPLE</b></p> <p>We focus on creating a nourishing environment for our people. We provide necessary support for the health, safety and wellbeing of our people in addition to cultivating a positive culture.</p>	 <p><b>OUR ENVIRONMENT</b></p> <p>We strive to reduce environmental impact by being energy efficient, reducing e-waste and using of green products and services.</p>
 <p><b>OUR ENTREPRENEURS</b></p> <p>We assist our entrepreneurs in their business by providing financial support and advisory services.</p>	 <p><b>OUR ORGANISATION</b></p> <p>We conduct our business ethically. Ensuring transparency and accountability.</p>

As one of the avenues to narrow the gap of disparity amongst the economic participation of the various ethnic minorities in the country, PUNB is responsible in creating and enhancing more opportunities for the participation and involvement of Bumiputera in entrepreneurship as well as developing a dynamic, resilient and progressive BCIC. Hence, PUNB is tasked in creating added economic value by increasing Bumiputera participation in entrepreneurship beyond monetary terms.

As such, creating a self-sustaining and sustainable businesses for the targeted community is one of its objectives. PUNB is also mindful of the impact of its operations as it ensures that its decisions and actions facilitate a sustainable, equitable and responsible transition for itself and its portfolio of companies. The success of such a transition would be the embedding of ESG practices into their operations.

As a precaution to ensure all parties stay on course in their sustainability journey, PUNB has designed a holistic approach, guided by its understanding of the material issues affecting its operations. Recognising the complexity and diverse nature of the companies in its portfolio, PUNB has adopted a set of sustainability principles to guide its sustainability journey since there is no one-size-fits-all approach. Finding a fitting approach will take time, and it strongly believes that taking actions today will serve as a start in its sustainability journey that will yield positive impact for both itself and its stakeholders.

PUNB intends to:

- Establish a GHG emission baseline
- Evaluate its internal operations by upgrading to greener technology - LED lighting replacement was carried since 2019 and other planned activities include deploying solar panel, recycling papers, upgrading greener office equipment i.e., air conditioning, printers, etc.
- Conduct awareness programmes on ESG to its management, employees, entrepreneurs, etc.
- Integrating Climate Risk Considerations into its operations (criteria for greener funding consideration – ESG Risk funding) such as not funding business or activities that are:
  - a. adverse to climate change or damaging to natural capital
  - b. detrimental to the health, safety and well-being of society
  - c. violate laws or regulations
  - d. unethical business.
  - e. violate Islamic principles

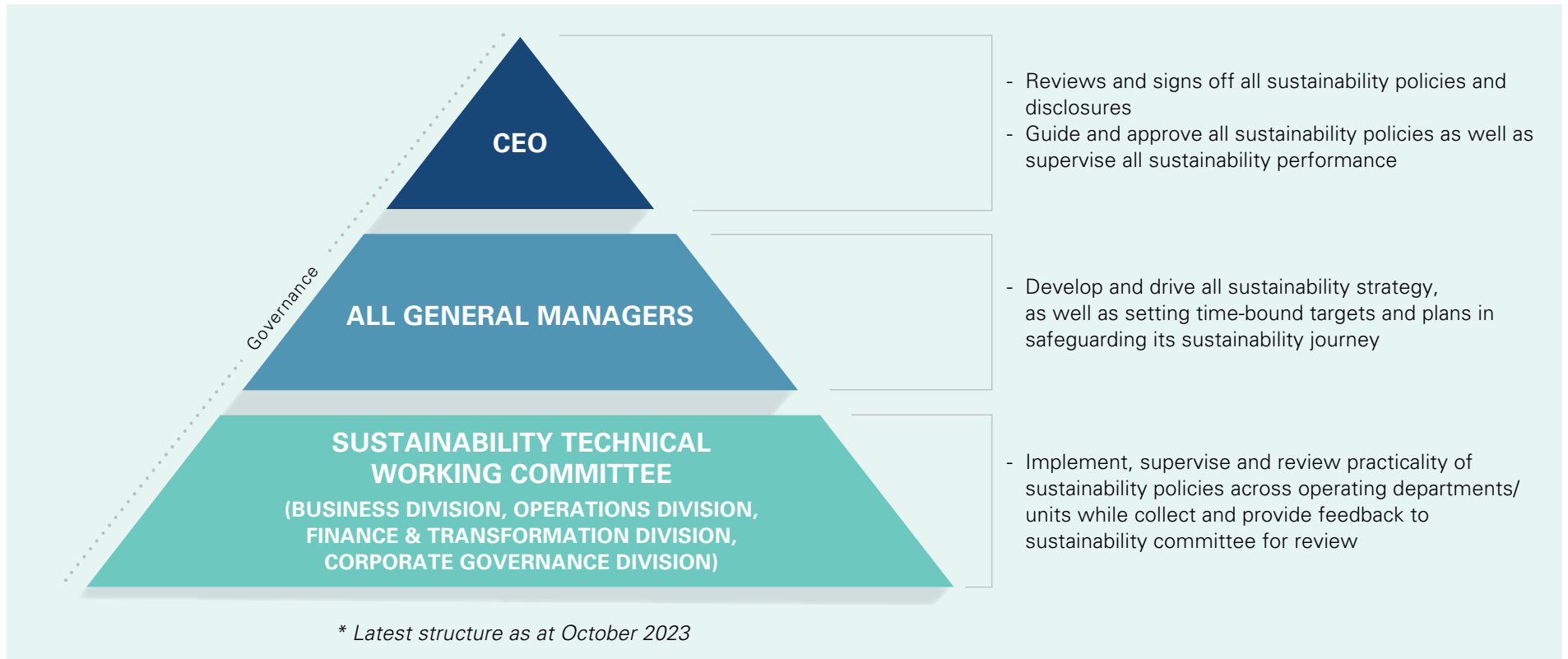
# OUR GOVERNANCE

## SUSTAINABILITY GOVERNANCE STRUCTURE

PUNB is embarking to embed sustainability as an integral part of its operations by making sustainability part of the Board’s agenda. All sustainability matters would come under the reviews of the Board where it would be required to sign off on sustainability policies and disclosures. These include both new and newly updated policies and procedures such as the Whistleblowing Policy, Anti-corruption and Bribery, as well as the Information Security Privacy policy.

Currently, the CEO is the ultimate decision-making authority to determine the sustainability direction of PUNB.

PUNB’s CEO is responsible for developing and driving our sustainability strategy, as well as setting time-bound targets and plans in safeguarding its sustainability journey.





# OUR SUSTAINABILITY POLICIES

In line with PUNB’s sustainability goals, it has actively sought to improve and raise the level of sustainability within its operations while addressing social, environmental and economic challenges. Several sustainability policies aimed at delivering on PUNB’s sustainability commitment have been launched over the years and it has also encouraged its clients, suppliers and partners to adopt such policies.

ESG Indicator	Policy	Year Introduced	Review & updated	Publicly available at:
<b>Governance</b>	Whistleblowing Policy	2019	Nil	<a href="https://www.punb.com.my/images/pdf/Whistleblowing-Policy/PUNBWhistleblowingPolicy.pdf">https://www.punb.com.my/images/pdf/Whistleblowing-Policy/PUNBWhistleblowingPolicy.pdf</a>
<b>Governance</b>	Anti-corruption and Bribery Policy	2021	Nil	<a href="https://www.punb.com.my/images/pdf/ABC-Policy/PUNB_ABC_Policy.pdf">https://www.punb.com.my/images/pdf/ABC-Policy/PUNB_ABC_Policy.pdf</a>
<b>Governance</b>	Information Security Privacy Policy	2017	Scheduled to be updated in 2023	<a href="https://www.punb.com.my/en/informasi/polisi-notis-privasi/polisi-keselamatan-maklumat">https://www.punb.com.my/en/informasi/polisi-notis-privasi/polisi-keselamatan-maklumat</a>

# STAKEHOLDERS ENGAGEMENT



Stakeholders	Entrepreneurs	Regulators & Government Agencies	Employees	Communities
<b>Engagement channel</b>	<ul style="list-style-type: none"> <li>Website</li> <li>Official social media</li> <li>Roadshow &amp; exhibition</li> <li>Site visit</li> <li>Call centre</li> </ul>	<ul style="list-style-type: none"> <li>Website</li> <li>Official social media</li> <li>Meeting &amp; forum</li> <li>Association</li> <li>Formal event</li> </ul>	<ul style="list-style-type: none"> <li>Townhall with CEO</li> <li>Feedback platform</li> <li>Regular electronic communications (ICNet, email, newsletter etc.)</li> <li>Training</li> </ul>	<ul style="list-style-type: none"> <li>Website</li> <li>Official social media</li> <li>Community outreach programme</li> </ul>
<b>Objective of engagement</b>	Improve customer experience	Compliance of laws and regulations	<ul style="list-style-type: none"> <li>Develop and retain talent</li> <li>Ensure a safe and engaging work environment</li> </ul>	Support initiatives that address unemployment & empower the Bumiputera community
<b>Outcome of engagement</b>	Implementation of e-Mohon	<ul style="list-style-type: none"> <li>Report and policies made for public disclosure</li> <li>Internal Standard Operating Procedure</li> </ul>	Provide benefits to employee	<ul style="list-style-type: none"> <li>JUMPER programme</li> <li>Zakat distribution</li> </ul>
<b>Value of engagement to:</b>				
<b>PUNB</b>	<ul style="list-style-type: none"> <li>Ability to sustain PUNB growth of portfolio</li> <li>Strong and trusted branding</li> </ul>	<ul style="list-style-type: none"> <li>Financial stability and governance to support economic growth</li> </ul>	<ul style="list-style-type: none"> <li>Engage employees to demonstrate better productivity</li> </ul>	<ul style="list-style-type: none"> <li>Grow PUNB presence and position</li> <li>Corporate social responsibility</li> </ul>
<b>Stakeholder</b>	<ul style="list-style-type: none"> <li>Access to safe and reliable financing channel</li> <li>Receive advisory and monitoring services</li> </ul>	<ul style="list-style-type: none"> <li>Taxes and zakat paid to the government</li> <li>Support their effort in promoting awareness</li> </ul>	<ul style="list-style-type: none"> <li>Attractive benefit program</li> <li>Strong learning culture</li> </ul>	<ul style="list-style-type: none"> <li>Promoting financial literacy</li> <li>Creating business opportunities</li> </ul>

# MEMBERSHIP TO PROFESSIONAL BODIES



**Malaysian Institute of Management (MIM)**



**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 Financing Institutions in Asia and the Pacific (ADFIAP)**

# ASSESSING MATERIALITY

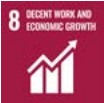






In order to identify the sustainability matters that are most material to PUNB’s business and its key stakeholders, PUNB has scheduled to conduct its materiality assessment in 2023.

The materiality assessment to be conducted in 2023 would be based on an internal study where a study draft of the outcome would be mapped onto a materiality matrix to indicate material matters that are important to PUNB and to the operations of PUNB. The outcome of the survey would be reviewed by the Steering Working Committee, All General Managers and the CEO.

## OUR CONTRIBUTION TO UN SDGs

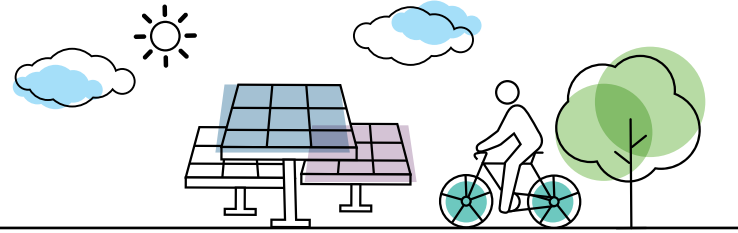
SDGs	OUR INITIATIVES	PAGE REFERENCE
	<ul style="list-style-type: none"> <li>• RM413,725 were spent to help 231 disadvantaged people via its zakat contribution.</li> </ul>	27
	<ul style="list-style-type: none"> <li>• Medical benefits to all staff and extended to their spouse and children if married while for single staff the benefits are extended to their parents.</li> <li>• Established a Safety and Health Committee and Emergency Response Team (ERT) to assist in the development of safety and health rules and safe systems of work.</li> <li>• Conducts regular health events to educate employees of the need for their well-being.</li> <li>• 96% of employees in an independent survey rated PUNB positively.</li> </ul>	25 - 26
	<ul style="list-style-type: none"> <li>• More than 4,215 entrepreneurs and PUNB’s employees underwent training.</li> </ul>	7 & 27
	<ul style="list-style-type: none"> <li>• 53% of its employees are women.</li> <li>• Almost 45% women representation in leadership role.</li> </ul>	24
	<ul style="list-style-type: none"> <li>• Since 2020, PUNB had helped 4 companies in the renewable energy sector to provide clean and affordable energy to the community.</li> </ul>	20

# ASSESSING MATERIALITY

SDGs	OUR INITIATIVES	PAGE REFERENCE
	<ul style="list-style-type: none"> <li>• Attractive remunerative policy that also complies with the relevant laws and regulations in Malaysia.</li> <li>• PUNB helped more than 600 Bumiputera businesses in 2022.</li> </ul>	7, 24 & 28
	<ul style="list-style-type: none"> <li>• Introduced SAFE programmes to meet market needs and in 2022, PUNB continuously introduced the SUCCESS and SPUR programmes.</li> </ul>	7, 29 & 30
	<ul style="list-style-type: none"> <li>• Helped more than 600 Bumiputera businesses in 2022 through its various financing schemes and programmes.</li> </ul>	7 & 29
	<ul style="list-style-type: none"> <li>• 100% of its suppliers are local.</li> <li>• Since 2021, PUNB had helped 3 companies in the renewable energy sector to provide clean and affordable energy to the community.</li> </ul>	20 & 29
	<ul style="list-style-type: none"> <li>• PUNB's 2022 carbon emissions is estimated at 629.90 tCO<sub>2</sub>e.</li> </ul>	21
	<ul style="list-style-type: none"> <li>• 225 employees were educated on anti-bribery.</li> </ul>	28
	<ul style="list-style-type: none"> <li>• Supported 3 companies since 2021 in the renewable energy sector.</li> <li>• Collaboration with 1 government agencies and 19 other agencies to accelerate infrastructure development for SMEs.</li> </ul>	20 & 32

# ENVIRONMENTAL STEWARDSHIP

## ENVIRONMENT



### ADDRESSING CLIMATE CHANGE

Understanding the importance of combating climate change for the survival of the planet, and, more importantly, the survival of most living things worldwide is no longer an illusion as the world is now experiencing extreme weather patterns. In order to contribute its part in the survival of the world, PUNB intends to first strive towards a net zero carbon commitment by managing its operational carbon footprint.

Though PUNB currently does not have any policies nor strategies to address the climate change issue, it, however, intends to examine and evaluate its position in the decarbonisation effort starting with its operations in order to contribute to a more environmentally sustainable future.

It is also looking into integrating Climate Risk Considerations into its funding services by establishing criteria for a greener financing scheme that evaluate whether to not fund businesses or activities that are:

<p>i</p> <p>Adverse to climate change or damaging to natural capital</p>	<p>ii</p> <p>Detrimental to the health, safety and well-being of society</p>	<p>iii</p> <p>Violate laws or regulations</p>	<p>iv</p> <p>Unethical business</p>	<p>v</p> <p>Violate Islamic principles</p>
--	--	---	-------------------------------------	--

In fact, it specifically approved funding for two companies operating in the renewable energy sector in 2021, with total financing amounting to RM2.8 million. In 2022, one company in the renewable energy sector was approved with a total financing approval amounting to RM5 million. The acceptance of the renewal energy sector could form a basis for PUNB to examine the establishment of a green financing scheme.

For its internal operation, PUNB is planning to look into various aspects of its operations that could help it minimise climate change. Areas that are considered included upgrading some of its facilities to greener technology i.e., LED lighting, deploy solar panel, recycle papers, upgrade greener office equipment i.e., air conditioning, printers. In fact, it had begun replacing conventional bulbs with LED lighting since 2019 beginning with its headquarters and followed by its regional offices and branches.

However, PUNB intends to first establish a GHG emission baseline before setting a target for its GHG Emission improvement in 2025.

# ENVIRONMENTAL STEWARDSHIP



## OUR ENVIRONMENTAL FOOTPRINT

Currently, PUNB’s environmental data only involves electricity consumption, fuel consumption and paper consumptions and these data are restricted to usage at the headquarters only. PUNB aims to gradually increase its data collection to include all its offices in Malaysia.







PUNB is reporting on its Scope 1 and 2 emissions whereby its Scope 1 is on the direct emissions from company-owned and controlled resources such as its company vehicles usage. Its Scope 2 emissions data is derived from electricity usage purchased from Tenaga Nasional Berhad (TNB).

In other words, emissions are released into the atmosphere as a direct result of a set of activities, at the firm level. All fuels that produce GHG emissions must be included in Scope 1.

Using the LCOS SME Carbon Footprint Snapshot provided by the Malaysian Green Technology and Climate Change Corporation (MGTC), PUNB’s 2022 carbon emissions for its scope 1 and 2 is estimated at 629.90 tCO<sub>2</sub>e. This is a significant increase from its 2021 carbon emission of 448.70 tCO<sub>2</sub>e.

The main reason for the increase is that during 2020 and 2021, the COVID-19 pandemic pushed PUNB to adopt the “Work From Home” (WFH) practice. This inevitably reduced all utility and paper usage in the office. However, in 2022, with the resumption of normality, all PUNB staff resumed work in the office. Thus, energy, fuel and paper consumption naturally increased.

## Description

	2022	2021
<b>Electricity Consumption (kwh)</b>	 <b>691,892</b>	<b>547,708</b>
<b>Total Amount Spent</b>	 <b>RM328,893</b>	<b>RM253,637</b>
<b>Fuel Consumption (litres) Scope 1 &amp; 2</b>	 <b>38,845</b>	<b>9,250</b>
<b>Total mileage covered &amp; fuel efficiency</b>	 <b>319,021km</b> Efficiency at 12.18 litre/100km	<b>88,697km</b> Efficiency at 10.4 litre/100km
<b>Paper Consumption (kg)</b>	 <b>1,500 reams</b>	<b>750 reams</b>
<b>Total Amount Spent (PUNB Headquarter Only)</b>	 <b>RM18,700</b>	<b>RM7,763</b>

 <https://www.mgtc.gov.my/lcos-sme-calculator/>



# EMPOWERING OUR COMMUNITY

## SOCIAL





### OUR EMPLOYEES

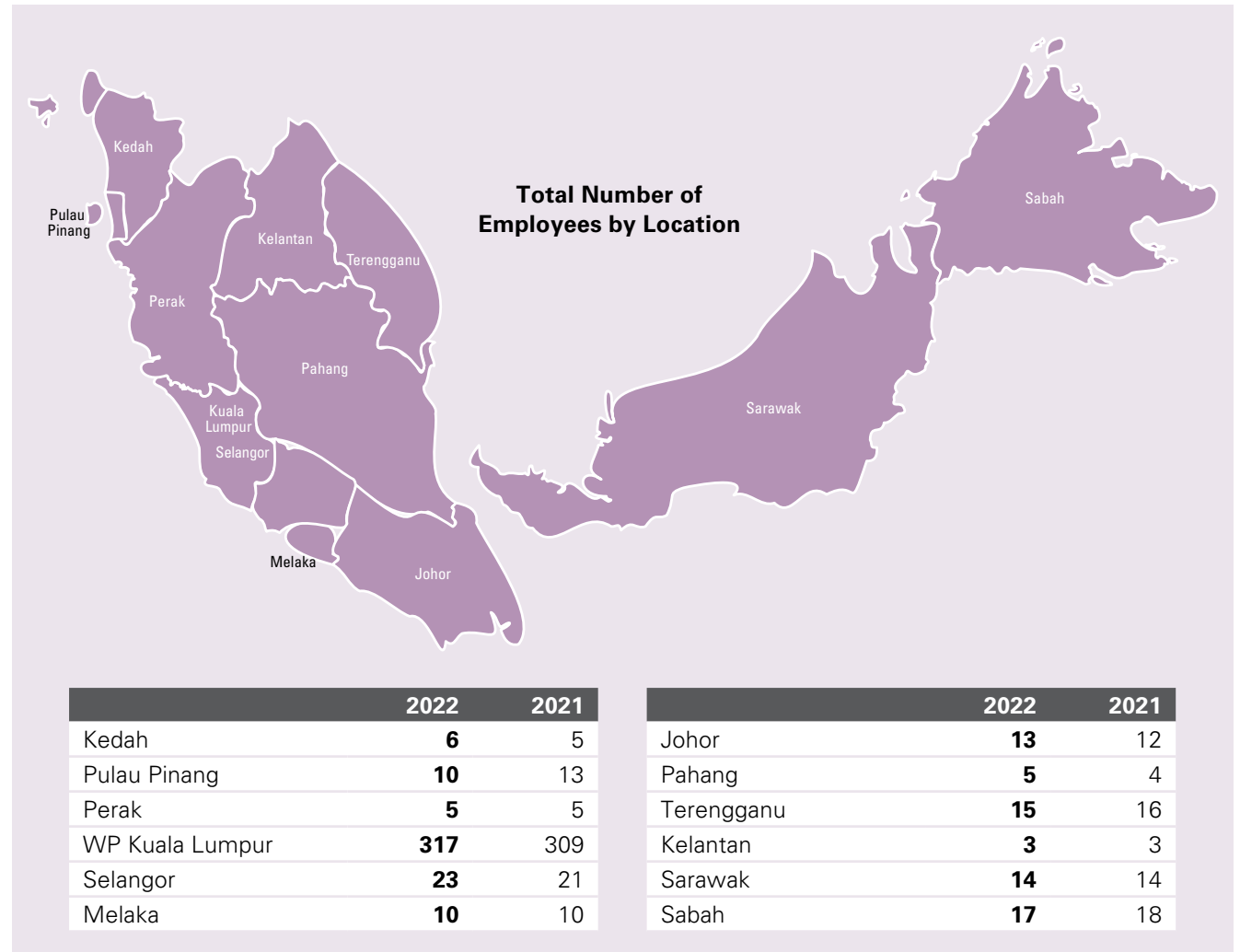
For 2022, PUNB employs 438 people. Its recruitment policy is to recruit individuals from various backgrounds, experiences and cultures so as to build a diverse and inclusive workforce, while also recognising the skills and specialisations required to advance and support its business priorities. Currently, all employees are formally appraised annually or at least once in the year.

#### Total number of employees

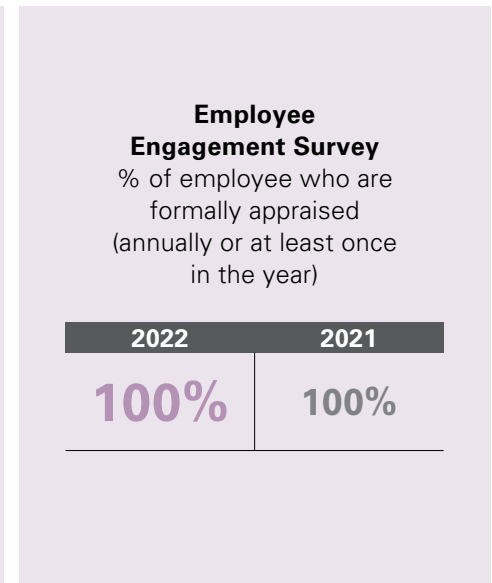
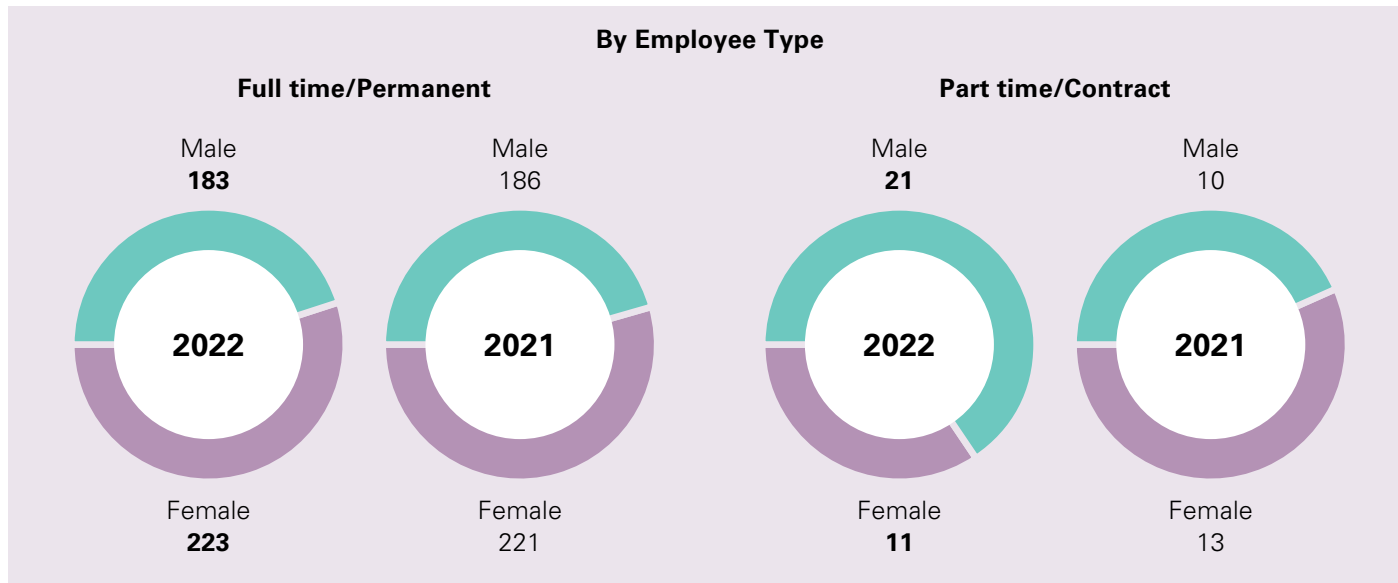
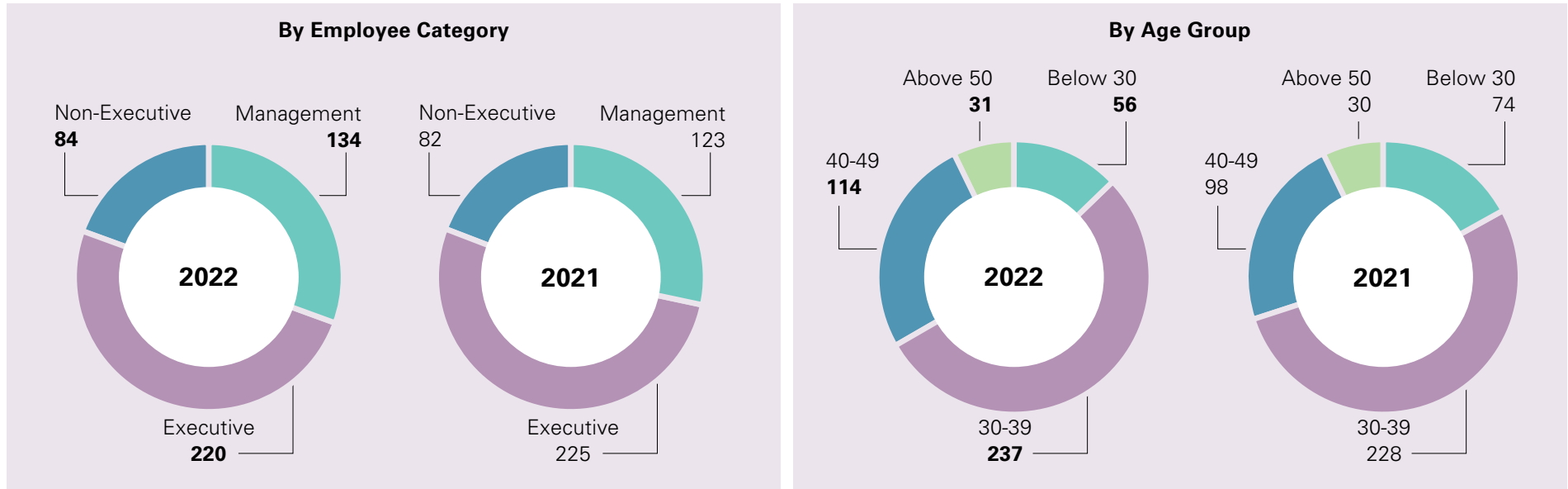
2022	2021
<b>438</b>	<b>430</b>

#### By Gender

2022	2021
<b>204</b> 	<b>196</b>
<b>234</b> 	<b>234</b>



# EMPOWERING OUR COMMUNITY



# EMPOWERING OUR COMMUNITY



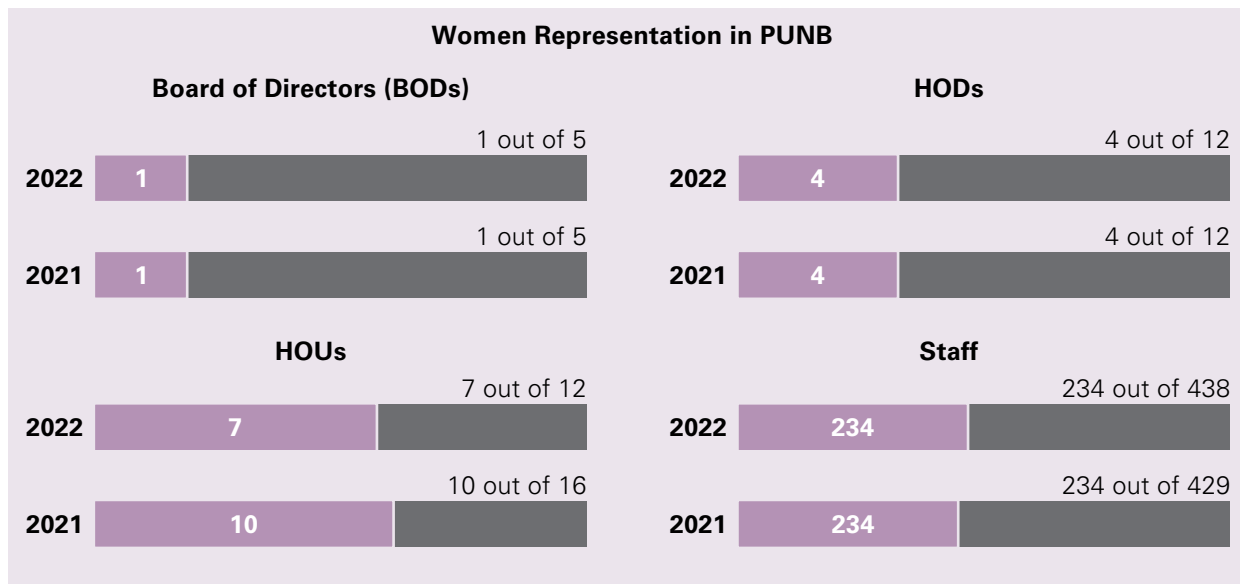
## i. Encouraging Diversity, Equity & Inclusion

PUNB has always been committed and pro-active in providing equal opportunities to all applicants who wish to work for PUNB at all levels. With its goal to embed ESG into its operation, PUNB is looking into reviewing and if needed revise its hiring policy as well as diversity, gender equality, equity and inclusion policies.

Currently, it has almost 45% women representation in leadership role. PUNB has one woman appointed to the Board, out of a total of five board members with also four out of 12 Head of Departments (HODs) and seven out of 12 Head of Units are women.

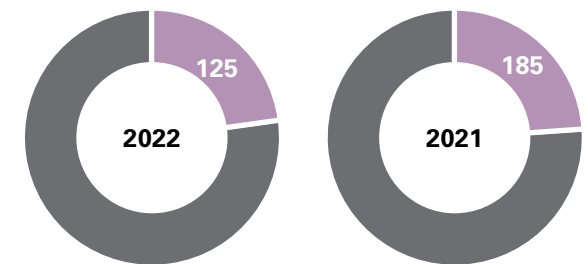
Most importantly, it has 234 female employees or over 50% women employees out of a total of 438 staff, way above Malaysia’s female workforce average of 39.2% as well as the world average of 39.49% according to International Labour Organisation and U.N. Population Division (source: <https://www.qualtrics.com/blog/countries-ranked-by-female-workforce/>). This level of representation was similar in 2021.

This is also true in its support of women entrepreneurs. In 2022, slightly over 30% of the Bumiputera entrepreneurs it supported were women. PUNB is committed to support the government’s effort in achieving the set target of 30% women representation target, which is also the universal standard and one of the UN SDG agendas on gender equality, where women and men shall be given equal opportunities in the political, economic and other fields.



### Women Entrepreneurs supported by PUNB

**125** out of 419 were women entrepreneurs  
**185** out of 588 were women entrepreneurs



**Total financing distributed to women entrepreneurs**  
**RM48,055,000**    **RM60,389,861**

\* Data reported as at December 2022.

# EMPOWERING OUR COMMUNITY



## ii. Fair Pay and Attractive Remuneration

PUNB abides by the stipulated Minimum Wages Order 2020 which came into effect on 1 February 2020. This Minimum Wage Order 2020 has since been updated twice, firstly on 1 May 2022, affecting employers who employ five or more employees or are MASCO Employers (regardless of the number of employees employed) and on 1 July 2023, encompassing all employers, with the increase in minimum wage from RM1,200 to RM1,500 per month.

Even before the mandated Minimum Wages Order 2020 was put into effect, PUNB was already committed to providing an attractive remunerative policy that also complies with the relevant laws and regulations in Malaysia.

## iii. Positive Feedback from Employees

Though PUNB has yet to implement its own employee satisfaction study, feedbacks obtained from jobstreet from its employees have been largely positive with 96% who participated in the survey recommending PUNB to would-be applicants. The employees gave **PUNB 4.5 stars rating out of a total of 5 stars**, with 5 stars indicating the most positive rating.



## iv. Employee Welfare

PUNB also adheres to offering a generous medical benefits and allowances to its staff. Full time female employees are entitled to 98 days of maternity leaves with full pay annually while their male counterparts are entitled to seven days paternity leaves. This is in line with the updated Employment (Amendment) Act 2021, which was passed in Parliament in March 2022 and took effect only on 1 January 2023.

All employees are entitled to medical benefits. The benefits not only cover the immediate family members, especially for those who are married with children, it also extends to include employees' parents if the employee is single. Though there is no mandatory requirement for employers to offer medical coverage or Takaful as a benefit to employees in Malaysia, PUNB believes that the overall well-being of its employees is a critical element in the success of its business in Malaysia. As an employer, it takes proactive measures to ensure that its employees' mental health and physical well-being are cared for.



# EMPOWERING OUR COMMUNITY



## v. Providing a Safe Working Environment

PUNB is committed to making the workplace a safe, productive and meaningful space and as such has adopted site-specific health and safety measures in line with the national standards as stipulated by the Occupational Safety and Health Act (OSHA) 1994.

It has established a Safety and Health Committee consists of employee representatives to assist in the development of safety and health rules and safe systems of work. Besides that, it has also established an Emergency Response Team (ERT) to evacuate employees as well as to fight fires in the event of an emergency. This is an internal team consisting of volunteer employees designated to respond to internal emergencies before the arrival of public rescue agencies.

On top of that, it also conducted educational and awareness activities to equip all employees with knowledge on health. In 2022, a Hari Kesihatan PUNB was organised, with several health and wellness talks and activities aimed at disseminating health awareness to its employees. The event was well received by the employees where a total of 113 employees attended the various activities that included:

<b>i. Health Talk</b>	<b>ii. Health screening</b>	<b>iii. Biometric health screening</b>
<b>iv. Musculoskeletal screening</b>	<b>v. Dental screening</b>	<b>vi. Healthy micro-market</b>





No. of report of work-related ill health  
*(COVID-19 was considered as work-related ill health until 30 April 2022)*

18

---



No. of report of work-related injuries

14

# EMPOWERING OUR COMMUNITY



## OUR HUMAN CAPITAL DEVELOPMENT STRATEGY FOR EMPLOYEES & ENTREPRENEURS



PUNB believes in the development of its human capital, and as such, invests considerably in providing additional training for both its employees and entrepreneurs under its support. This is to ensure all its employees and entrepreneurs are given the chance to progress in their respective tasks, while equipping them with the necessary skill and knowledge to maintain and support its operations while ensuring its entrepreneurs are armed with the right market skill to succeed in their business.

PUNB provides both knowledge and practical information for the development of its entrepreneur and staff through various training programmes. Moreover, PUNB also provides financing scheme to the educational sector.

Training Data for Entrepreneurs and Employees					
Entrepreneurs	2022	2021	Employees	2022	2021
Trainings	22	23	Trainings	51	96
Training Sessions	219	182	Average hours of training per year per employees hours	59.76	45.83
Participants	3,830	3,289			

\* Entrepreneurs training under EMDU and ETDU.

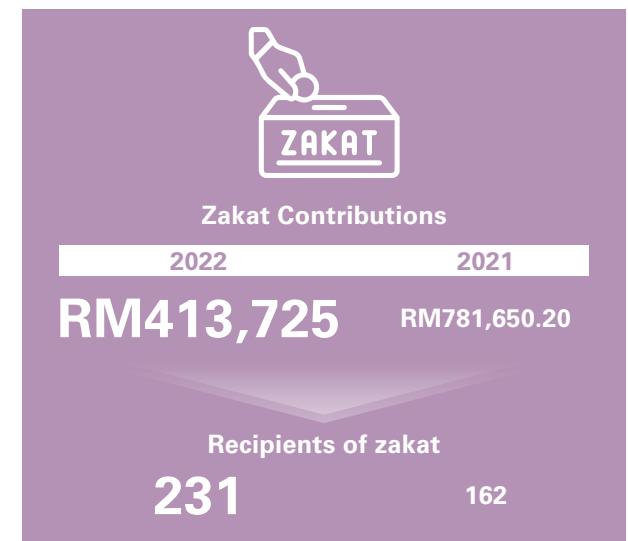
\* Technical skills only



## ENGAGEMENT WITH OUR COMMUNITY

PUNB believes in putting in the effort to help lift people out of hunger and poverty even though this is an idealist endeavour as, inequalities persist, and large disparities remain. However, the commitment in believing that it should not leave anyone behind is at the heart of PUNB mandate to end hunger and poverty and it should provide an opportunity to some to have access to income, food, land, health and education, especially in rural areas, where most of the poor live.

As such, PUNB continues to contribute a considerable amount of monetary commitment towards providing a better quality of life via its zakat programme.



# DRIVING GROWTH



## MARKETPLACE



### RESPONSIBLE BUSINESS PRACTICES

#### Business Code of Conduct

PUNB’s Code of Good Business Practice serves as a general guideline that governs how PUNB conducts its operations. This guideline serves as the definitive guide for the management and staff of PUNB to operate. In this respect, for PUNB to fully assist Bumiputera entrepreneurs to succeed, PUNB also wants to encourage its management and staff to be in tandem with these aspirations - to be positive, progressive and dynamic, centered on the tenets of integrity, honesty and sincerity.

In pursuit of these aspirations and objectives, PUNB expects all employees to acknowledge their responsibility to comply with all its policies as well as the laws and regulations of the country while working within the highest professional and ethical standards of Malaysia.

#### Anti-corruption & Bribery

PUNB is committed to working against corruption in all its forms, including extortion and bribery. Our Code of Conduct and Business Ethics Policy prohibits the giving and receiving of any types of bribe or other benefits that may influence our employees’ ability to carry out their duties legally and/or in line with company interest.

PUNB has formulated a whistleblowing policy to encourage employees and its stakeholders to disclose any fraud, corruption, serious financial misappropriation and abuse of power while providing them with protection once they have done so. Our whistleblowing policy enables internal and external stakeholders to report cases involving fraud, bribery, corruption and other irregularities directly to the relevant party.

Moreover, PUNB also ensures its employees are fully equipped with the knowledge on anti-bribery policies and this is done through internal training. In 2022, a total of 67 hours of training involving 225 employees took place in educating its employees on anti-bribery.

In 2022, there were no corruption, extortion or bribery case involving its employees.



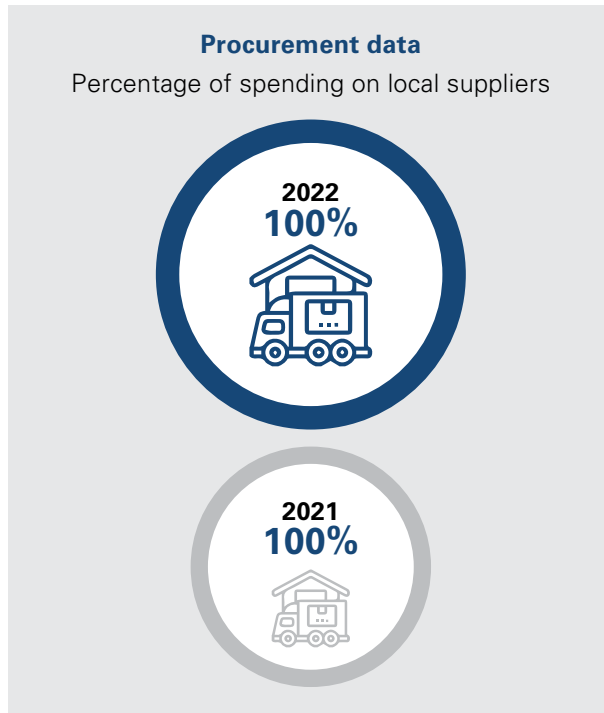


# DRIVING GROWTH



## SOURCING SUSTAINABLY

Even though PUNB does not have a green sourcing policy, it was able to source 100% of its needs from local suppliers. In order to manage and control procurement, PUNB has planned to set up a procurement unit in 2023.



## BENCHMARKING OUR PRACTICES

Malaysia launched the National Green Technology Policy (NGTP) in July 2009 in line with the global trend to adopt sustainable development practices. In line with the Government’s direction, PUNB has also embarked on an initiative to include environmentally-friendly business sector as well as integrate ESG considerations into its funding decision-making process.

PUNB’s goal is to secure the highest level of success in creating competent Bumiputera entrepreneurs as well as exacting positive returns within a set acceptable risk threshold. This is to ensure the operation’s sustainability. In order to achieve these objectives and ensure the fund’s long-term sustainability, PUNB’s strategy is to ensure that companies receiving its assistance integrate ESG considerations into their operation, namely good corporate governance and a sustainable business model that encompass their ability to create long-term value.

In its financing programme, PUNB has helped more than 600 Bumiputera businesses in 2022 through its various financing schemes and programmes in obtaining financing and business training.

Financing scheme	PEMBIAYAAN PROSPER	SUSTAINABLE ACCELERATE SCHEME (SUCCESS)	SPUR 2.0 <small>SKEM PERMUDAAN USAHAWAN TERSEKUTU COVID-19 2.0</small>	PROSPER SAFE	PROSPER HARTANAH
Number of Bumiputera entrepreneurs helped in 2022	263	142	18	6	266
Number of Bumiputera entrepreneurs helped in 2021	300	184	74	n/a	253

PUNB is directly contributing to the growth of small and medium size enterprise (SMEs) by providing financing scheme to various business sector especially those involved in the services sector.

## DRIVING GROWTH

### PEMBIAYAAN PROSPER

PROSPER financing is an initiative to assist Bumiputera entrepreneurs to improve and elevate their businesses to be more competitive so as to enable them to participate in the national economy, and thus, narrow the gap of disparity between the economic participation amongst the various ethnic groups.

#### Our Performance

Total fund allocated  
2022

**RM139 million**

2021  
RM186 million

Total number of approved financings

2022  
**263**

2021  
300

Total amount approved  
2022

**RM201,410,000**

2021  
RM200,157,861

### SUSTAINABLE ACCELERATE SCHEME (SUCCESS)

Sustainable Accelerate Scheme (SUCCESS) is a newly introduced initiative provided by PUNB in providing support of the *Rakan Usahawan* so as to help sustain their business after the impact of the prolonged COVID-19 pandemic.

#### Our Performance

Total fund allocated  
2022

**RM50 million**

2021  
RM50 million

Total number of approved financings

2022  
**142**

2021  
184

Total amount approved  
2022

**RM37,470,000**

2021  
RM47,875,000

### SPUR 2.0

SKIM PEMBIAYAAN USAHAWAN TERKESAN COVID-19 2.0

Skim Pembiayaan Usahawan Terkesan COVID-19 (SPUR) is an initiative provided by Perbadanan Usahawan Nasional Berhad (PUNB) in providing support for individual Bumiputera to set up new business or business affected due to the pandemic of COVID-19 which resulted in the global economic downturn.

#### Our Performance

Total fund allocated  
2022

**RM2 million**

2021  
RM7 million

Total number of approved financings

2022  
**18**

2021  
74

Total amount approved  
2022

**RM1,160,000**

2021  
RM5,475,000

## DRIVING GROWTH

### PROSPER SAFE

In 2022, PUNB introduced Sustainable Assistance for Flood and Environmental Disaster (SAFE) in response to one of the worse floods experienced in the country, with the resulting floods affecting eight states across the peninsula. During its furthest extent, flooding caused the concurrent displacement of more than 71,000 residents, and have affected over 125,000 people. It was declared by government officials as a “once in a century” disaster.

The SAFE initiative provided by PUNB was to assist affected *Rakan Usahawan* to recover and revive their businesses from flood and other natural disasters. The programme was opened to all affected *Rakan Usahawan* who seek financing support in several operational matters that include funding the cost of operation for up to three months, purchase of stocks to replace damaged goods, purchase or repair of operational equipment, relocation of office to a less risky area and renovate affected office or relocate to a new area.

#### Our Performance

**Total number of approved financings**

2022

**6**

**Total amount approved**

2022

**RM990,000**

### PROSPER HARTANAH

PUNB encourages entrepreneur to own their own building through this special PROSPER Hartanah scheme. This scheme offers business property rental for Bumiputera entrepreneurs who aims to provide opportunities for them to operate their businesses in commercial and strategic locations, such as in the city centres and new development areas, at competitive rental rates.

#### Our Performance

**Purchased new buildings**

2022

**14**

2021

16

**Rented out to tenants**

2022

**266**

2021

253

# DRIVING GROWTH

## BUSINESS INNOVATION PRACTICES

### a. Innovative Collaboration

The importance of innovation in SME is a given, and as such, PUNB also provides a financing scheme in any network to help accelerate the infrastructure of the SME.

Our Performance	
2022	2021
<b>Collaboration with government agencies</b> <b>1</b>	<b>Collaboration with government agencies</b> <b>2</b>
<b>Collaboration with other agencies</b> <b>19</b>	<b>Collaboration with other agencies</b> <b>12</b>

### b. Digitalisation Initiatives

In order to aligned with the Government’s direction towards digitalised nation, as envisaged in the Shared Prosperity Vision 2030, National 4IR & My Digital, PUNB has taken the initiative to encourage PUNB entrepreneurs to adopt digitalisation in their respective businesses by offering three digitalisation facilities, namely, the 100 Go Digital, the PUNB Digitalisation Incentive (PDI) and the PDI E-Commerce. *Rakan Usahawan* are encouraged to participate in identified digitalisation programmes and acquire the incentives provided by PUNB and other Government agencies with the goal to:

- 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 digitalization

Our Performance	
2022	2021
<b>Business Opportunity Day</b> <b>2</b> webinars <b>76</b> <i>rakan usahawan</i>	<b>E-commerce on Shopee</b> <b>91</b> entrepreneurs participated
<b>Rakan Usahawan E-Commerce Onboarding Programme (Shopee)</b> <b>128</b> <i>rakan usahawan</i>	
<b>PUNB Digitalisation Incentive (PDI)</b> <b>181</b> recipients <b>RM399,970</b> disbursed	



## **RAKAN USAHAWAN'S PERSPECTIVE**

- 34 A Dream to Reality at That Last Slice**
- 36 Nurturing Future Leaders at Blue Whale**
- 38 Contributing to A Sustainable Operation at Risatrack Technology**
- 40 Playing A Part in Championing Kejuruteraan Cahaya Abadi's Green Agenda**
- 42 Medical Apparatus Supplies Innovates to Save The Environment**

# A DREAM TO REALITY AT THAT LAST SLICE



## SITI AISHAH

That Last Slice  
Owner



Through the effort of one determined entrepreneur, what was once a home-based hobby has blossomed into a bakery cum pastry café with a unique neighbourhood concept.

The business, which started in 2009 in a house in Subang Jaya while Puan Siti Aishah binti Nordin, the owner of That Last Slice, was still working with a full-time job, grew into a cake baking studio for the online market and baking classes for small numbers of students.

### The Ever-Growing Business

Enjoying some success and determined to expand the business, That Last Slice moved to a bigger space complete with a central kitchen in 2019. It continued with taking online orders only. Its location remained in Subang Jaya as set out by its neighbourhood concept which had brought about a large customer base from the area.

In March 2023, That Last Slice moved, once again, after having received tremendous feedbacks from regulars for a sit-in café, thus, the opening of the present sit-in café located yet in another part of Subang Jaya. The move was to meet the regular customers constant requests as well as to better service them since this loyal group were accustomed to her cakes. The Subang Jaya location was for easy access for her loyal customers to her café.

Apart from her online business which includes celebration cakes and yearly Hari Raya cookies, she has also increased her business offering to include the supply of cakes and pastries to other cafes.

### Minimising Food Waste

In the 14 years of business, the conscientious business owner has always believed in her commitment to one of the SDGs' goals in order to safeguard the environment. As a bakery cum pastry café, she believed That Last Slice can operate responsibly by abiding to the concept of a more sustainable production and consumption.

Food wastage is one the main concerns in the baking and café industry, which plays particular prominent in Aishah's operational code of conduct where she meticulously plan from how much raw materials to get from the suppliers right up to how much to bake on a daily basis.

"We have done prediction over the years, and I have to know the best sellers by studying our customers' habits. I conduct monthly review of the sales record and would analyse the record to determine which product does best. This result would determine the quantity of our raw material sourcing trend so as to minimise wastage," explained Aishah.

On finished product, in the event we do have leftovers, even after giving special discounts, these are donated, usually to the tenants around the area and sometimes to the masjid and suraus in the vicinity.

### Promoting Recycling of Packaging

Another industry concern, according to Aishah is the packaging and plastic use. In dealing with this issue, Aishah stated that "there are a lot of things we recycle and this not only includes the raw materials used but the packaging materials as well, especially the paper ones. They are sent to be recycled."

# A DREAM TO REALITY AT THAT LAST SLICE

That Last Slice also work closely with its suppliers. For example, the bakery has a “juice partner” where they sell bottled juices. In this partnership, the working relationship is symbiotic in that whenever That Last Slice’s customers finished their drinks, the glass bottles are returned and the juice partner will recycle and reuse them.

As for our community, Aishah stated that “we promote the use of less plastic and less packaging by encouraging them to bring their own bags. Somethings we also do is to encourage the use of less plastic via promotions, whereby we give reuseable cotton bags to our customers so as to minimise the use of plastic bags. This helps us play a part in sustainable living.”

## Food Safety and Hygiene

With customers forming the main component of her business, and as a conscientious business owner, food safety and hygiene feature prominently in her business.



Though there are sufficient regulations managing the food business in this area, one can never be more careful as it involves lives. Aishah shared that food safety including the baking industry encompassed many similar aspects of the food industry and these include the raw materials, cleanliness of baking equipment and food handlers, to name a few.

In That Last Slice’s case, it only deals with reputable suppliers while making it compulsory for all its staff to have food safety handling workshop certificate as they are all expected to know the safety and hygiene issue in the kitchen.

## Energy Management Initiative

Another priority in the baking and café industry is energy use as baking requires a lot of electricity. “As a small business, I still do consider about the energy consumption of the equipment that I purchase but sometimes the cost of the equipment is just prohibitive,” she said.

“For example, a convection oven is energy saving and its high tech but it’s very expensive as opposed to a deck oven where I can have a choice of either

using gas or electricity. So, things that I have to consider before a purchase include whether the kitchen needs it or not as I need to calculate the return in my investment. If I were to spend 20k or 30k, can I get back my investment,” she added.

“At the moment, we make do with what we can afford. Currently, all the air-conditioning units are using inverter technology, all lighting are LED and our ovens are also the energy saving type,” she concluded.

## Moving Forward

That Last Slice does plan to get involved in more sustainability programmes but as a small company with limited capacity, it seeks PUNB’s assistance and guidance in this aspect of the business.

The company’s focus now is still to build up its business and if there is any sustainability initiative along its operational programme that can lower its overall production costs, improve its bottom line and the bakery’s green credentials, it will certainly implement them as part of its operation.

### About That Last Slice:

The Last Slice is a pastry bakery established in 2009 in SS17, Subang Jaya, as a home-based business and was operated by a part-time baker with a full-time career. The home-based hobby business only catered to online customers. It has seen grown into a full bakery cum café catering to walk-in customers.



More information available at:  
<https://www.thatlastslice.com/>



# NURTURING FUTURE LEADERS AT BLUE WHALE



## NORULHAFIDZAH

Blue Whale (Rawang)  
Owner



Most psychologists believed that quality early childhood care and education is of utmost important, especially, for the first five years of a child’s life as that determine the development of the child’s brain and hence their future.

The benefit derived from a quality childhood care and education could determine the future on how these children could deliver a sustainable and equitable economic participation and, thereby, benefit the nation at large as outlined in two of the SDGs main goals – quality education & reduce inequalities.

This is what a proper quality childhood care and education will achieve in the long run.

### Love and Laugh Childhood Education Franchise

Blue Whale Childcare Centre (A) Sdn. Bhd. (Blue Whale (Rawang)) is the eighth “Love and Laugh” early childhood education and childcare franchise in the Klang Valley aimed at offering a safe, healthy and enriching environment with the objective of helping develop children’s full potential while inspiring them to be “Soleh” and “Musleh” in accordance with Islamic values and principles.

The franchise license holder of the “Love and Laugh” Laugh International Islamic childcare centre, Blue Whale (Rawang) was established in November 2022 and it officially opened its door on 23 January 2023, with the support from a supervisor, a centre director and three trained and experienced “ukhti”, an Arabic term of endearment meaning “my sister”.

### Children are Our Future

“We, at Blue Whale (Rawang), believe that children are like uncut diamonds and can be molded to become the future of our nation. They just need to be educated and groomed in the correct way to ensure that their social, cognitive and emotional development are properly developed,” shared Siti Norulhafidzah binti Mohd Mahayaddin, the entrepreneur of Blue Whale (Rawang).

“At Blue Whale (Rawang), we also offer such a safe and healthy educational and childcare environment that will provide peace of mind for parents whose children are with us,” added Norulhafidzah.

### Wholesome Educational Programme based on Islamic Principles

Designed as a wholesome childhood and childcare, its programmes and development modules focus on six key development areas targeting the physical, mental, spiritual, social, creative, communicative and emotional development. The programmes and modules include Social Emotional & Spiritual Personality, Early Literacy & Communication, Creativity & Aesthetics, Physical & Psychomotor and Early Mathematics & Logical Thinking.

Most importantly, the child’s development is monitored closely with every little milestone recorded to ensure the young child blooms in the best way possible. The mission is to develop children’s full potential as laid out in the UN SDGs’ goals of a quality education and reduce inequalities.



# NURTURING FUTURE LEADERS AT BLUE WHALE

“As such, Blue Whale (Rawang) is not just an ordinary daycare, nursery or childcare service centre, it is the first platform for your child to develop their greatest potentials,” shared Norulhafidzah.

“On top of that, our programmes are inclusive as parents are also constantly updated on the progress, activities and emotional state of their children via an app called LOLA,” she added.

## Living Up to it Safe and Healthy Environment

As an early childhood educational centre that promotes its safe and healthy atmosphere, health and safety feature prominently in the operation of the Centre. The Centre has a Childcare Service Policy that lays out the dos and don'ts, a safety policy that covers part of operation, as well as a “Return, Nurture, Receive” module that focus on the emotion and psychology of the workers to ensure they are mentality fit.

Another important health and safety element in the operation is the selection of ergonomic furniture that are children friendly, such as items without sharp edges, no soft toy in infant room, and non-toxic materials, to name a few. Other health and safety obligation include meeting the strict prerequisite and regulatory requirements set by the local government, Fire and Rescue department, Ministry of Health (Kementerian Kesihatan Malaysia) and the Welfare department of Malaysia (Jabatan Kebajikan Masyarakat - JKM).

## Honour Your Children and By Bringing Them Up Well

According to the founder of Love and Laugh Childcare centre, “a child is a gift, an amanah and a trial to his parents, family and society. Along with it comes a great responsibility – The responsibility to nurture them towards becoming the best that they could be, both in dunya and akhirat.”

In agreement, Norulhafidzah stated that “the best thing that we could give to our children is education – one that leads him to be a significant contributor to his society, a righteous slave and Khalifah of Allah, and an ummah of Nabi Muhammad (S.A.W). Not only there is a gold mine in every child, but their early childhood years are fundamental in building their healthy self-esteem and positive self-concept.”



## About Love & Laugh International Islamic Childcare:

Love & Laugh International Islamic Childcare is not your ordinary daycare, nursery or childcare service centre, it is the first platform for your child to develop their greatest potentials that is based on the Islamic doctrine aimed at nurturing them towards becoming the best that they could be, both in dunya and akhirat.



More information available at:  
<https://loveandlaugh.care/>

# CONTRIBUTING TO A SUSTAINABLE OPERATION AT RISATRACK TECHNOLOGY



## MOHD HAFFIZ

Risatrack Technology  
Owner



Upon realising that there is a need for a more affordable telematic vehicle tracking system with a “live” monitoring solution in the commercial vehicle and fleet management sector in Malaysia, a young entrepreneur, after having worked in the industry for years, took the chance to venture out on his own.

With his in-depth and hands-on understanding of the industry, Mohd Haffiz bin RAzmi, established Risatrack Technology in 2020, with a unique proposition. His goal was to first provide an affordable solution with “live” monitoring feature of vehicles within a second, before, secondly, embarking on developing his own Reliable, Affordable, Fun, Innovatively and Easy IoT solution technology (RAFIE).

### The Risatrack Telematic GPS Tracking Product

“Currently, there is not much different in our product with others in terms of its operation. How we differ from the other product is the way we package our product,” explained Mohd Haffiz.

“Our product is offered on a subscription basis, with no contract tying down the customers. Though there is no contract, we are still willing to provide a 24/7 customer service. That is our commitment to our customers,” he continued, before adding, “and that is also the main selling point as it makes our package affordable, especially to smaller companies.”

### Sustainability at the Core of Risatrack Technology

In the commercial vehicle and fleet management industry, reducing fuel consumption, vehicle downtime, wear and tear, and repairs are the most effective way of safeguarding valuable resources

and of protecting the environment. The less fuel and resources a fleet uses to complete routes, the less it costs for the business in fuel spend, vehicle downtime, wear and tear, and repairs, thus reducing CO2 and NOx emissions. This will directly decrease a company’s carbon footprint and helps the company achieves its green goals.

Mohd Haffiz with his experience in the industry, understood how telematic fleet technology can be harnessed to increase the efficiency, productivity and sustainability in the commercial vehicle and fleet management industry, especially in today’s corporate world that is ever more conscious of its social and environmental responsibilities.

“In fact, Risatrack telematic product is designed to do just that,” stated Haffiz.

The built-in features in Risatrack products are meant to capture all the relevant information in a pre-determined report format that is convenient to the customers. Risatrack knows that its customers rely on these data to formulate their sustainable operational strategy that can help reduce their operational costs and create greener fleets.

The data that are incorporated into Risatrack telematic product include a trip report, speeding report, mileage report, fuel consumption report, geofan report, service report, maintenance report, to name a few.

As for the Geofan module, it reports when the vehicle attached with the module move out of the geofan range or boundary. This feature is basically designed to prevent the vehicle from traveling out of

## CONTRIBUTING TO A SUSTAINABLE OPERATION AT RISATRACK TECHNOLOGY

its designated boundary. The benefit, is to manage unnecessary fuel usage as well as unwarranted overtime claims if the driver drove out of the set boundary.

Thus, these modules help companies keep an eye on their vehicles and ensure they operate within permitted range and usage, resulting in reduced fuel usage, wear and tear as well as repairs.

### Product Innovation

Risatrack's customers will soon gain more because, with the financial support of PUNB, it has intensified its focus on product development with more features to be added into its product. This is partly to meet the customers' requests and requirement.

"We have received many feedbacks, especially from bigger companies that our product features are inadequate. As a customer-centric company, we are more than willing to listen to them as it enables us to stay on top by constantly upgrading our product," he explained.

As part of this development, Risatrack is currently upgrading its products to include additional useful features that can support both the commercial vehicles and fleet management operators in their bid to stay efficient. The features include a fuel module while a temperature module is targeted to be added for frozen truck this year.

"In fact, we are currently in the process of developing this now," shared Mohd Haffiz.



"This improvement is part of our product innovation development and will also help enhanced the marketability of our products. This year, the product innovation carried out by the company has directly helped Risatrack increased its sales by 100%," he added, and this positive outcome is helping the company seek a more aggressive stand to gain a bigger share of the market.

### Towards a Sustainable Future

Moving forward, Risatrack seeks to work with its various stakeholders in increasing its marketing and servicing reach to the Central, Southern, and Northern region in Peninsular Malaysia as well as to the east coast states. It also seeks support from PUNB and its suppliers to collaborate in sustainable management of its operation so as to contribute to preserving the environment.

"As most of our business is done in the digital format, there is minimal environmental output. However, as our operational waste are mainly electronic," Mohd Haffiz shared that Risatrack plans to start by separating its waste first.

### About Risatrack Technology:

RISA, which stands for "Rapid Interactive System Advance" is an Integrated Vehicle Tracking and Fleet Management Solution provider that was established in 2020 with a unique proposition – Enabling Monitoring of Your Vehicle in Just 1 Second. Today, RISA serves over 700+ happy fleet subscribers in Malaysia and aims to develop its own Reliable, Affordable, Fun, Innovatively and Easy IoT solution technology (RAFIE) for the market.



More information available at:  
<https://risa.my/>

# PLAYING A PART IN CHAMPIONING KEJURUTERAAN CAHAYA ABADI'S GREEN AGENDA



## HISHAM

Kejuruteraan Cahaya Abadi  
Owner



As a proponent of a greener future, Hisham bin Mokhtar, the founder of Kejuruteraan Cahaya Abadi Sdn. Bhd. (KCA), believes that he has a role to play in the country's sustainability journey, especially in supporting the nation's aspiration of achieving net zero by 2050.

### Becoming an Advocate of Green Energy

Though KCA was initially an air conditioning electrical and mechanical contractor specialising in electrical installation, wiring and piping, it saw an opportunity to contribute in 2009 when it engaged and collaborated with Tenaga Nasional Berhad (TNB) to implement solar solutions as one of TNB approved contractors to support TNB's solar implementation programme.

KCA promptly registered with TNB as an official solar installation contractor, and under the partnership, KCA was able to provide solar installation solutions to home owners, farms, factories, SMEs as well as multinational corporations.

"We, as a registered renewable solution provider with TNB, are delighted to "partner" with PUNB to extend our expertise in the renewable energy sector. With PUNB's financing support, we are better able to help more companies like the one in Gua Musang to take on a hands-on approach in decarbonising their operations," said Hisham.

"We believe this collaboration will bring positive environmental contribution and help accelerate the government's efforts in promoting an energy transition towards achieving the nation's goal of net zero by 2050," he added.

### Assisting the Customers to Go Green

KCA provides services to assist customers transition to solar energy as their alternative energy source, helping both home owners and businesses move towards cost savings position in the long run while ensuring a safer, cleaner and sustainable world with reduced carbon footprint.

A great advocate of sustainability, Hisham shared that ESG is an important framework for his team to follow. With 30 staff, comprising engineers, technicians and office administration, safety briefings, part of the ESG agenda, features highly in their monthly update on work progress.

### ESG Training for All

All KCA staff are sent to ESG training so as to ensure that the company complies with ESG. For their technical staff, they are also sent to technical courses related to the job while the administrative staff are sent to training courses such as accounting.

As for KCA's customers, the company believed that educating the customers on health, safety and the working of the solar system is important so as to ensure no mishaps happen. This is done by providing safety and health guidelines.

Hisham also shared that his team also provides information such as a "toolbox talk" before installation take place. The customers are briefed on the expectation during the implementation of the solar system so they are aware of the mechanic of the system.



# PLAYING A PART IN CHAMPIONING KEJURUTERAAN CAHAYA ABADI'S GREEN AGENDA



## Win-win Partnership

With sustainability as the core of its business, KCA aspires to help TNB achieve its net zero carbon emissions by meeting its ESG criteria. This is done through the provision of smart green solutions to its customers as a means to make it easier for them to achieve their ESG goals as well.

This meant that TNB together with KCA and the customers will all be able to move towards achieving their ESG goals, with the best sustainable outcome for all parties, that is, helping the customers with their energy management plan also results in helping the company and that of TNB to achieve their respective ESG agenda – a win-win for all.

KCA will also look into helping their customers reinvest the savings from these energy initiatives into new initiatives that align with the company's business.

The success of KCA meant that PUNB has positively enabled the participation and involvement of Bumiputera in the alternative energy sector while also helping deliver a sustainable economic and environmental benefit for the nation via the expansion of this particular business.

## About Kejuruteraan Cahaya Abadi:

Kejuruteraan Cahaya Abadi Sdn. Bhd. began as an air conditioning electrical and mechanical contractor specializing in electrical installation, wiring and piping in 2003. In October 2009, the business formally incorporated as a limited company with the registered name as Kejuruteraan Cahaya Abadi Sdn Bhd (KCA). Its business focus continued with electrical installation but specializing in all kinds of solar energy system only.

As a registered vendor of Tenaga Nasional Berhad (TNB), KCA differentiates itself from its competitor with its after sales service by routinely keeping in touch with its customers on a monthly or annual basis. Currently its market presence includes Kelantan, Terengganu, Selangor.



More information available at:  
[https://www.facebook.com/p/Kejuruteraan-Cahaya-Abadi-Sdn-Bhd-100054204354022/?locale=ms\\_MY](https://www.facebook.com/p/Kejuruteraan-Cahaya-Abadi-Sdn-Bhd-100054204354022/?locale=ms_MY)

# MEDICAL APPARATUS SUPPLIES INNOVATES TO SAVE THE ENVIRONMENT



## MD. AZAR

Medical Apparatus Supplies  
Owner

An advocate of sustainability since 2019, Medical Apparatus Supplies Sdn. Bhd. (MASSB) thrives in its ability to innovate to stay ahead while minimising its impact on the environment. It was the company that produced Malaysia's first sharp waste container from recycled plastic resin in 2019, and for that achievement, it was awarded the MyHijau mark, Malaysia's official green recognition scheme endorsed by the Malaysian Government.

"For us to continue to stay ahead, we need to continuously innovate our product. Product development requires capital and that is how PUNB's financing supports helped," shared Md. Azar bin Ismail, the Executive Director of MASSB.



## Innovation Focus

Innovation has always been one of the key elements of sustainability for MASSB as it believes that product innovation can contribute to sustainability in many ways. In MASSB's case, the foundation of the business was hinged on innovation.

When the government privatised the hospital support services, there were no drawn specifications for containers for sharp waste in the government hospital. It was then that MASSB's team voluntarily worked closely with the Ministry of Health (MOH) and SIRIM to come up with specifications for clinical waste receptacles required for disposal. Through the company's initiative and innovation, it was able to come up with the first Malaysian made sharp waste container.

"This breakthrough later allowed MASSB to also venture into other hospital products including the biohazard bags. As the first to introduce the Trocar Disposal Bins, MASSB was recognised by the industry whereby it received an award for innovation," shared Md. Azar.

## Eco-friendly Product

MASSB's improved product reduced the environmental impact in two ways. The innovated product not only used recycled materials, it also helped in reducing the amount of energy needed to incinerate the containers.



## MEDICAL APPARATUS SUPPLIES INNOVATES TO SAVE THE ENVIRONMENT

With the innovation also comes improvement in product quality, functionality, and affordability, to name a few, and these improvements are positive in nature as it can enhanced social and economic benefits. The innovated products also open up new markets and opportunities as they meet the changing needs and preferences of customers, stakeholders, and regulators.

### Supporting the ESG Initiative

“PUNB’s financing also helps MASSB sustain its business especially in procurement as well as in developing new businesses,” he added.

Beside innovation, MASSB shared that it is aware of ESG matters and has been supporting the government initiative in the development of green technology. MASSB has put in place a policy statement on sustainability since 2019 to that effect.

Its core ESG emphasis includes ensuring that all 120 of his manufacturing staff attend certification courses as are required in the industry. Product safety and knowledge are also important at MASSB, and that is why it also conducts seminars to educate its stakeholders on product usage and also on the standard procedures in minimising risks when handling these products. Moreover, MASSB’s factory is ISO 9001 compliant. It also conducts its own risk assessment exercise routinely.

Moving forward, MASSB seeks to continue investing in product innovation as it believes that is what sets it apart – its ability to come up with new innovations and turn them into successful products, complimented by its timely delivery of its product to its stakeholders, is what makes it successful.

“As per our vision, MASSB will always strive to be the leading company which provides innovative and quality solutions that delights customers in Asia,” concluded Md. Azar.



### About Medical Apparatus Supplies Sdn Bhd (MASSB):

MASSB is incorporated in August 1995 as a wholly-owned Bumiputera company involved in the design and distribution of medical-related apparatus and equipment. Registered with Ministry of Finance, it is presently the designer and main distributor of the first made-in-Malaysia Sharps Container device, the Trocar Disposable Bins, to all government hospitals and private medical centres in Malaysia.

An ISO 9001 and MS ISO/IEC 17021:2006 certified company, MASSB has established itself as a design and innovative solutions that sought for a safe, productive and effective practice in the healthcare industry. MASSB is also a partner with the Ministry of Health, Malaysia in providing expertise in both product development and the commercialisation of products.



More information available at:  
<https://www.medical-apparatus.com/>

# GRI STANDARDS CONTENT INDEX

DISCLOSURE		PAGE REFERENCES	COMMENTS
<b>General Disclosure</b>			
<b>GRI 102: General Disclosures 2016</b>			
102-1	Name of the organization	Inside cover	
102-2	Activities, brands, products, and services	4, 6, 30, 31	
102-3	Location of headquarters	Inside cover	
102-4	Location of operations	22	
102-5	Ownership and legal form	4	
102-6	Markets served	4	
102-7	Scale of the organization	22	
102-8	Information on employees and other workers	9, 10, 22, 23, 24, 25	
102-9	Supply chain	6	
102-13	Membership of associations	17	
<b>2. Strategy</b>			
102-14	Statement from senior decision-maker	11, 12	
102-15	Key impacts, risks, and opportunities	11, 12	
<b>3. Ethics and Integrity</b>			
102-16	Values, principles, standards, and norms of behaviour	4, 5, 13, 14, 16	
102-17	Mechanisms for advice and concerns about ethics	14	
<b>4. Governance</b>			
102-18	Governance structure	14	
102-19	Delegating authority	14	
102-20	Executive-level responsibility for economic, environmental, and social topics	14	
102-21	Consulting stakeholders on economic, environmental, and social topics	16	
102-22	Composition of the highest governance body and its committees	14	
102-23	Chair of the highest governance body	14	
102-26	Role of highest governance body in setting purpose, values, and strategy	14	

DISCLOSURE		PAGE REFERENCES	COMMENTS
<b>4. Governance (Continued)</b>			
102-27	Collective knowledge of highest governance body	14	
102-32	Highest governance body’s role in sustainability reporting	14	
102-35	Remuneration policies	25	
<b>5. Stakeholder Engagement</b>			
102-40	List of stakeholder groups	16	
102-42	Identifying and selecting stakeholders	16	
102-43	Approach to stakeholder engagement	16	
102-44	Key topics and concerns raised	16	
<b>6. Reporting Practice</b>			
102-46	Defining report content and topic Boundaries	Inside cover	
102-47	List of material topics	18	
102-49	Changes in reporting	Inside cover	
102-50	Reporting period	Inside cover	
102-51	Date of most recent report	Inside cover	
102-52	Reporting cycle	Inside cover	
102-53	Contact point for questions regarding the report	Inside cover	
102-54	Claims of reporting in accordance with the GRI Standards	Inside cover	
102-55	GRI content index	44	
102-56	External assurance	Inside cover	



**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

**[www.punb.com.my](http://www.punb.com.my)**



punbofficial