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SUSTAINABILITY POLICY		

SUSTAINABILITY POLICY

1. Objective

The purpose of this Policy is to provide guidance on how to conduct businesses of Critical Holding Berhad (“CHB” or “the Company”) responsibly so that the Company creates long-term value for the stakeholders and improve the Company’s long-term performance and resilience, towards being Malaysia’s leading, sustainable and globally-connected business. It is to reaffirm the strategic importance of sustainability to the organisation.

This Policy aims to:

- 1.1 Endeavour to integrate the principles of sustainability into the Company’s strategies, policies and procedures;
- 1.2 Promote sustainable practices;
- 1.3 Ensure that the Board of Directors of CHB (“the Board”) and senior management are involved in implementation of this Policy and review the sustainability performance; and
- 1.4. Create a culture of sustainability within the Company, and the community, with an emphasis on integrating the environmental, social and governance considerations into decision making and the delivery of outcomes.

2. Sustainability

To ensure sustainability, the Company focuses activities in key impact areas. The Company employs both corporate strategy and feedback from internal and external stakeholders to define these areas of focus.

3. Environment Sustainability

At CHB, the Company is committed to identifying, managing and minimising the environmental impact of its business operations through the following initiatives:

- To reduce consumption of non-renewable, non-recycled materials;
- To conserve electricity to avoid any unproductive use or wastage of electricity in daily business operation;
- To pursue and encourage the use of renewable resources;
- To minimise the level of pollutants entering into the air and water from daily business operations;
- To comply with environmental regulatory and legal requirements;
- To create an ever-increasing awareness of this Policy within the Company and stakeholders.

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4. Social Sustainability

CHB seeks to protect the lives and health of its employees and communities that surround its operations, and protect its assets, ensure continuity of its business and create public trust. The Company shall incorporate public interest in its business operations by way of the following:

- To maintain a safe and healthy workforce;
- To recruit and retain high potential and high performing employees;
- To use training and development as a strategic investment and a way of shaping sustainability governance culture and behaviour in the Company;
- To enable employees to further develop their professional and personal skills;
- To promote racial harmony and prevent racial discrimination;
- To prevent sexual harassment and other forms of violence against women;
- To be recognised as a good corporate citizen;
- To align its charitable giving with the Company's activities;
- To actively encourage its people to get involved in the charity work;
- To respond in a professional and timely manner to public enquiries;
- To continue to improve public perception and experience of the Company.

5. Sustainability Governance

The Company believes that good governance is more than just a pursuit towards complying with all the prescripts but that it translates into better business performance and creates a more sustainable value for the Company by way of the following:

- To ensure sustainability forms an integral part of the strategic planning;
- To enhance sustainability through regular updates of strategies, policies, procedures and provide relevant training;
- To establish and continue to improve appropriate governance structures and processes;
- To adopt high ethical values and ensure these practices are upheld across the business of the Company through code of conduct and employee training programmes;
- To assess the impacts and outcomes of sustainability; and
- To plan for long term resources including human and financial.

6. Sustainability Governance Structure



The Board of Directors oversees CHB's sustainability governance structure. Senior management comprises of CHB's Head of Departments ("HODs").

Senior management is responsible for overseeing the implementation of sustainability related initiatives within the purview of their respective department. Senior management shall also coordinate

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closely with each other to ensure effective collaboration within departments for all matter relating to sustainability governance. The senior management is supported by the Sustainability Working Group comprising managers under the HODs and subject matter experts who are outsourced to ensure sustainability of a certain matter (wherever applicable). The Sustainability Working Group is responsible for executing, monitoring and reporting sustainability related initiatives which assists senior management in making informed decisions to achieve the Company's sustainability goals. Sustainability performance of the Company is incorporated into the performance appraisal and remuneration appraisal of Directors and Senior Management annually.

The Board's oversight allows CHB to translate our sustainability strategies into effective execution of initiatives in the respective departments. Other than that, the Board of Director may also from time to time provide their inputs in their respective field of specialisation to assist and guide CHB in achieving its sustainability strategies and aspiration.

7. Annual Policy Review

The Board will review this Policy annually and recommend updates within the Board, if necessary. The Company will compile reports on sustainability performance on a periodic basis and disclose the results to the public.