

SUSTAINING A RESILIENT FUTURE

Sustainability Report 2023

The Environmental, Social, and Governance
Value We Contribute Across Malaysia



About This Report

Reporting Framework

[GRI 1, 2-1, 2-3]

Cenviro's reporting complies with the GRI Sustainability Reporting Standards along with the Amendments to Bursa Malaysia Securities Berhad Main Market Listing Requirements, in relation to Sustainability Statements in Annual Reports. This report has been prepared while taking into account the United Nations Sustainable Development Goals (UNSDGs). Guidance on disclosing corporate governance practices is provided by the Malaysian Code on Corporate Governance (MCCG).

Scope and Boundary

[GRI 2-2, 2-3]

The period covered in this report is from 1 January 2023 to 31 December 2023, unless otherwise stated. It covers the operations of Cenviro and its affiliated entities, including subsidiaries, joint ventures, and associate companies, all located in Malaysia. References to 'Cenviro', 'the Cenviro Group', 'the Company', 'the Organisation' and 'we' refer to Cenviro Sdn. Bhd. and/or its affiliates and subsidiaries.

Assurance and Verification

[GRI 2-5]

This Sustainability Report has been independently verified by Bureau Veritas Certification (M) Sdn. Bhd. The assurance statement can be found on page 104.

Feedback

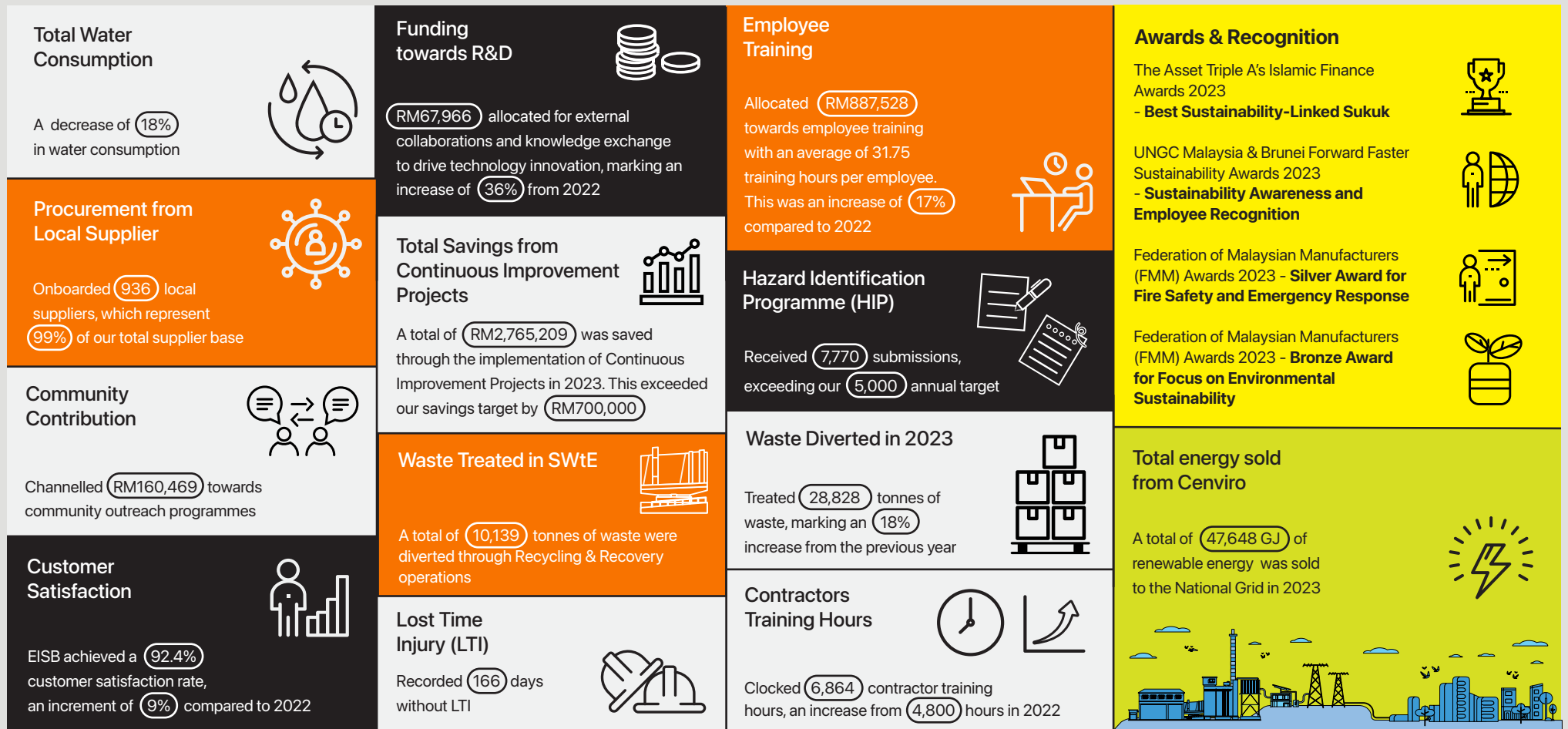
[GRI 2-3]

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Sustainability Highlights & Achievements



Leadership Messages

Interview with Our Chairman

GRI 2-22

What were Cenviro's key sustainability achievements for 2023 and how do you feel about Cenviro's sustainability progress so far?

2023 marked a pivotal year for Cenviro, with our journey towards sustainability reaching new heights. Our efforts have strengthened our position in waste management and enhanced our role in sustainable waste solutions. Aligned with our mission to "deliver safe and innovative waste recovery and recycling solutions in the drive towards a full circular economy", we achieved significant milestones this year. A key highlight of our progress in 2023 was setting a new record for energy sold to the national grid, achieved through our SWtE plant, where we produced our highest amount of renewable energy to date.

Our accomplishments were recognised through a series of prestigious awards, depicting our impact on the industry and beyond. We were honoured to receive the Asset Triple A's Islamic Finance Award 2023 for Best Sustainability-Linked Sukuk, distinguishing our innovative approach to financing. Our accomplishments were further recognised through a series of prestigious awards, reflecting our impact on the industry and beyond. The Bronze Award at the Federation of Malaysian



**Tan Sri Dr. Azmil Khalili
Bin Dato' Khalid**

Manufacturers (FMM) Awards 2023 acknowledged our excellence in environmental sustainability, while the UNGC Malaysia and Brunei Forward Faster Sustainability Award 2023 celebrated our commitment to promoting sustainability awareness and enhancing employee engagement.

Along with that, we have partnered with KPJ Healthcare Berhad to launch Malaysia's first clinical waste segregation programme, a landmark initiative set to reshape the future of healthcare sustainability. The programme has already shown remarkable results, with a significant reduction in clinical waste at nine pilot hospitals. Our efforts extend beyond healthcare, as demonstrated by the Be Green Programme in collaboration with Petronas Chemical Group (PCG). Through this initiative, we have implemented the Recycle For Life system in schools across multiple regions, significantly increasing waste collection and promoting recycling practices among the younger generation.

The progress we have made in 2023 stands as a testament to our unwavering commitment and strategic vision. Looking ahead, I am confident that Cenviro will continue to set new standards for sustainable growth, driving impactful change and innovation in our industry.

What key initiatives is Cenviro undertaking to drive waste transformation in Malaysia?

We are leading the way in waste transformation in Malaysia through a combination of advanced R&D initiatives that are centred around five key areas: waste utilisation and recovery, waste reduction and zero waste technology, engineering and operations optimisation, landfill management and monitoring, and greenhouse gas (GHG) monitoring and carbon capture technology. Our R&D efforts are making a profound impact, turning materials like aluminium dross and fly ash—traditionally destined for landfills—into valuable resources. Our innovative projects are not only reducing landfill usage but also mitigating environmental impacts by converting waste into valuable commercial products, which would have otherwise been conventionally produced in ways that are environmentally damaging, thus driving a circular economy. Our exploration into carbon capture technologies and alternative fuels, further emphasises our focus on reducing our environmental footprint through sustainable solutions.

As we advance these initiatives, we recognise that successfully navigating the complexities of waste management and sustainability requires visionary leadership and strategic prioritisation. Acknowledging the critical importance of our role in waste management, we often have limited control over the composition of the waste we collect, which can sometimes be hazardous and pose a risk of fire incidents. With this understanding, we take meticulous care to ensure the safety of our employees throughout the entire process—from handling the waste to its treatment and disposal within our operations.

This commitment to safety is reflected in our comprehensive safety measures and training programmes. We exceeded our target in the Hazard Identification Programme (HIP) by 55% and our investment in contractor training hours increased by 40% from the previous year, further demonstrating our dedication to maintaining a safe and supportive working environment.

These accomplishments reflect the innovative spirit of our employees, whose expertise and relentless pursuit of excellence have been instrumental in driving

our sustainability efforts forward. We recognise that our achievements are a team effort, and we are committed to fostering a culture where our employees feel valued, engaged, and empowered to contribute to our sustainability journey. Our commitment is exemplified by the “Idea Bank Revitalised” initiative, which encourages employees to share ideas, collaborate across departments, and drive positive change. This initiative has significantly enhanced employee engagement and satisfaction, with over 30% of submitted ideas already implemented, leading to tangible results in our operations and sustainability goals.

What role do you envision for Cenviro in the future of Malaysian waste management and its contribution to the nation-building agenda?

As Malaysia aims to increase the scheduled waste recycling rate from 35% to 50% by 2030, Cenviro is stepping up to redefine waste management in our nation.

Central to this effort is our unwavering focus on recycling and recovery, which led to over 20% increase in waste processed within our recycling operations in 2023 and a 50% rise in energy generated through our solid waste-to-energy (SWtE) initiatives. Our commitment to a circular economy model prioritises waste collection, recycling, and recovery over disposal, effectively minimising landfill usage. To further this mission, we are launching several key projects, including RAMUNIA, OPAL, and MAVROS, starting in 2024 and 2025, which will expand our recycling capabilities and reduce landfill dependency. Additionally, Project NITRO, set to begin in 2026, will focus on converting waste into valuable resources such as light fuel and reprocessed rubber. These initiatives exemplify Cenviro’s dedication to innovation, resource efficiency, and environmental stewardship.

Our approach goes beyond simply handling waste; we are committed to transforming how society views waste, turning it from a challenge into an opportunity. This shift not only generates value for our shareholders but also plays a crucial role in Malaysia’s nation-building agenda, steering the country towards a more sustainable and responsible future. We take great pride in our achievements, yet we acknowledge that our journey is ongoing. As we move forward, let us remain united in our efforts to innovate and pursue new possibilities, working towards an even more

Leadership Messages

Interview with Our Group Managing Director

What strategies did Cenviro employ to navigate the risks of operating in a challenging market?

We are deeply committed to navigating market challenges whilst creating impact on those we serve. By adopting a proactive and adaptive approach, we safeguard the interests of our stakeholders, ensuring long-term value creation and reinforcing our position as a responsible leader in the industry.

For over three decades, we have played an integral role in advancing sustainability in Malaysia, empowering our communities with innovative solutions. With a team of over 2,000 dedicated employees committed to ensuring the highest sustainability standards in waste disposal, our customers benefit from a comprehensive array of services that cater to diverse environmental needs. With deep technical expertise, we offer scalable and customised solutions, providing valuable environmental insights that position us as trusted sustainability partners.

In recent years, we have recognised our customers' growing commitment to recycling, and in response, we are transitioning from a traditional treatment and



“With deep technical expertise, we offer scalable and customised solutions, providing valuable environmental insights that position us as trusted sustainability partners.”

Dr. Johari Jalil

disposal model to a balanced focus on recycling and recovery. This strategic shift is driven by heightened sustainability priorities among our customer base. Our transition our current portfolio, where treatment and disposal methods currently constitute 80% of our group revenue, to a more balanced 50:50 ratio alongside recycling & recovery initiatives. By implementing this strategy, we will be able to transition smoothly towards a more circular waste economy, ensuring sustained growth and compliance with key environmental regulations and standards. This approach not only supports environmental sustainability but also creates significant business opportunities in a rapidly changing industry landscape.

Significant capital investment is being allocated towards enhancing operational capabilities through strategic mergers and acquisitions. These initiatives will introduce metal recycling into our business model and broaden the domestic waste customer base.

What are Cenviro's key market priorities in the upcoming years? How do these priorities align with Cenviro's sustainability commitment?

We are leveraging our market insights to make strategic decisions aimed at expanding our waste treatment operations in Sabah. Currently, all waste that is collected there is transported to Peninsular Malaysia for treatment, and as this option is not sustainable in the long term, we are currently working with the respective state governments to develop a solution to this dilemma. This collaborative approach will allow us to leverage local expertise and resources while ensuring the development of environmentally sound and economically viable solutions. By fostering such partnerships, we are not only addressing waste management challenges but also contributing to the broader goal of providing key support in nation-building efforts.

In our quest to expand our regional presence, we are exploring opportunities outside of Malaysia. By replicating our successful model and expertise in other Southeast Asian nations, we can contribute significantly to the development of a regional circular economy.

What efforts have been put into strengthening Cenviro's internal sustainability commitments? Can you elaborate more on how programmes such as the Continuous Improvement Culture contribute to Cenviro being on track as a future fit organisation?

At Cenviro, our continuous improvement culture serves as a powerful motivator, fueling the drive and dedication of our employees. They are the heart of our organisation, and their commitment to innovation and efficiency has been instrumental in our success. Across all levels, a growing number of employees are taking ownership of operational efficiency and actively implementing innovative solutions.

Throughout the year, we successfully executed nine Continuous Improvement Projects (CIPs) across our operations and processes, which contributed to cost savings of over RM2 million. Key initiatives in 2023 include utilising fuel-efficient vehicles and transit area-satellite warehouses to reduce emissions from our collection fleet. This collective effort is driving significant strides in making our organisation more cost-effective and efficient, showcasing the power of our workforce's commitment to excellence and innovation.

In our role as a leading waste resource management company, prioritising safety is a fundamental aspect at Cenviro, reflecting our commitment to the well-being of our employees, customers, contractors, and communities. We are dedicated to providing our team with the essential tools, knowledge, and comprehensive training needed to foster a strong culture of safety. In 2023, we took a significant step forward by implementing a new electronic Permit to Work (e-PTW) system. This solution enhances transparency, accountability, and hazard prevention, while also streamlining processes, optimising resource allocation, and providing valuable analytics for informed decision-making. Our unwavering dedication to continuous improvement and rigorous safety protocols ensures that every team member is empowered to actively maintain a safe working environment. The success of our HSSE Week 2023, held in conjunction with World OSH Day, was a testament to our proactive approach to hazard prevention and intervention. At Cenviro, we believe that a safe and healthy work environment is not just a goal but a shared responsibility that drives our success and sustains the trust of all our stakeholders.

How have strategic partnerships contributed to Cenviro's sustainability goals? Are there any upcoming partnerships in development you'd like to highlight?

Our collaboration with SK ecoplant Co., Ltd. (SK ecoplant) played a pivotal role in our continuous improvement culture and mitigating the pressures of rising operational costs. Through this partnership, we have been able to leverage SK ecoplant's technological and financial expertise, integrating advanced and innovative technologies such as Industry 4.0 and Big Data analytics to optimise our processes. The utilisation of Industry 4.0 technologies, including Artificial Intelligence (AI) and machine learning, allows us to monitor and manage our waste processing facilities in real-time, ensuring optimal performance and quick responses to any issues.

Additionally, the application of Big Data enables us to analyse large volumes of information related to waste generation patterns, collection routes, and recycling rates. This leads to more accurate forecasting, better resource allocation, and greater operational efficiency. We are particularly enthusiastic about the potential of these technologies to significantly reduce fuel consumption and carbon emissions, as well as to usher in a new era of full automation for our processes in the near future.

We Are Cenviro

CHAPTER

1



About Us

- Our Value Chain
- Our Strategic Business Units
- Our Corporate Structure
- Our Strategic Business Expansion

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About Us

GRI 2-6

As a leading waste resource management company, Cenviro is dedicated to delivering excellent services across the waste management spectrum for our valued customers. We form strategic partnerships with local and international waste companies to drive innovation and progress in Malaysia's waste resource management industry.

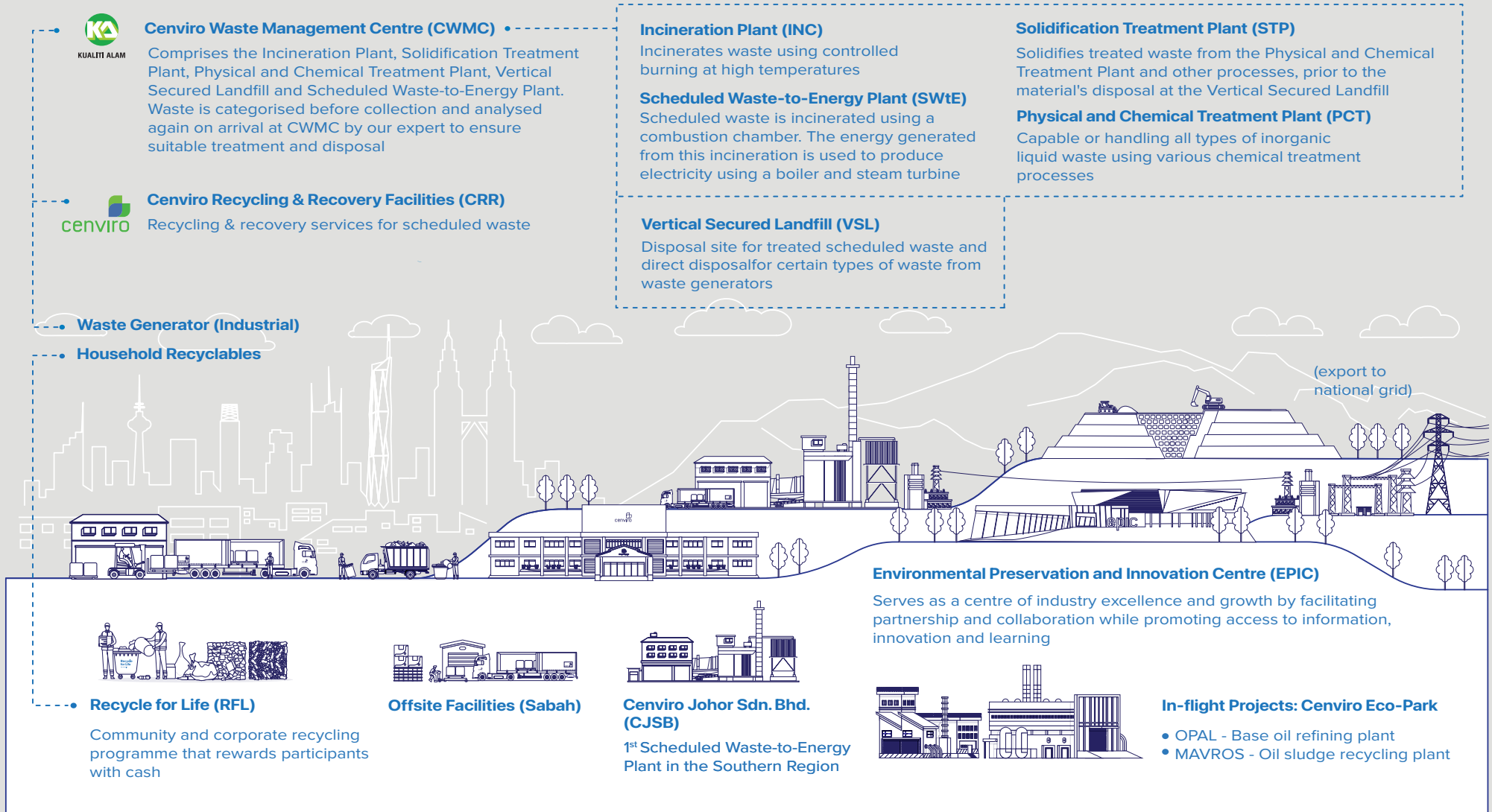
Leveraging over three decades of experience, we have been instrumental in driving positive change in Malaysia's environmental landscape. Our efforts have focused on various areas, including waste management, renewable energy, recycling, and recovery. Through our Recycle for Life (RFL) programme and Environmental Preservation and Innovation Centre (EPIC), we remain firmly committed to promoting sustainability not only within the waste management sector, but beyond it in order to foster a greener future for the nation.



Cenviro's Value Chain

GRI 2-6

Founded in 1991, Cenviro is the leading waste resource management company in Malaysia, playing a pivotal role in advancing the nation's circular economy.



Our Purpose

Thinking Green for the Industry

The country's leading integrated environmental solutions today, the region's leading resource management company by tomorrow.

Improving Quality of Life

By minimising waste to landfills and reducing the intensity of GHG emissions, Cenviro aims to safeguard the environment and alleviate the effects of climate change on the communities that we work with.

Our Vision

The Modern Resource Company

At Cenviro, we aim to expand our services in waste resource management by embracing innovative and relevant technologies to advance our recycling & recovery capabilities.

Our primary goal is to minimise landfill waste and expedite the transition to a circular economy. We are committed to consistently transforming waste into valuable materials, while simultaneously reducing GHG emissions and uplifting our employees and the communities in which we operate.

Our Mission

We deliver safe and innovative waste recovery and recycling solutions in the drive towards a full circular economy

Our Tagline

Reimagining Resources

Driven by Our SHIELD Core Values

Safety

Our #1 priority which we will never compromise. We protect our employees, contractors, and the community where we operate.

Holistic

We strive to offer holistic solutions to our customers and stakeholders along with service excellence.

Integrity

We associate our reputation with highest quality of service, strict regulatory compliance, and uncompromising governance.

Environment

We are the conservators of the environment. Protecting the environment underpins our strategy and actions.

Lean

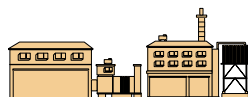
We cultivate a lean culture of continuous improvement and agile organisation ready to embrace change.

Diversity & Inclusiveness

We value diversity, actively pursue equity, and thrive on transparency to foster an inclusive environment.

Enabling us to deliver value via Our Business Segments

Integrated Scheduled Waste Management



Recycling & Recovery



Municipal Solid Waste (MSW) Management



Our Strategic Business Units

As of 2023, Cenviro, alongside our joint-venture company, E-Idaman Sdn. Bhd. (EISB), proudly operates with a committed workforce of 2,311 individuals who oversee all facets of waste management.

From recycling to energy generation, treatment, collection, transportation, and the responsible disposal of hazardous and municipal solid waste, our comprehensive services span the entire waste lifecycle. Through these efforts, we ensure the recovery of valuable resources and minimise pollution.

By championing these sustainable practices, Cenviro assumes a pivotal role in fostering a greener future for Malaysia and advancing the principles of a circular economy.



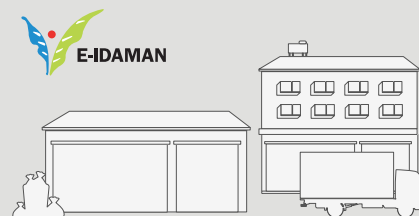
Integrated Scheduled Waste Management

Managed by our subsidiary KASB, Cenviro's integrated scheduled waste management operations offer comprehensive waste solutions covering collection, logistics, analysis, treatment, and disposal of scheduled waste. Our ISO-certified facilities manage over 200,000 tonnes of hazardous waste annually, adhering to international standards. Additionally, we extend similar services through our satellite facility, CJSB, catering to the Southern region.



Recycling & Recovery

This segment specialises in advanced recycling & recovery, giving valuable materials a second life within the circular economy. We are licensed to treat a wide range of hazardous waste, excelling in recovering materials like used oil, solvents, and even some electronic waste. Additionally, our Shan Poornam facility specifically focuses on recycling electronic devices.



Municipal Solid Waste Management

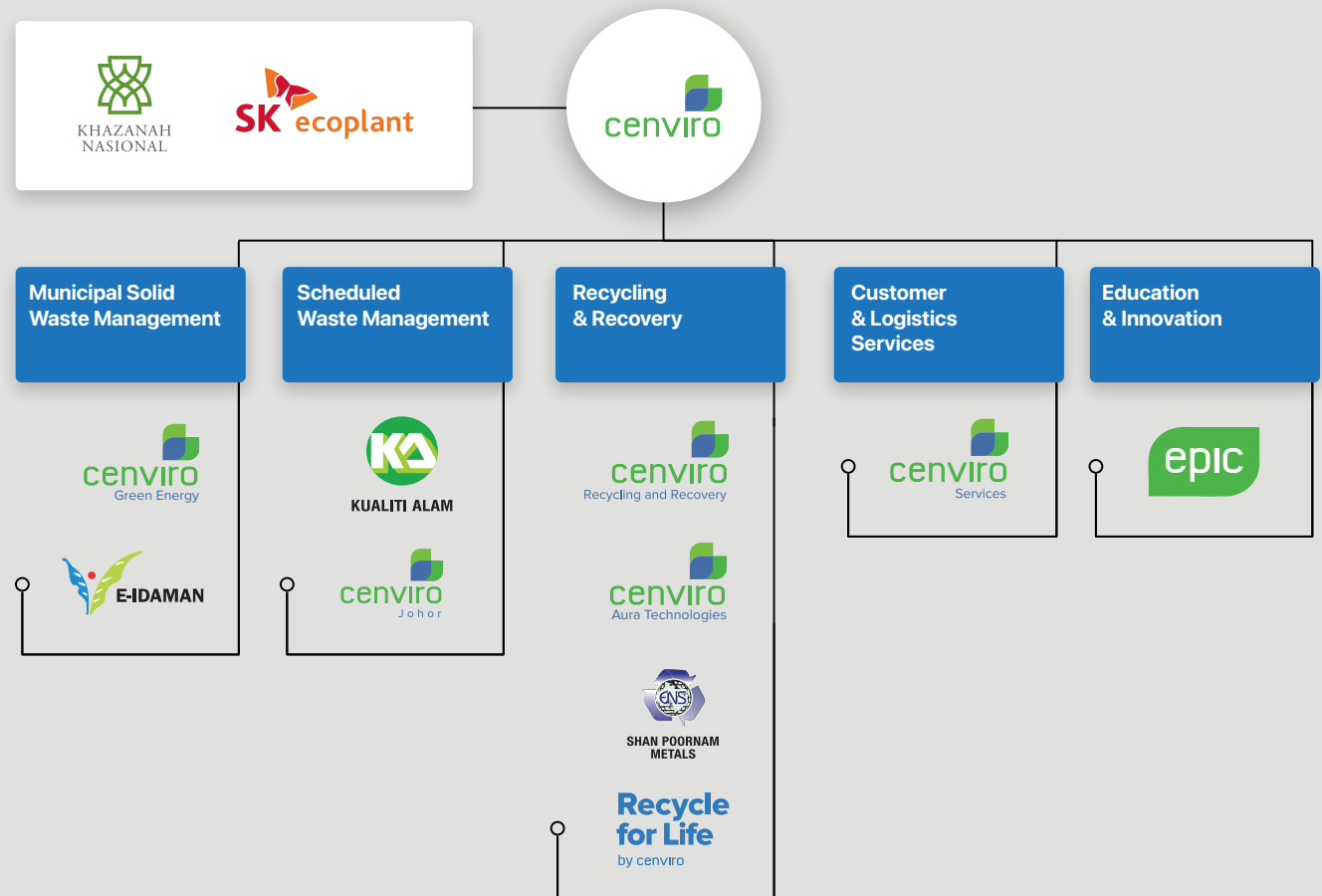
EISB, a joint venture between Cenviro and Metacorp Berhad, provides integrated municipal solid waste management and public cleansing services in the Northern region. We offer collection, treatment, and disposal solutions for various types of municipal solid waste, encompassing domestic, recyclable, green, and bulky waste.

Our Corporate Structure

GRI 2-1, 2-2, 2-6, 3-3

We pride ourselves on being a leading waste management company offering a comprehensive range of services through our respective strategic business units. We operate in five segments, namely, MSW Management, Scheduled Waste Management, Recycling & Recovery, Consumer & Logistics Services, and in Education & Innovation. EISB, our joint venture, and Cenviro Green Energy serve Cenviro's MSW management and solutions arm. Serving Cenviro's scheduled waste management solutions are KASB, through their integrated waste management centre, and CJSB. Our recycling and recovery activities are managed by four entities, SPSB, CENURA, CRR, and our CSR arm, RFL. Finally, we close the loop surrounding our business solutions and services through our Education & Innovation arm, EPIC.

In 2022, a partnership was formed between Khazanah Nasional Berhad ("Khazanah") and SK ecoplant to help accelerate Cenviro's growth as a leading sustainable regional resource waste management champion, with SK ecoplant becoming a minority shareholder through this partnership. We have benefited from this partnership by having a more robust financial backing through Khazanah, and the strengthening of our operational and technological capabilities with SK ecoplant. Our long term goal from this partnership would be to establish Malaysia as the centre for the Southeast Asian environmental market and to expand regionally.



Our Strategic Business Expansion

Our Mergers & Acquisitions Approach

In line with our goal of becoming a modern resource company, we have shifted our investment and acquisition focus from treatment and disposal to recycling and recovery. Cenviro's overarching mergers and acquisition approach is centred on enhancing our capability to recycle and recover valuable materials from waste, which can then be reused as resources or raw materials in industrial processes and to manufacture new products. The goal is to achieve a balanced 50:50 ratio between treatment and disposal, and recycling and recovery.

Our Journey towards IPO: Leveraging Mergers & Acquisitions

We are excited to announce our Initial Public Offering (IPO) on Bursa Malaysia. This IPO is a pivotal step in raising the funds needed to drive our ambitious growth plans, focusing on mergers and acquisitions of complementary businesses to enhance our services and advance our contribution to the circular economy. To achieve this by early 2026, we are bolstering our management team and strengthening our internal sustainability governance.

Our commitment to sustainability, cutting-edge recycling technologies, and customer-centric solutions has positioned us as trusted partners for communities and businesses alike. As we look to the future, we are excited to build on this foundation through strategic acquisitions that will allow us to drive innovative environmental solutions and sustainable value for the country.

In line with our dedication to delivering value to our stakeholders, we are cognisant that by going public, we are not only raising capital but also inviting investors to join us in our journey towards a greener future. We are confident that, with the support of our stakeholders, we will achieve our goals and continue to lead the waste management industry towards a more sustainable future.

Financial Performance

GRI 201-1, 3-3

While Cenviro remains committed to resilience and innovation in the industry, our financial performance in 2023 reflects the challenges of the current market environment.

Through continuous prudent financial management and a thorough understanding of market dynamics, Cenviro will continue to navigate such challenges while capitalising on emerging opportunities, further solidifying our position as an industry leader.

Furthermore, our steadfast dedication to sustainability and operational efficiency attracts investors who value long-term growth and development, reinforcing our financial resilience while making a positive ecological impact.

Financial Performance (RM million)	2019	2020	2021	2022	2023
Revenue	219.9	253.5	272.8	284.6	263.9
Earnings before interest, tax, depreciation & amortisation (EBITDA)	65.6	73.8	85.3	104.7	63.7
Profit Before Taxation	52.0	44.8	68.1	83.6	46.4

Our Value Creation

CHAPTER

2

Chapter Highlights

Awarded the Best Sustainability-Linked Sukuk at the Asset Triple A's Islamic Finance Awards **PG 20**

Issued a total of **RM36.6 million** of Sustainability-Linked Sukuk **PG 20**

Embarked on six R&D projects aimed at diverting waste materials from the landfill **PG 21**

Our Sustainability and Value Creation Approach

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Our Sustainability Enablers

- Sustainability Finance
- R&D and Innovation
 - Advancing R&D at Cenviro
- Continuous Improvement Culture

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Sustainable Value Creation

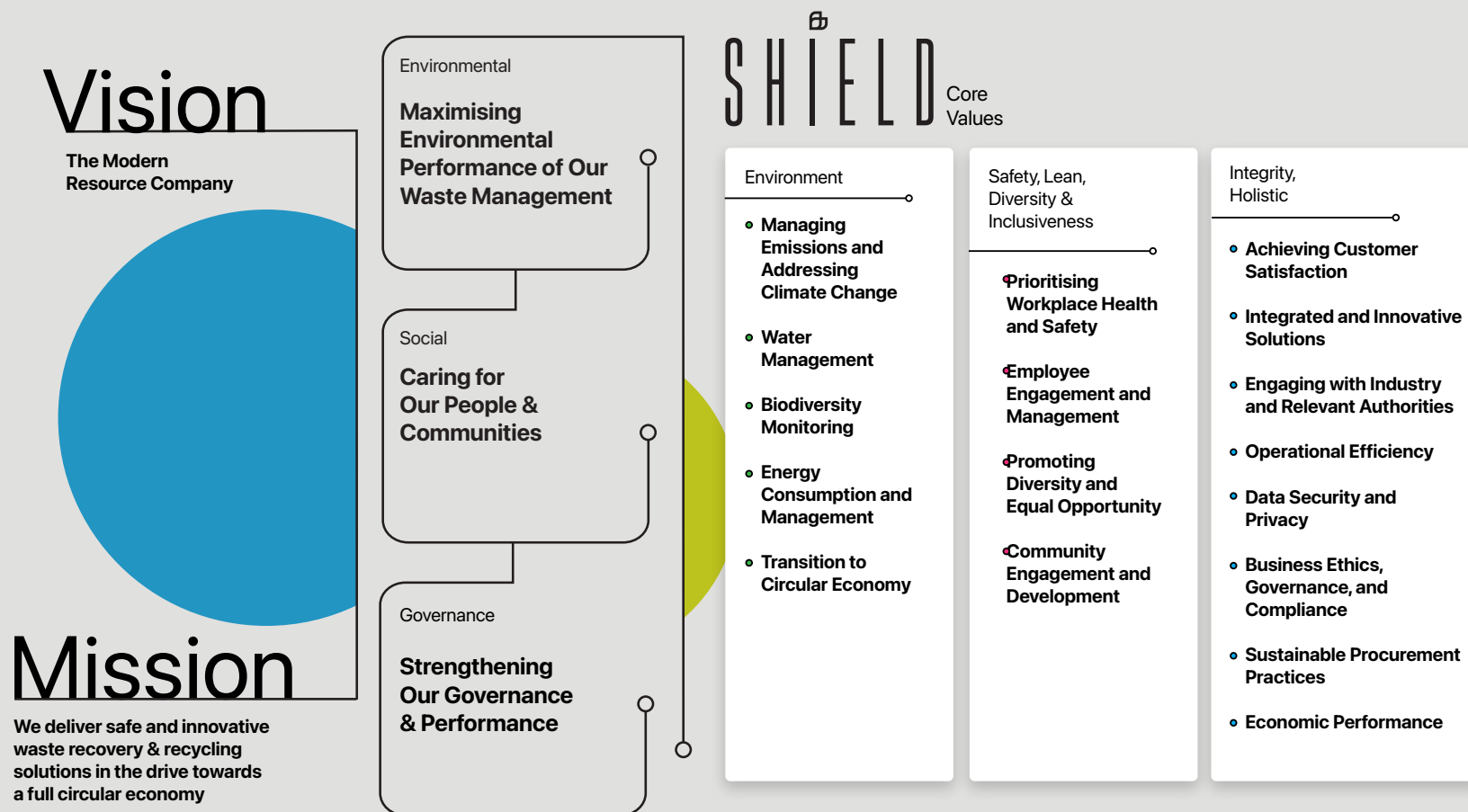
- Our Value Creation Model

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Our Sustainability & Value Creation Approach

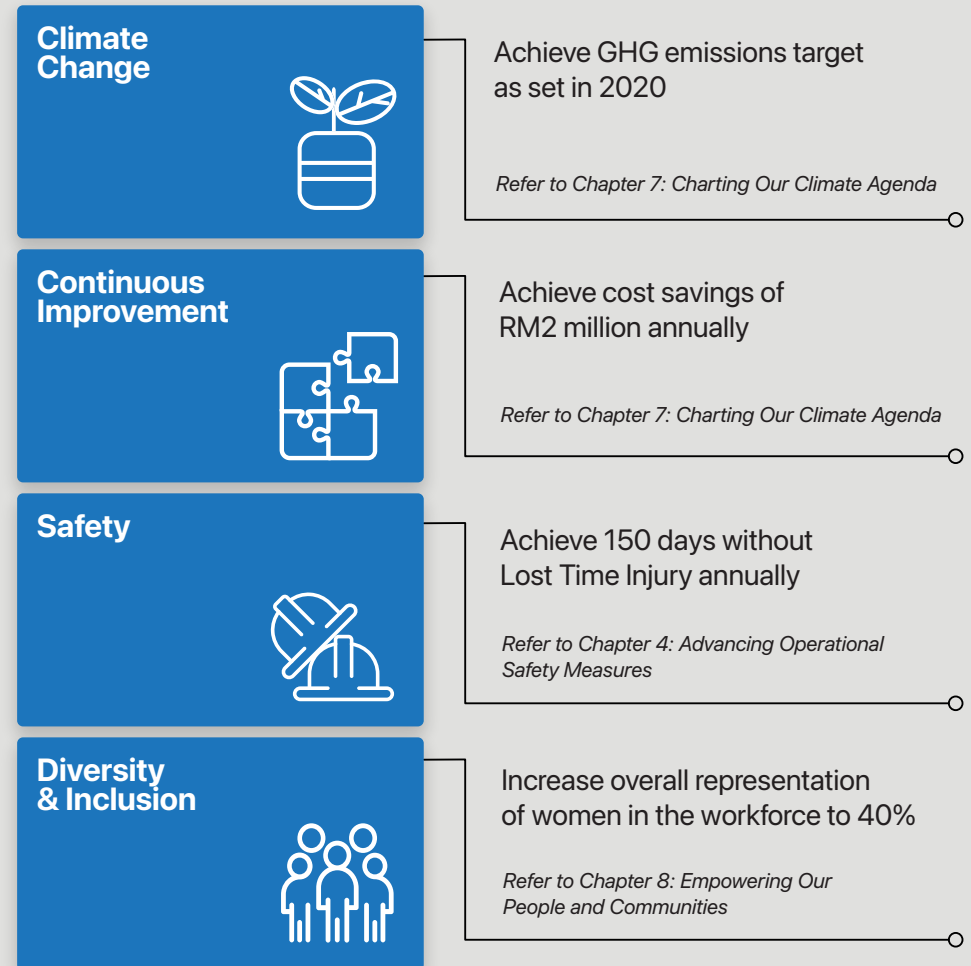
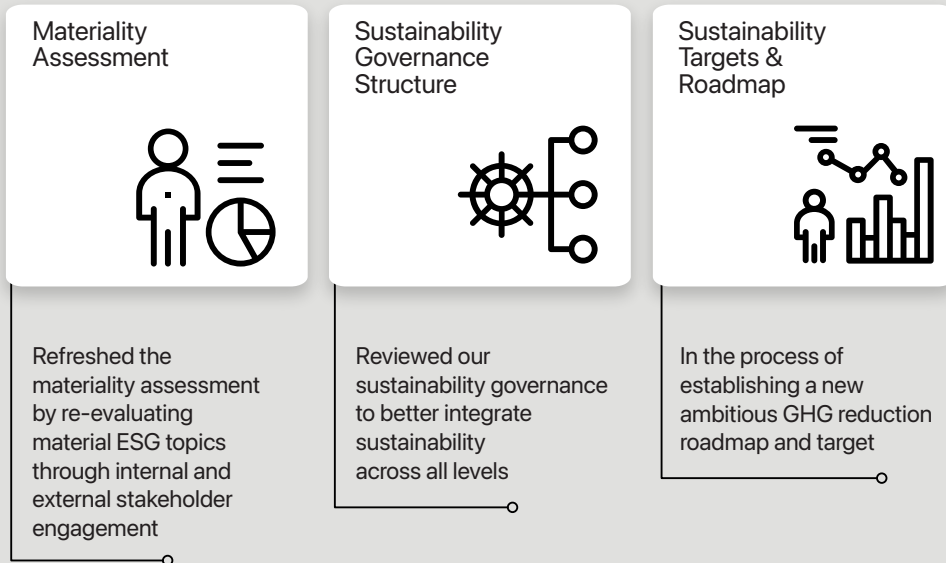
At Cenviro, we understand that our operations as an integrated waste management company significantly impact the environment and the communities in which we operate. In line with our vision and mission, we are committed to generating long-term sustainable value for our stakeholders. Therefore, we have embedded sustainability principles into all our activities and continually strive to improve our processes and practices.



In 2023, we embarked on a strategic initiative to enhance our internal sustainability management, involving a thorough review of our materiality assessment and extensive stakeholder engagements to gain deeper insights into our impacts. This process also included reviewing our governance structure and setting Environmental, Social, and Governance (ESG)-aligned targets. Moving forward, these enhancements will guide us in our commitment to becoming a leader in integrated environmental solutions, ensuring we consistently uphold our sustainability promises.

Cenviro's Targets and Commitments

Setting targets and commitments is crucial as they provide a clear roadmap for our sustainability initiatives, guiding our actions towards measurable progress. These commitments aim to ensure accountability, drive innovation, and ultimately contribute to our overarching goal of creating a more sustainable future.



Our Sustainability Enablers

GRI 203-2

We aim to enhance our ESG performance through a series of proactive initiatives. Internally, we foster a culture of continuous improvement, encouraging employees to embrace innovation and contribute to our sustainability journey. Externally, we utilise sustainable financing and strategic partnerships to drive our efforts, securing funds for investments in recycling and recovery projects and integrated scheduled waste management services. Additionally, Cenviro strives to leverage these sustainability efforts to expand our positive impact in Malaysia's waste management industry.

Sustainable Finance

The seamless integration of sustainable financing is fundamental to balancing business success and environmental stewardship. By strategically harnessing sustainability-focused financial mechanisms, we are able to acquire crucial capital and resources that empower us to forge significant pathways towards our overarching objectives.

To this end, Cenviro issued its first Sustainability-Linked Sukuk (SLS) in 2022, valued at RM82.8 million in two tranches, as part of our unrated Islamic medium-term notes programme of up to RM500 million under the Shariah principle of Wakalah Bi Al-Istithmar (Sukuk Wakalah Programme). The SLS framework, upon which this issuance is based, aligns with the principles established by the International Capital Market Association (ICMA) and highlights Cenviro's dedication to sustainability, particularly in reducing GHG emissions intensity.

Building on this momentum, Cenviro issued a total of RM36.6 million of SLS in 2023. The funds that were acquired through this SLS were allocated to the development of Cenviro's new SWtE plant in Teluk Ramunia, Johor, which will begin operations next year.

Cenviro's strategy for achieving the Sustainability Performance Target (SPT) are three major pillars: reducing GHG emissions through improved electricity efficiency, optimised transportation, and material efficiency initiatives. The successful issuance and strategic allocation of the SLS funds demonstrate our proactive approach to enhancing sustainability and operational efficiency.

Awards & Recognition



Cenviro was honoured with the “Best Sustainability-Linked Sukuk” award in Malaysia at The Asset Triple A's Islamic Finance Awards, which represent the industry's most prestigious awards for banking, finance, treasury, and the capital markets.

R&D and Innovation

“We strive to advance waste resource solutions in Malaysia through technology investments and industry partnerships, aiming for meaningful impact.”

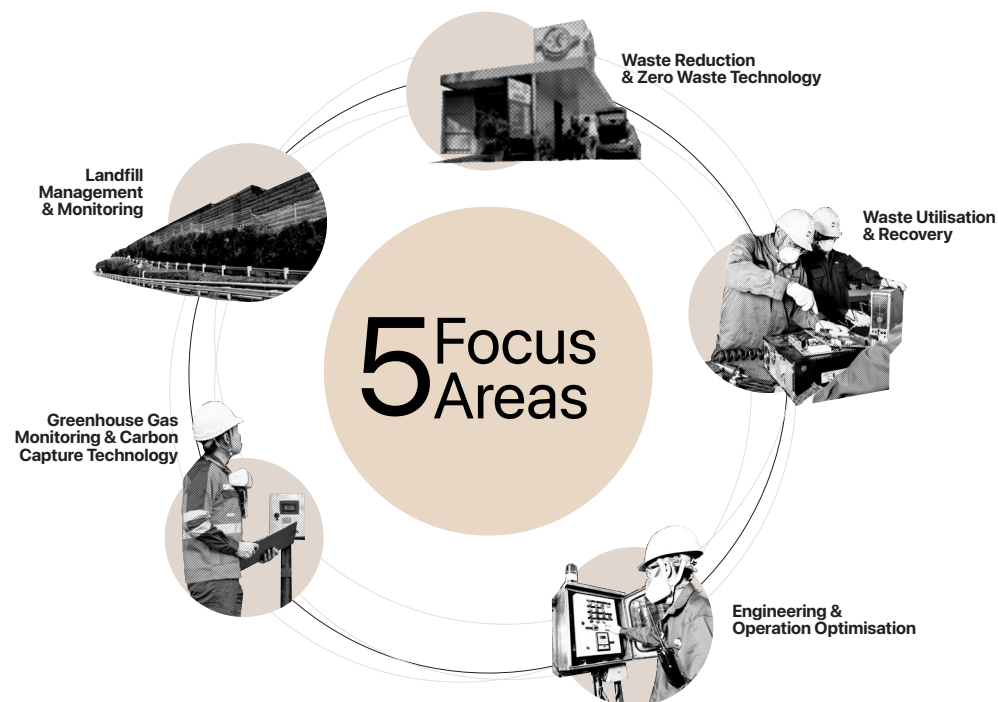


Advancing R&D at Cenviro

In line with our aim to advance as a leader in resource recovery and recycling, our R&D centre has been instrumental in the commercialisation of innovative research projects. Guided by our five focus areas, our research initiatives in 2023 emphasise waste circularity solutions.

Notably, in August 2023, we attended the 52nd International Union of Pure and Applied Chemistry (IUPAC) in the Netherlands, where we had the opportunity to present a research project entitled Techno Economic Analysis of Valorised Alpha Alumina Catalyst, which was a product of collaborative efforts between Cenviro, Universiti Malaysia Pahang (UMP) and Industrial University of Ho Chi Minh City. This project also won the Gold medal at the UMP Creation, Innovation, Technology, and Research Exposition.

Our R&D efforts have also enabled strategic partnerships with top Malaysian universities, such as UMP and Universiti Putra Malaysia (UPM) by allocating research grants totalling RM30,000.



Each year, a significant amount of aluminium dross and fly ash is disposed of in landfills through proper methods by Cenviro. However, this practice consumes substantial landfill space, highlighting the need to valorise these materials and convert them into useful resources. To address this, our diverse R&D initiatives have successfully implemented several projects aimed at diverting these waste materials from landfill, with several more projects currently in progress. In addition to overcoming water contamination risks, these projects have also enabled us to significantly reduce landfill usage and enhance resource conservation.

Advanced technologies enable the transformation of waste into commercial products, further enhancing material utilisation. Beyond waste valorisation, our exploration into carbon capture technologies and alternative fuels underscores our commitment to reducing environmental impact and pioneering new, sustainable solutions. These initiatives highlight Cenviro's proactive stance in driving both ecological stewardship and economic viability, setting a bold course for a more sustainable environment.

Ongoing R&D Projects

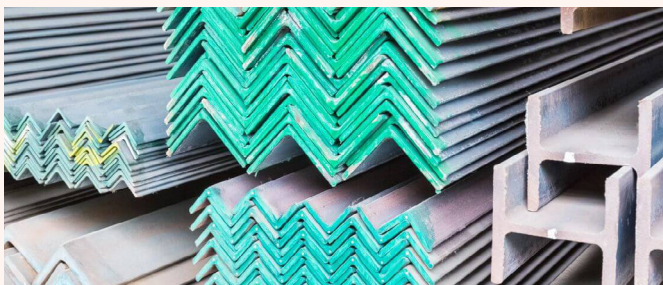
SILVERSTONE

Aluminium Dross to Construction Material

We are transforming construction materials by repurposing aluminium dross and fly ash, which are usually sent to landfills. In line with the principles of circular economy, this project goes beyond merely reducing landfill waste; it addresses environmental sustainability by cutting down on the need for conventional raw materials used in manufacturing bricks like sand and cement.

Conventional bricks and pavement blocks are made by mixing and compressing sand, soil, and cement in a machine, which requires substantial extraction of natural resources and energy. By repurposing waste materials into construction materials, this initiative significantly reduces the environmental footprint associated with traditional brick and block production.

The results of this initiative were appreciated in 2023, in the form of a successful prototype that was used to build the facade of our new EPIC building.



MAMPAT

Aluminium Dross Compression

As space is a finite resource, we are committed to ensuring our landfill space is efficiently utilised. To address this, we have implemented a strategy to compress aluminium dross, enhancing landfill space utilisation and giving new value to the materials. This approach optimises the use of available landfill space and supports environmental sustainability by reducing the volume of waste that needs to be managed.

Our pilot study has shown promising results, achieving a 50-60% reduction in space and cutting monthly volumes by 700 m³ per unit. With a target of three production units, we expect to save a total of 2100 m³ of landfill air space each month. This significant reduction helps to extend the lifespan of existing landfills and lowers the environmental impact associated with waste disposal.



ALUM

Aluminium Dross to Aluminium Sulphate

This project has initiated a method to divert aluminium dross from landfills by converting it into liquid aluminium sulphate (alum). Alum is commonly used in water treatment for removal of phosphorus, heavy metals and other inorganic pollutants via precipitation and sedimentation. This alum is then employed in our effluent treatment plant (ETP) and leachate treatment plant (LTP), effectively transforming waste into a valuable resource and minimising our dependency on newly manufactured chemicals.

Commercially, alum is produced via the treatment of bauxite ore, which is obtained from mining. By recycling our aluminium dross into alum, we negate the environmental impact of mining within our supply chain. Mining can cause erosion, sinkholes, loss of biodiversity, or the contamination of soil, groundwater, and surface water by chemicals emitted from mining processes. These processes also affect the atmosphere through carbon emissions, which contribute to climate change.



GAMMA Aluminium Dross Valorisation

The objective of GAMMA is to find sustainable alternatives to landfill disposal by valorising aluminium dross into valuable chemical products.

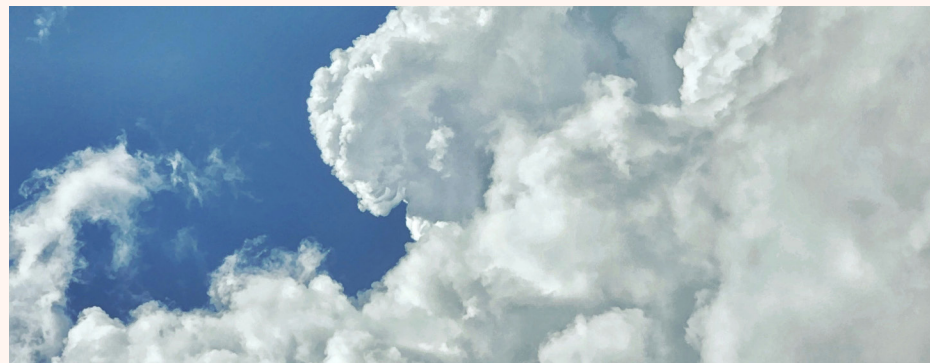
Through extensive R&D, we successfully characterised the material and confirmed its suitability for conversion into commercial products. Using a custom-built plasma reactor, we identified a suitable technology and partner to transform the dross into commercial products such as pozzolanic acid, calcined aluminate, and aluminium sulphate. This process not only reduces landfill waste but also decreases the environmental impact associated with extracting and processing new raw materials that would otherwise be required to produce the valuable chemical products.

The site visit and technical presentation have been completed, with the project soon to be handed over to our commercial and finance teams for the next steps.



Sustainable Research Initiative CCUS

As part of our efforts to enhance environmental monitoring, Cenviro is exploring, GHG reduction initiatives. To that end, we are investigating the feasibility of capturing and utilising CO₂ gas to create valuable products. To validate the viability of this technology, we are conducting a comprehensive feasibility study with the local universities for a possible technology transfer and research for carbon capture, utilisation, and storage (CCUS)



TERMINATOR Slow-Moving Waste

Initiated to tackle the inefficiency and backlog issues caused by slow-moving and difficult-to-treat waste at Cenviro, Terminator focuses on identifying and implementing effective technologies and treatment processes.

Our efforts began with an internal treatment process, extensive brainstorming and engagement sessions with stakeholders, a technology review with SK Eco Lab, and engagements with technology providers.

This led to significant breakthroughs, such as using lime carbide waste to neutralise inorganic acidic waste and launching a pilot study to utilise spent acids for leachate treatment at the LTP. These advancements not only improve waste management efficiency but also reduce the environmental footprint by repurposing waste materials in innovative ways.

The journey continues with ongoing plant trials and exploring innovative waste treatment methods, including lime carbide for organic acids and steam evaporation.



R&D Completed in 2023

Aluminium Dross to High-Purity Aluminium Dross to High Purity Alumina

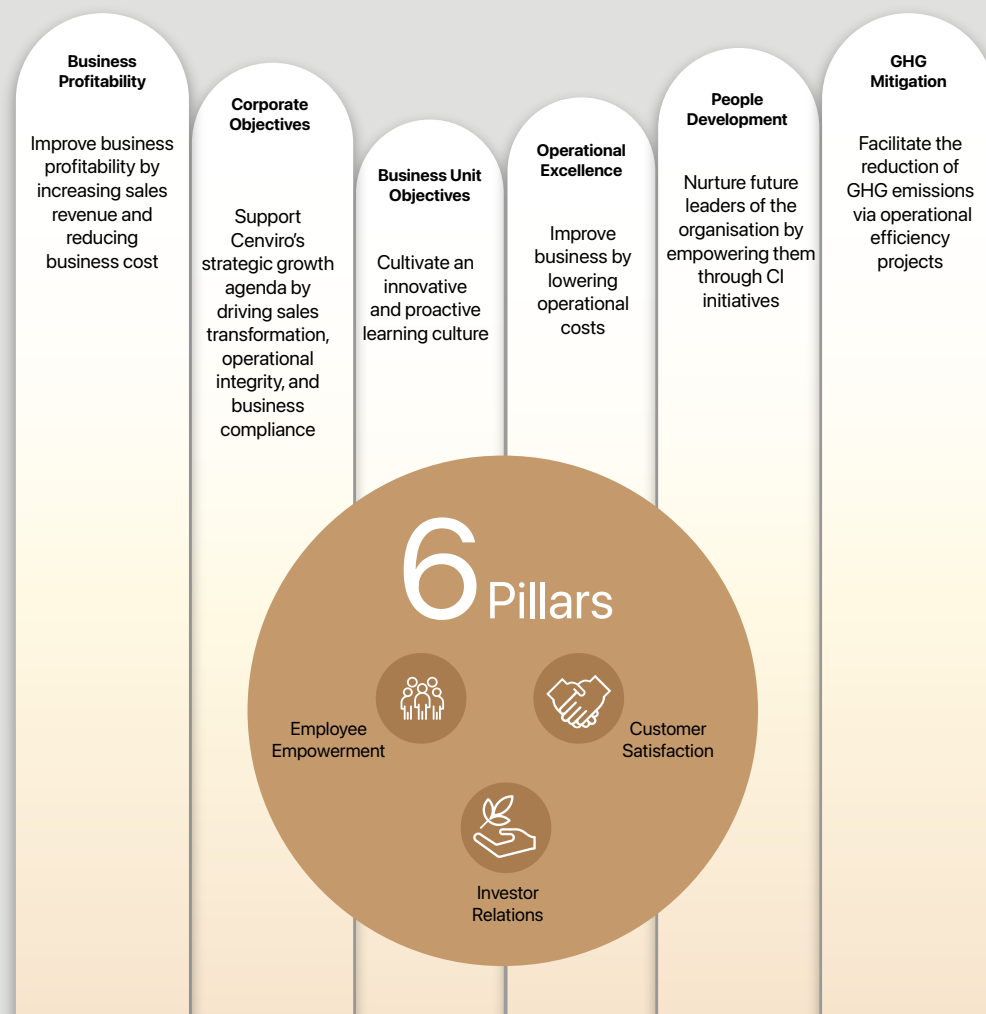
We have also recycled waste aluminium dross into high-purity alumina, which can be utilised as a catalyst for multiple chemical reactions. Traditionally, alumina is commercially produced through the refining of bauxite ore, involving the extraction of aluminium oxide for various industrial applications.

By innovatively repurposing waste aluminium dross into high-purity alumina, we not only provide a valuable and sustainable alternative for industrial processes but also significantly reduce the environmental impact associated with bauxite mining and refining.

The grant provided by Cenviro to UMP was channelled into the analysis and techno-commercial study of the alumina end-product. As of 2023, the project has been completed and concluded.

Continuous Improvement Culture




Cenviro's Continuous Improvement (CI) culture is pivotal in our transformation journey, fostering innovation and operational efficiency among our workforce. By embracing CI principles, we drive cost-saving initiatives that can be reinvested in R&D or other sustainability efforts, while fully integrating this culture into our day-to-day operations. Initiated by the senior management, this cultural shift empowers all employees to propose innovative solutions, driving Cenviro's vision of regional leadership in resource recovery and recycling.



Established in 2019, Continuous Improvement Projects (CIPs) have made significant progress and impact. By the end of 2023, we have successfully executed nine CIPs, spanning various operations and processes, driving notable improvements in our financial performance and enhancing several aspects of our operations. Some examples of our CIPs involved improving water system efficiency and safety during fire incidents, optimising container space usage, and reducing consumption of caustic soda for effluent treatment.

These initiatives have led to increased cost savings, streamlined processes, optimised output, and enhanced service quality. Moreover, they have fostered improved collaboration and teamwork across departments and facilitated internal waste reduction through digitalisation and automation initiatives.

Continuous Improvement Highlights 2023

Target savings from CIPs		RM 2,000,000
Total savings from CIPs		RM 2,765,209
Number of CIPs implemented		9

CIPs Spotlight

Project SESB: Optimising Logistics for Environmental and Economic Benefits

This project, led by our Supply Chain team, focused on optimising the transportation of scheduled waste from our East Malaysian customer to our CWMC. By improving container space utilisation, the team successfully minimised waste and maximised the efficiency of each shipment, achieving a 44% reduction in transportation costs. These improvements also contributed to a significant decrease in environmental impact, reducing CO₂e emissions by 890 kg through fewer shipping trips.

Project NaOH: Streamlining Efficiency in Effluent Treatment

The ETP team implemented a project to manage Sodium Hydroxide (NaOH) usage in our treatment processes. By adopting higher concentration NaOH, we significantly reduced associated costs, resulting in a 32% reduction in monthly expenses. This optimisation also yielded substantial environmental benefits, lowering our CO₂ equivalent emissions by 19 tCO₂e.

Project Envase: Reimagining Recycling for a Circular Economy

The CRR team undertook a strategic initiative to bring container recycling operations in-house, reducing dependency on external vendors and enhancing our participation in the circular economy. This move not only generated a 30% increase in revenue by diversifying sales channels but also contributed to a reduction in emissions by 24 tCO₂e through improved recycling processes.

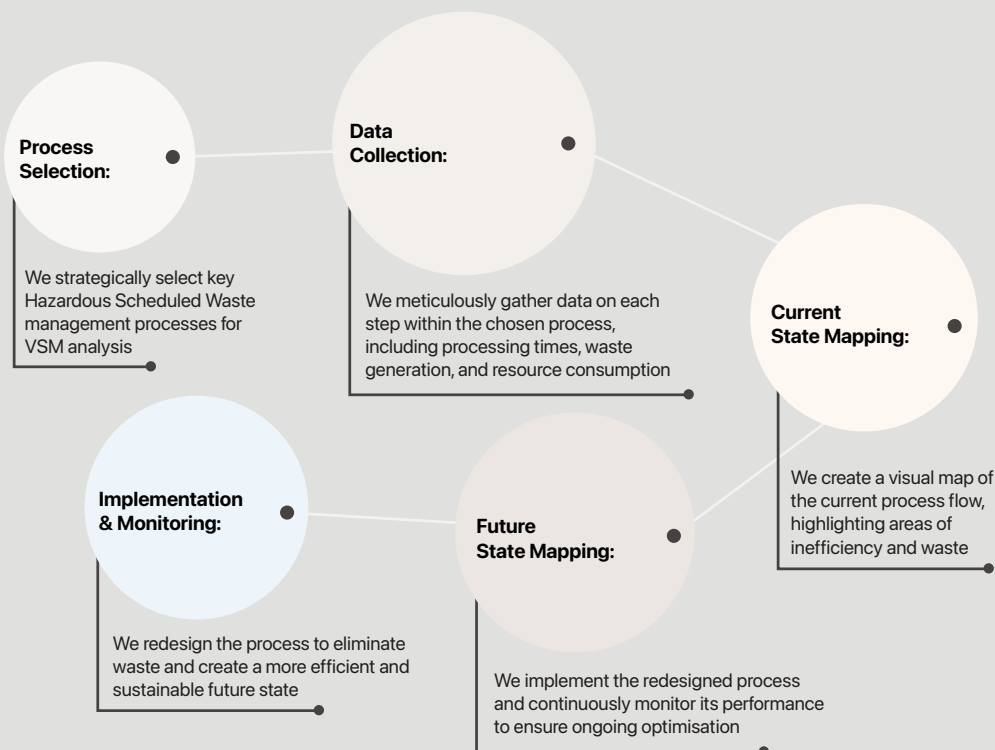
Project Wastebusters: Streamlining Problematic Waste Treatment

Focused on improving the treatment of problematic scheduled waste, this initiative aimed to expedite processing times, reduce storage congestion, and minimise environmental risks at our CWMC. The project successfully increased the treatment tonnage for problematic waste, enhancing operational efficiency and reducing environmental risks associated with prolonged waste storage.

Value Stream Mapping: A Cornerstone of Our Continuous Improvement Efforts

In addition to these projects, Value Stream Mapping (VSM) has played a crucial role in our CI strategy. VSM is not a standalone project but a foundational tool that enables us to optimise processes by mapping the flow of materials and identifying inefficiencies. This initiative has been integral to reducing our environmental footprint, improving resource utilisation, and ensuring faster, safer operations. By continuously refining our processes through VSM, we have enhanced both operational efficiency and safety, contributing to our broader ESG goals.

Our VSM initiative is an ongoing process. Here's how we implement it:



Sustainable Value Creation

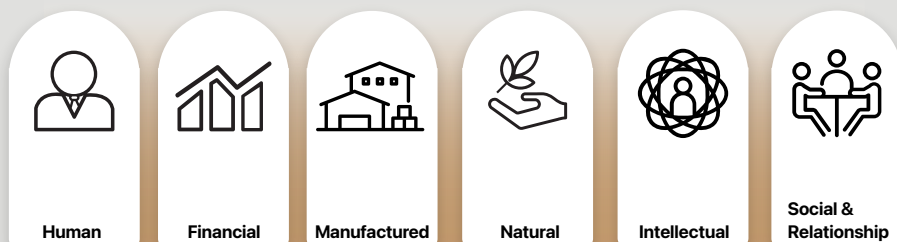
GRI 203-2

Our Value Creation Model

Sustainable value creation is a core principle that emphasises businesses' responsibility to prioritise long-term societal and environmental impacts alongside financial gains. At Cenviro, we embody this principle by going beyond short-term profits and considering our impact on society and the environment.

Through this approach, we demonstrate our commitment to benefiting not only our immediate stakeholders but also the broader community and future generations. By adopting the International Integrated Reporting Council (IIRC) value creation model, we have been empowered to attain a comprehensive understanding of the impact and interdependencies of the various forms of capital within our business.

Value Creation Model



Our six capital inputs...

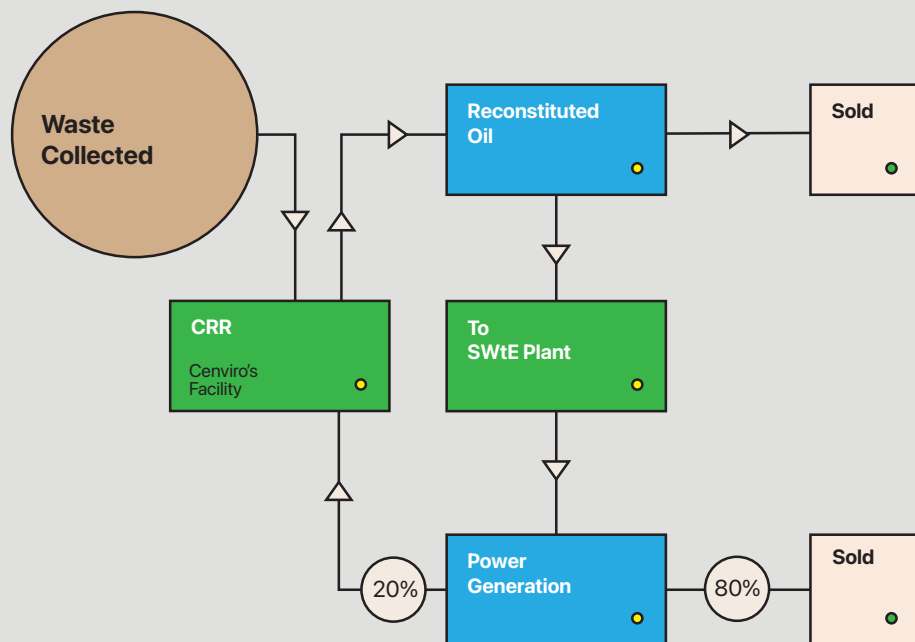
Capital	Indicators	Unit	2023
 Financial	Total assets	RM million	749.18
	Shareholders' Equity	RM million	521.76
	Sustainability-Linked Sukuk	RM million	36.563
 Manufactured	Waste management facilities*	-	6
 Natural	Total energy consumption	GJ	263,486
	Purchased electricity consumption	kWh	15,585,614
	Total water consumption	m³	136,948
 Human	Total workforce (Cenviro & EISB)	headcount	2,311
	Total training expenditure (Cenviro & EISB)	RM million	1.15
 Social & Relationship	Total CSR contributions	RM	160,469
 Intellectual	Total R&D expenditure	RM	67,967

*Note: Facilities exclude CWTC

enable us to carry out purpose-led business activities and services...

The use of RO in our SWtE plant is a notable part of our value creation initiative. RO is a sustainable value-added product, produced at Cenviro from spent lubricating and hydraulic oils obtained through our waste collection services. These spent oils are sent to our recycling and recovery facility, where they are processed into RO. The final product is sold and utilised in our SWtE plant.

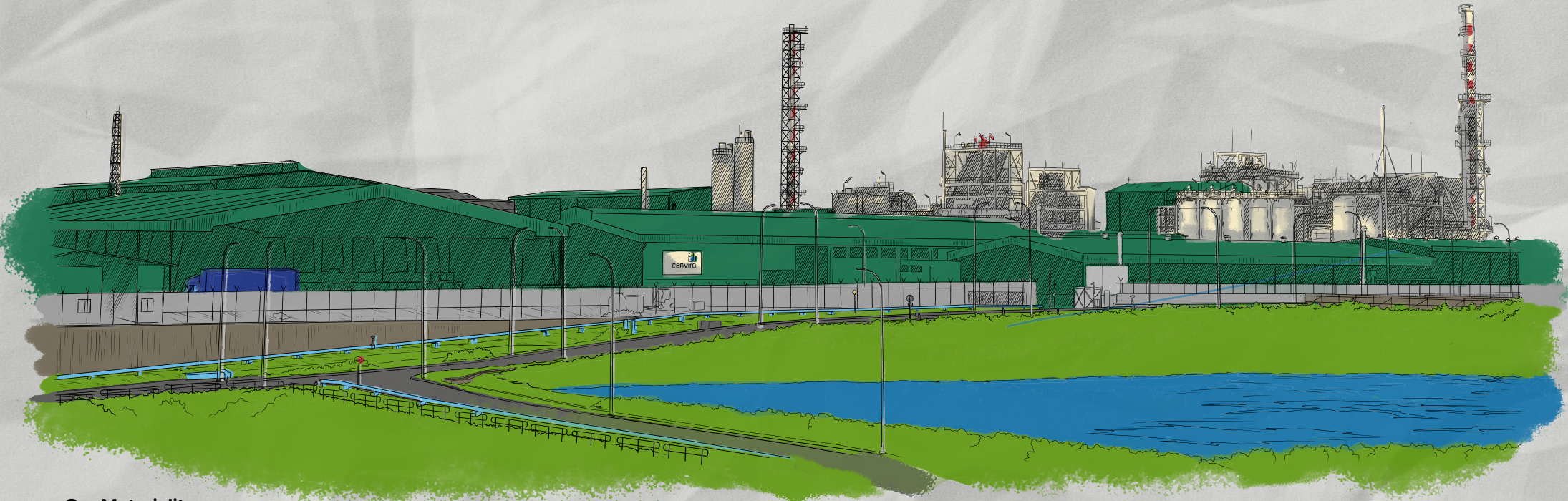
At our SWtE plant, RO, along with diesel, is used to incinerate scheduled waste to produce steam, which generates electricity. A majority of the electricity generated by our SWtE plant is sold to the grid, while 20% is consumed by our internal operations, effectively closing the loop. By adopting this approach, we demonstrate our commitment and contribution to creating a sustainable and circular economy.



which produce long-term outcomes..				and value aligned with SDGs	
Capital	Indicators	Unit	2023	SDG	Value Created
Financial 	Total revenue	RM million	263.86		Cenviro focused on strategic acquisitions, aimed at expanding our operational capabilities by transitioning to recycling and recovery
	EBITDA	RM million	63.70		
	Return on Equity	%	6.81		
Manufactured 	Waste Recycled Recycling & Recovery Facilities	Tonnes	10,139	 	Cenviro recycled a total of 12,281 tonnes of scheduled waste and e-waste via CRR and SPSB in 2023
	Waste Recovered to Energy Scheduled Waste-to-Energy Plant	Tonnes	28,828		
Natural 	Total absolute GHG emissions	tCO ₂ e	87,571		After surpassing our previous GHG emissions target, we are now setting an even more ambitious path for the future
	Renewable Energy Generation	kWh	1,308,550		Cenviro generated 1,309 kWh of solar energy in 2023
Human 	Health & Safety Number of consecutive days without LTI	-	166		Cenviro recorded 166 consecutive days without LTI and a zero fatality rate this year
	Human Capital Average training hours (Cenviro)	hours	32		Our employees clocked a total of 17,971 training hours in 2023, averaging 32 hours per employee
Social & Relationship 	Recycle for Life beneficiaries (schools)	-	62		Throughout the year, we have engaged with 62 schools to promote recycling practices
Intellectual 	Number of local research projects	-	6		Through our R&D initiatives, we have 6 ongoing projects in 2023

Our Materiality

CHAPTER 3



Our Materiality

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Managing Our Material Matters

GRI 3-1, 3-2

Identifying key sustainability issues material to our business is fundamental to our value creation. We conduct an assessment of these issues to meet stakeholder needs, mitigate risks, and uncover opportunities, ensuring alignment with current trends, global developments, and industry benchmarks. Our comprehensive materiality assessment, engaging both internal and external stakeholders, deepens our understanding of our ESG impacts.

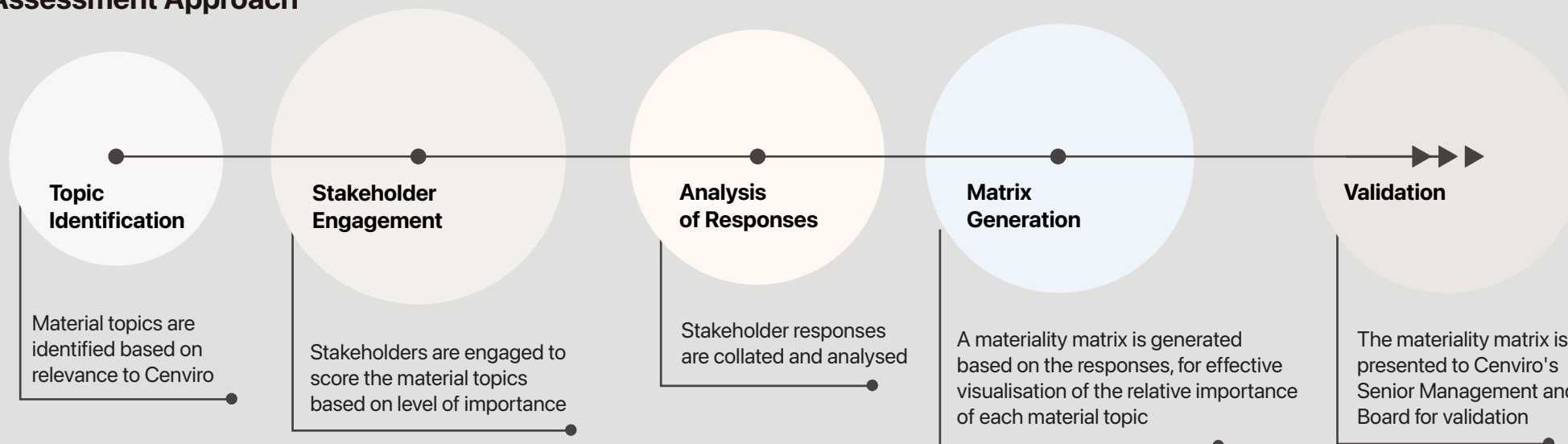
Materiality Assessment Process

Our key sustainability issues are identified through comprehensive materiality assessments conducted biennially. Stakeholder input is integrated to regularly review and update our sustainability strategy, ensuring it addresses evolving issues and interests.

This approach enables us to provide impactful solutions for our customers, while empowering our communities and embedding sustainability throughout our core business.

In 2023, we conducted a materiality assessment to refine our priorities, incorporating emerging trends and stakeholder feedback, and to ensure our initiatives remain relevant and effective in addressing both current and future sustainability challenges.

The Materiality Assessment Approach



Part 1: Identification of Material Topics

We have identified key ESG topics through benchmarking regional and international industry players, as well as evaluating various sustainability frameworks, standards, and ratings pertinent to Cenviro.

Key sustainability standards utilised include

- Bursa Malaysia's Sustainability Reporting Guide
- GRI Sustainability Reporting Standards
- Sustainability Accounting Standards Board (SASB)
- EcoVadis

In 2023, we conducted a new materiality assessment with 20 material issues addressing ESG, and other issues to better reflect our management approach. The majority of these topics were aligned with our existing material ESG topics from 2021. These topics were then consolidated based on similarity to an overarching theme.

Environmental

- Energy Consumption and Management
- Transition to Circular Economy
- Operational Efficiency
- Managing Emissions and Addressing Climate Change
- Water Management
- Biodiversity Monitoring

Governance

- Business Ethics, Governance, and Compliance
- Integrated and Innovative Solutions
- Achieving Customer Satisfaction
- Engaging with Industry and Relevant Authorities
- Data Security and Privacy
- Sustainable Procurement Practices
- Economic Performance

Social

- Prioritising Workplace Health and Safety
- Employee Engagement and Management
- Community Engagement and Development
- Promoting Diversity and Equal Opportunity

Part 2: Stakeholder Engagement GRI 2-29

The targeted stakeholder engagement was conducted via both interview and online surveys. These engagements covered a range of open-ended questions that requested the scoring of each material topic based on its relative importance to stakeholders. A total of 11 stakeholder groups were engaged during this exercise.

Internal Stakeholders



Shareholders



Employees

External Stakeholders



Banker / Lenders / Financiers



Academia



Industry & Business Partners



Government, Local Authorities & Regulators



Customers



Local Communities & the Public



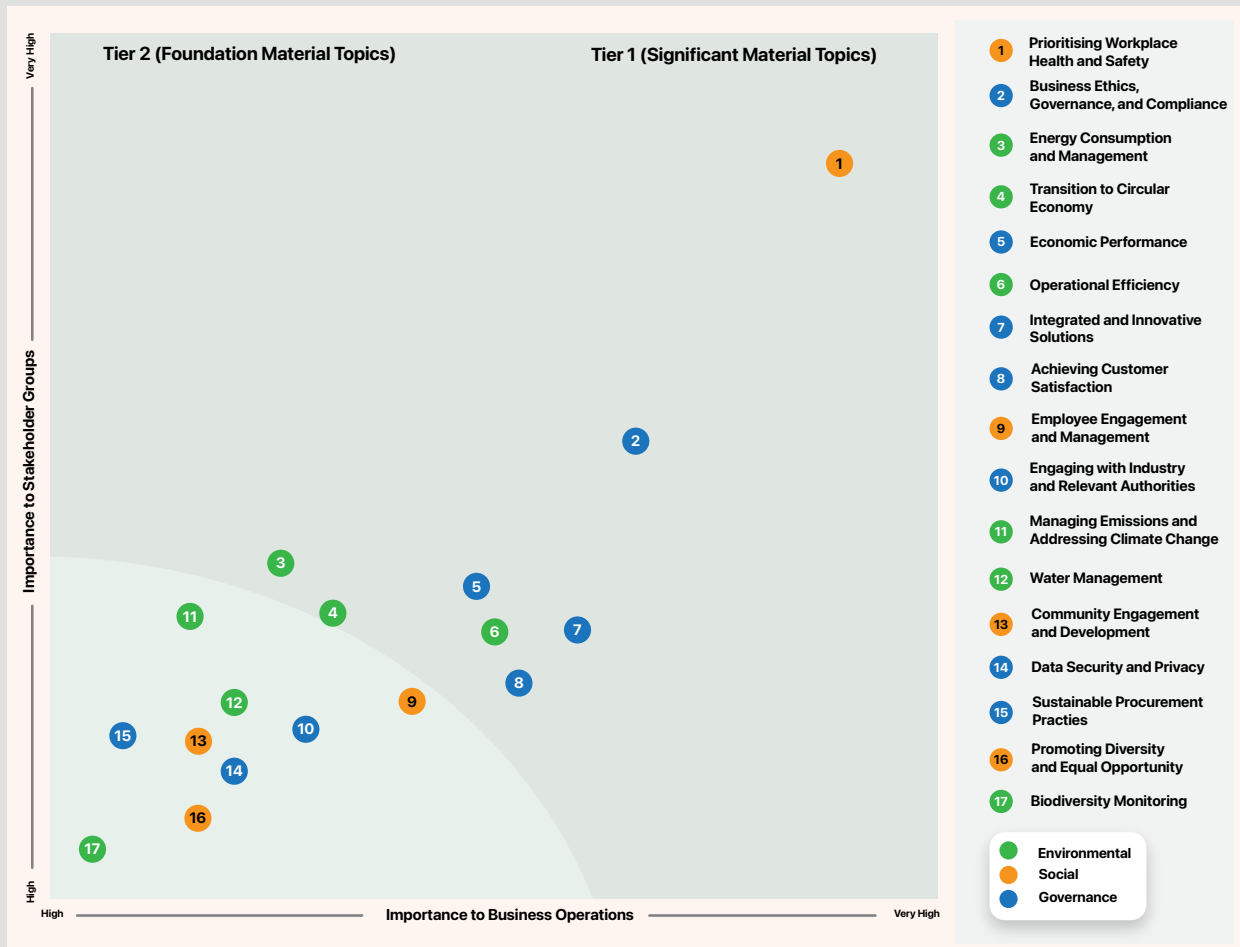
Suppliers & Contractors



Materiality Assessment Outcomes

GRI 3-3

Prioritisation and Validation of Results



The results of our materiality assessment revealed eight material issues that were most pertinent to our stakeholders, with Prioritising Workplace Health and Safety emerging as the most material topic. As a waste management company committed to enhancing the circular economy via product innovation, the well-being of our employees lies at the core of our operations.

Given the inherent risks associated with handling and managing various types of waste materials, ensuring a safe and healthy work environment is paramount. Our workforce operates in dynamic and hazardous conditions, ranging from waste collection and transportation to processing and disposal activities. Therefore, prioritising workplace health and safety is not just a regulatory obligation; it's a fundamental responsibility we uphold to protect the welfare of our employees and the communities we serve.

Moreover, our dedication to product innovation extends beyond technological advancements to encompass safety enhancements in our processes and services. By integrating innovative solutions into our operations, we enhance efficiency and effectiveness, elevate safety standards, and mitigate risks for our employees.

Whether through the development of ergonomic tools, automation of hazardous tasks, or implementation of real-time monitoring systems, we strive to continuously innovate to ensure the well-being of our workforce remains a top priority.

Our Tier 1 Material Topics

Capital	Definition	Our Response
Prioritising Workplace Health and Safety	Instilling a 'safety-first culture' throughout our organisation by taking proactive measures to ensure that employee health and safety are prioritised.	Our Emergency Response Team (ERT), which consists of workers from various departments, provides logistical support to the Fire and Hazmat department as well as ensuring effective mitigation and management of risks during emergencies. <i>Chapter 4: Advancing Operational Safety Measures</i>
Business, Ethics, Governance, and Compliance	Upholding the highest standards of governance, professionalism, and ethics in business conduct and regulatory compliance, ensuring full compliance with all regulations applicable to the waste management industry, as well as maintaining zero tolerance for discrimination and human rights violations.	The Board of Directors has established a strong governance framework to ensure the implementation of ethical and responsible practices throughout all of Cenviro's business operations. <i>Chapter 5: Robust Governance</i>
Energy Consumption and Management	Managing energy consumption through consumption monitoring, implementing waste-to-energy and renewable energy, and enhancing energy efficiency and conservation.	Through our supply chain optimisation efforts, we have been able to achieve full container utilisation when transporting scheduled waste from our East Malaysia customers to CWMC. This has allowed us to reduce both our shipping trips and energy consumption. <i>Chapter 2: Our Value Creation</i>
Transition to Circular Economy	Implementing best-in-class waste management processes and technologies to minimise negative impacts on people and the environment, while also contributing to sustainable resource use and the principles of a circular economy.	Through our RFL programme, we aim to significantly reduce the amount of waste sent to landfills by partnering with communities, schools and corporate partners to promote responsible waste disposal and recycling. <i>Chapter 6: Our Waste-to-Resource Journey</i>

Capital	Definition	Our Response
Economic Performance	Ensuring the integration of sustainability within the business will contribute to the long-term sustainable value creation for Cenviro's stakeholders.	Adoption of the IIRC value creation model. <i>Chapter 2: Our Value Creation</i>
Operational Efficiency	Continuously improving the efficiency of waste management processes throughout the value chain, reducing resource needed per unit of waste treated, and enhancing both environmental and financial performance.	As part of our efforts in streamlining problematic waste treatment, we have optimised our waste processing, allowing for improved segregation and increased efficiency at our SWtE plant. <i>Chapter 2 : Our Value Creation</i>
Integrated and Innovative Solutions	Identifying key innovative and relevant technologies and solutions for the advancement of our recycling, recovery and disposal capabilities to support the realisation of a circular economy and a more sustainable waste management industry.	We are expanding our recycling initiatives with the launch of our inflight projects, OPAL and MAVROS in the coming years. Through our R&D initiatives, we have embarked on projects to reduce aluminium dross from our landfills. <i>Chapter 6: Our Waste-to-Resource Journey</i>
Achieving Customer Satisfaction	Assessing our customers satisfaction with our integrated waste management services and striving to continuously enhance our waste management quality and performance, improving customer experience with our services.	We gauge customer satisfaction levels for our services offered by both Cenviro and EISB annually. <i>Chapter 6: Our Waste-to-Resource Journey</i>

Advancing Operational Safety Measures

Chapter Highlights

Launched the electronic Permit to Work (e-PTW) system to enhance operational efficiency **PG 40**

Initiated the Senior Management Toolbox Programme to enhance engagement and communication throughout all levels of the organisation **PG 41**

A total of 858 contractors were trained in 2023, representing a 43% increase from the previous year **PG 43**

Providing a Safe and Healthy Workplace 35

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 - Our Health & Safety Management System 37
 - Functions of the HSSE Department
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Ensuring a Sustainable Supply Chain

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CHAPTER

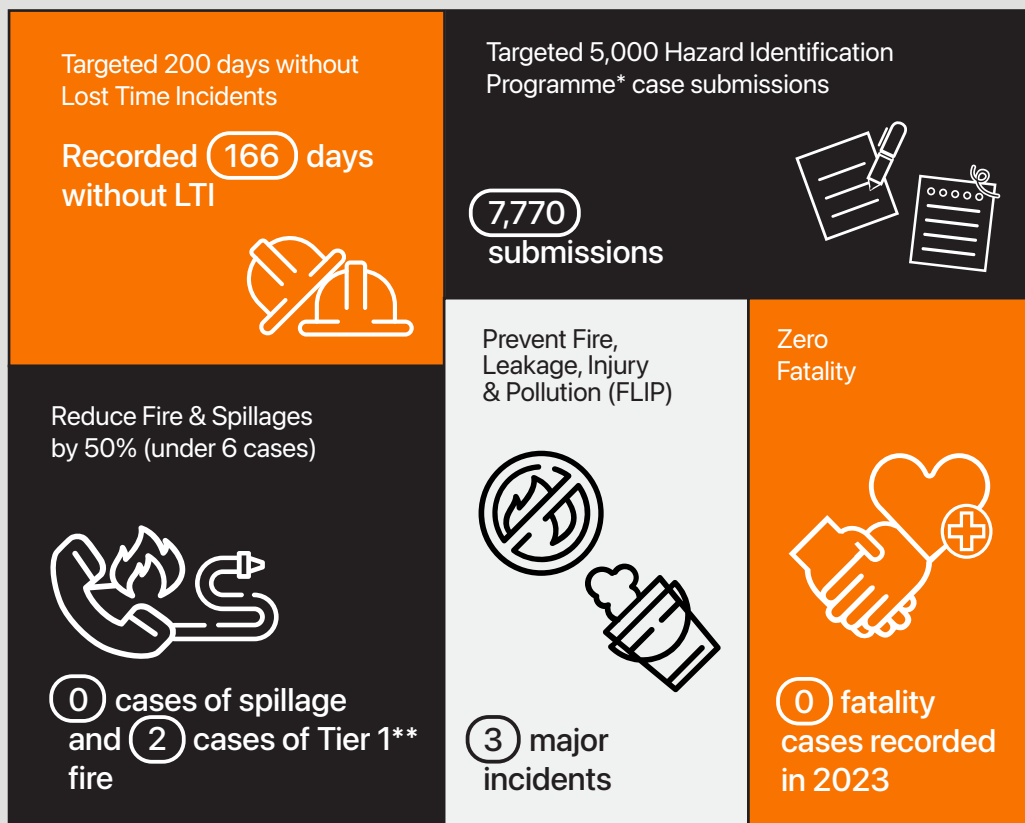
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Providing a Safe & Healthy Workplace

GRI 3-3

At Cenviro, we prioritise a culture of safety and health, reflecting our commitment to good occupational health and safety practices. These practices not only improve overall productivity but also enhance all aspects of physical and mental well-being in the workplace. By upholding these principles, we empower our workforce to thrive both professionally and personally within a safe and supportive environment.



*Refer to page 40 for more information
**Refer to page 38 for more information



Awards & Recognition

Federation of Malaysian Manufacturers (FMM) Awards 2023

- Silver Winner, Fire Safety and Emergency Response Code
- Bronze Winner, Environmental Sustainability Code



In 2023, Cenviro has achieved 166 consecutive days without any LTIs, with a fatality rate remaining at zero. However, out of the 48 Health, Safety, Security, and Environment (HSSE) cases identified, three were classified as LTIs, resulting in a Lost Time Incident Rate (LTIR) of 13.8 for contractors. There were no recorded LTIs for our employees. Moving forward, we are proactive in ensuring that more robust safety measures are being implemented.

In line with that, comprehensive safety training programmes have been implemented to equip our workforce with the knowledge and skills needed to maintain a safe and secure working environment.



Health and Safety Performance Data

GRI 403-9

Our health and safety data highlights key metrics, offering a snapshot of our annual health and safety outcomes.

Total Recorded Man-hours	2021	2022	2023
Employees	549,072	670,480	805,800
Contractors	384,000	479,557	510,150

No. of LTI

Employees	1	4	0
Contractors	1	0	3

No. of LTIR

No. of LTI X 1000 / Annual average of no. employees

Employees	0.4	1.2	0
Contractors	0.5	0	13.8

To further reinforce our dedication to maintaining a safe environment, we are bolstering our safety team by hiring an additional safety officer specifically for our critical risk reduction initiatives. We remain vigilant in our efforts to ensure a safe workplace for all by diligently investigating work-related incidents.

Promoting a Safety-First Culture

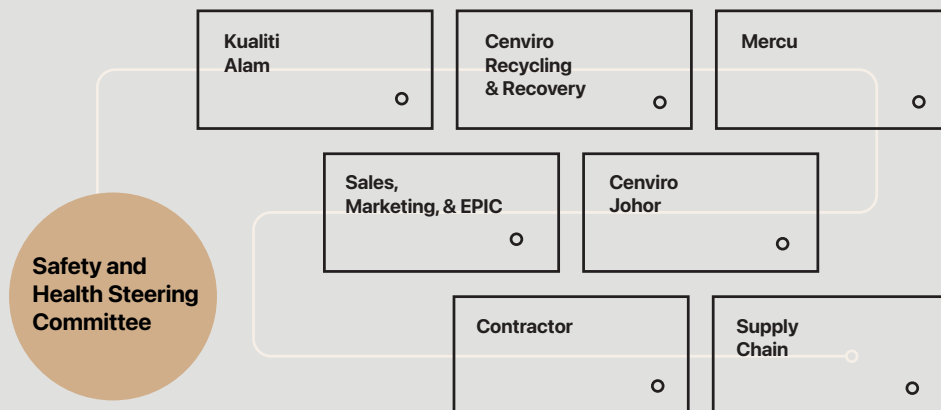
We prioritise equipping our employees with essential tools, knowledge, and comprehensive training to cultivate a safety-focused culture throughout our organisation. Through a commitment to continuous improvement and unwavering adherence to stringent safety protocols, our aim is to establish an environment where every team member actively contributes to a safety-first culture.

Our Health & Safety Management System

GRI 403-1

We believe that building a decentralised health and safety management system encourages a sense of individual accountability within our workforce. To this end, we have formed seven committees that convene quarterly, each with distinct roles and responsibilities, operating in alignment with their specific mandates. The Safety and Health Steering Committee oversees Health, Safety, and Security matters for the entire Cenviro, addressing issues raised during the seven sub-committee meetings.

We are also proactive in ensuring a safety-first culture that permeates throughout our organisation. This is achieved through a combination of routine inspections, comprehensive training sessions, and the implementation of Hazard Identification, Risk Assessment, and Risk Control (HIRARC) measures.

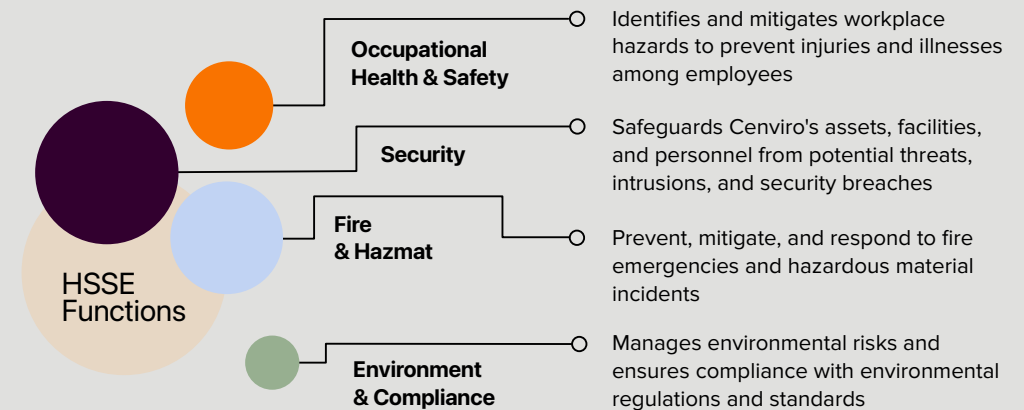


Functions of the HSSE Department

GRI 403-1, 403-3, 403-7





Our HSSE department is pivotal in ensuring the security of our operations. The HSSE Framework empowers business units by providing clear direction and defining roles and responsibilities that actively engage them in achieving the highest standards of health and safety practices.

Our employees are further empowered through various programmes such as the HIP, Emergency Response Plan (ERP), and incident analysis, which build a culture of knowledge sharing and continuous improvement.



Responding to Emergencies

Our ERT collaborates with our technical team to provide extensive logistical support to the Fire and Hazmat department, ensuring effective mitigation and management of risks during emergencies. ERT members, selected anew each year to maintain a diverse and capable team, consist of workers from various departments within Cenviro. They undergo rigorous training and certification by the Jabatan Bomba dan Penyelamat Malaysia (BOMBA) in Firefighting, Hazmat, First Aid, and Evacuation Control. During emergencies within the yellow zone, our ERT members are deployed in full Personal Protective Equipment (PPE), providing essential support to the technical team, who are equipped with partial PPE, ensuring efficient and safe response operations.

ERT	Responsibilities
Firefighter 	They serve as the organization's first point of response for rescue and extinguishment efforts.
Hazmat 	They assist the entry team with rescue and decontamination, prioritising personal safety and managing fire hazards.
First Aider 	They act as the first responders for first-aid, providing basic medical assistance whenever needed.
Evacuation Controller 	They lead the evacuation process at CWMC, reporting to the evacuation leader at the assembly point and overseeing crowd management throughout the evacuation.


Cenviro classifies emergencies into three tiers based on their severity and required response. This system ensures appropriate attention and resources for each incident.

Incident Investigation and Reporting Procedure

Cenviro has established a comprehensive incident investigation and reporting procedure designed to streamline the process of reporting hazards and incidents across all operations. This procedure ensures that employees can conveniently report any safety concerns, reinforcing our commitment to a safe working environment.


Tier 1 Emergencies

These are minor incidents, such as small fires, spills, or leaks, which are manageable by employees or the on-site ERT, typically occurring within a localised area of a plant or office. The Incident Commander (IC), usually the area owner or the next highest-ranking person on-site, supervises and directs the response efforts.




Tier 2 Emergencies

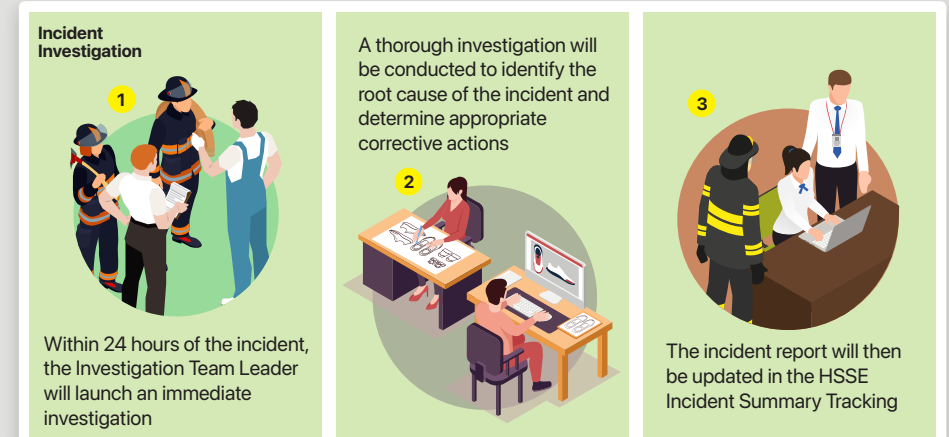
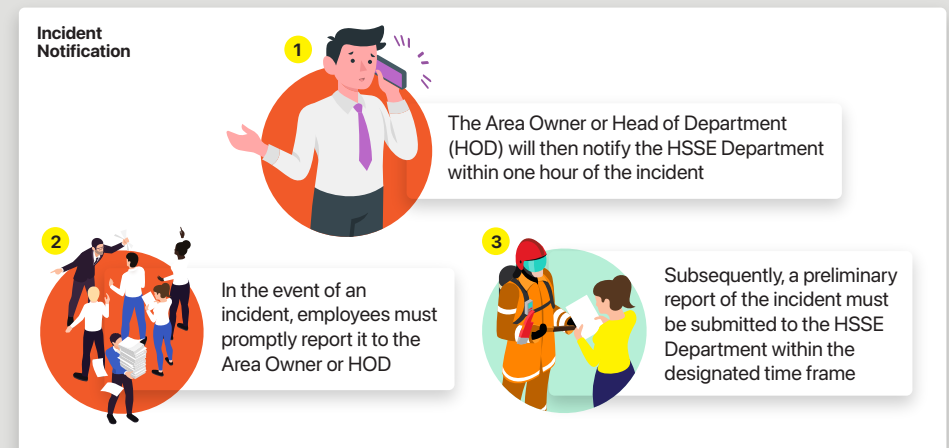
These are major-scale emergencies with the potential to endanger worker lives and disrupt operations that necessitate a coordinated response, despite occurring within a localised area. The IC, typically the highest-ranking member of the ERP or Fire and Hazmat Team, oversees and directs the emergency response. The IC works alongside the area ERT to assess resource needs and promptly reports the incident to Senior Management.



Tier 3 Emergencies

These are extensive-scale emergencies impacting multiple areas that exceed the control capabilities of the Fire and Hazmat Team, necessitating external assistance from entities like BOMBA and the National Security Council. In such cases, the Head of Operations assumes the role of IC to oversee the emergency response and management. The IC bears responsibility for promptly notifying the Crisis Management Team about the incident.

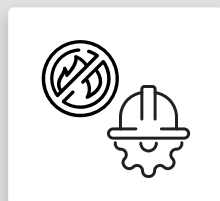




HSSE Key Policies & Certifications

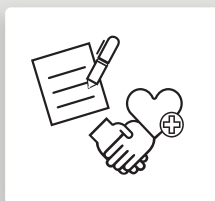
GRI 2-23, 2-27

Our commitment to HSSE is demonstrated through our comprehensive policies and numerous certifications, ensuring compliance with the highest industry standards. This section outlines our HSSE policy and highlights the certifications that validate our dedication to maintaining a safe and sustainable workplace.



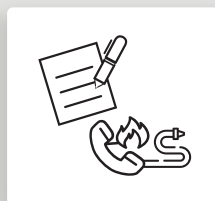
Zero Compromise (ZECO) Rules

Our ZECO Rules represent one of the secure work systems in place, successfully converting policy into actionable measures.



Quality, Health, Safety, Security, & Environment (QHSSE) Policy

Revised in January 2021, our QHSSE Policy serves as a guiding roadmap for health and safety matters throughout the organisation, focusing on adherence to regulations established by relevant authorities. This aims to protect the well-being and satisfaction of all stakeholders, including customers, contractors, and employees.



HSSE Intervention Policy

GRI 403-3

Since 2020, the HSSE Intervention Policy has empowered all individuals employed or engaged by the organisation to take proactive control of their safety. They are encouraged to intervene in any unsafe act or situation that could lead to an incident. If an intervention occurs, the HIP allows for reporting and appropriate follow-up actions.



Drugs, Alcohol & Substance Abuse Policy

This policy strictly prohibits the use, possession, purchase, sale, distribution, manufacturing, or being under the influence of any drugs, alcohol, or illegal substances on all our premises while working at Cenviro.



ISO 9001:2015

(Quality Management System)



ISO 45001:2018

(Occupational, Health & Safety Management System)



ISO 14001:2015

(Environmental Management System)

KASB, CRR, and CS are certified for ISO 9001:2015 (Quality Management System), ISO 14001:2015 (Environmental Management System) ISO 45001:2018 (Occupational, Health and Safety Management System). These three management systems are unified under our Integrated Management System (IMS), overseen by our Corporate Governance & Assurance (CGA) body.

This year, we carried out the annual IMS Internal Audit, which aims to conduct routine checks for compliance by our internal auditors. The scope of the audit encompasses KASB, CRR, CS, and the regional offices.

As a way of identifying and addressing all non-conformances while recognising areas for improvement, we appointed external auditors to conduct the IMS Surveillance 1 Audit assessments. The audit, conducted from 25 September to 6 December, included KASB, CRR, and CS in Cenviro, leading to a recertification for ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018.

Upholding Safety Excellence

At Cenviro, we ensure that maintaining a safe working environment remains a top priority. We achieve this by utilising innovative technologies and implementing proactive measures that enhance transparency, streamline operations, and foster a robust safety culture.

Electronic Permit to Work System

In 2023, we launched an innovative e-PTW system designed to significantly enhance several key aspects of our operations. This system incorporates features such as real-time monitoring, an analytics dashboard, as well as log and vendor document review capabilities, representing a significant improvement upon the established Permit to Work system within Cenviro.

Enhanced
Transparency
& Tracking



The e-PTW system provides greater transparency and accountability by enabling real-time tracking of work permits, ensuring clear visibility into all work activities at all times.

Valuable
Analytics



By leveraging advanced analytics capabilities, the e-PTW system generates valuable insights into our operational performance. This empowers informed decision-making and drives continuous improvement initiatives effectively.

Efficient
Resource
Allocation



With streamlined processes and automated workflows, the e-PTW system facilitates efficient resource allocation, optimising workforce utilisation, and minimising delays.

Improved
Hazard
Prevention



The system enhances hazard identification and prevention measures through comprehensive risk assessment functionalities, thereby fostering a safer working environment for both Cenviro's personnel and our business partners.

Moving forward, we are developing a dedicated mobile app for the e-PTW system, which will enable our personnel and partners to access and manage work permits conveniently from their mobile devices.

Apart from that, we plan to initiate a pilot phase with selected vendors to test and refine the e-PTW system in real-world scenarios. This collaboration will help us gather valuable feedback and make necessary adjustments, ensuring that the system meets the needs of all stakeholders and operates seamlessly within our operational framework. As part of our commitment to continuous improvement, we also aspire to gradually replace all manual Permit to Work systems with our advanced e-PTW system.

Hazard Identification Programme GRI 403-2, 403-4

HIP is dedicated to fostering a culture of safety across our organisation, encompassing staff, contractors, and visitors. It serves as a vital avenue for reporting any risks or near-miss accidents, empowering all users to promptly detect and address potential health and safety concerns.

2023
Progress



7,770
HIP
submissions
in 2023

We maintained our commitment to continual improvement by building on the success of the HIP Closure Notification, which was launched in 2022. Focusing on reminding HIP Ambassadors to take action on reported hazards, we received 7,770 HIP submissions in 2023, surpassing our annual target of 5,000 HIP submissions.

Facilitating Health & Safety Training GRI 403-2, 403-4, 403-5

At Cenviro, our HSSE Department is dedicated to prioritising hazard reduction, and to this end, we implement comprehensive occupational health and safety training throughout the organisation. Through these training initiatives, we empower our employees to identify potential hazards, mitigate risks, and adhere to best practices to ensure a safe and healthy work environment for all.

HSSE Training for Employees & Contractors

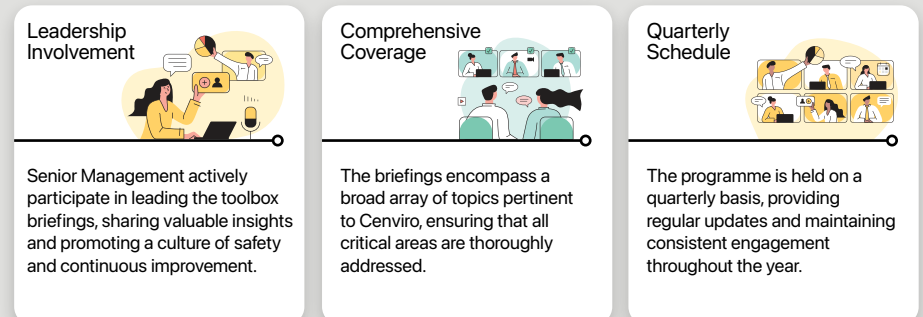
In 2023, we continued our commitment to empowering our employees with the essential knowledge and skills to ensure their safety while performing their tasks. We offered a diverse array of comprehensive training programmes aimed at equipping our workforce with the latest health and safety practices.



Senior Management Toolbox Programme



This year, we launched the Senior Management Toolbox Programme which aims to improve engagement and communication across all levels of the company. This effort engages Senior Management in leading toolbox briefings, ensuring that every operational aspect of the organisation is thoroughly addressed. Key features of the programme are outlined below:



HSSE Week

GRI 403-6



Cenviro's HSSE Week 2023 was held from 11 to 14 July, coinciding with World OSH Day. The theme, "Intervention is Our DNA", focused on reinforcing our intervention culture. The week commenced with the launching ceremony, officiated by the Director General of the Department of Occupational Safety and Health (DOSH). Throughout the week, we organised a series of health-focused activities, including health screenings, mental health talks, dental screenings, cancer awareness sessions featuring carbon monoxide testing for smokers, and a successful blood donation drive that resulted in the collection of 76 bags of blood.

Additionally, we organised various safety programmes, including the Panthera Race and dodgeball games, to promote our Zero Compromise and Intervention Policies, physical fitness, and teamwork. Finally, a tactical fitness test led by our ERP team encouraged participation in the annual ERT selection.

OSH Coordinator Training

Held from 7 to 9 March 2023, the OSH Coordinator Training was strategically scheduled in conjunction with the introduction of the new Occupational Safety and Health Act (OSHA) 2022 regulations. Despite the implementation slated for June 2024, Cenviro proactively conducted this training to underscore our unwavering commitment to regulatory compliance and the highest standards of occupational safety and health.



Ensuring a Sustainable Supply Chain

GRI 2-6, GRI 3-3 and GRI 204-1

A sustainable supply chain is crucial as it ensures the long-term viability and resilience of operations while mitigating environmental impact, enhancing social responsibility, and driving economic efficiency. At Cenviro, we are proactive in ensuring the goods and services we procure are in line with our sustainability agenda. Through this, we are able to build an environmentally and socially responsible business ecosystem.

Contractor Engagement and Audit

Our annual HSSE Contractor’s Dialogue provides a space for transparent discourse between our business partners and our top management.

This year, the Contractor’s Dialogue focused on sharing our 2023 HSSE performance with our esteemed business partners and introducing our new e-PTW system. The event included informative sessions on our sustainability framework and governance policies. We also provided insights into the launch of Green Procurement by incorporating ESG criteria into our business partner evaluation process, which is set to start in 2024.

The event included engaging Q&A sessions between Cenviro’s senior management and our business partners, discussing topics such as HSSE practices, procurement, and future collaborations.



HSSE Contractor Penalty Matrix



Cenviro's HSSE Penalty Matrix is a systematic approach that classifies misconduct into major or minor offences, ensuring accountability and adherence to safety protocols. For minor infractions, contractors may incur fines, while repeated minor offences may escalate to a major offence status after three instances. Individuals found guilty of a major offence face a fine, with subsequent major offences resulting in a ban from future involvement with the organisation.

In 2023, 11 companies underwent the HSSE Contractor audit, with the majority receiving A and C grades. The following chart provides a comprehensive breakdown of the audit results.

Grade	Total Number of Companies	Percentage
A (89.5%-100%)	4	36%
B (69.5%- 89.4%)	3	27%
C (59.5%-69.4%)	4	36%
D (39.5%-59.4%)	0	0%
E (0-39.4%)	0	0%

Our Collaborations

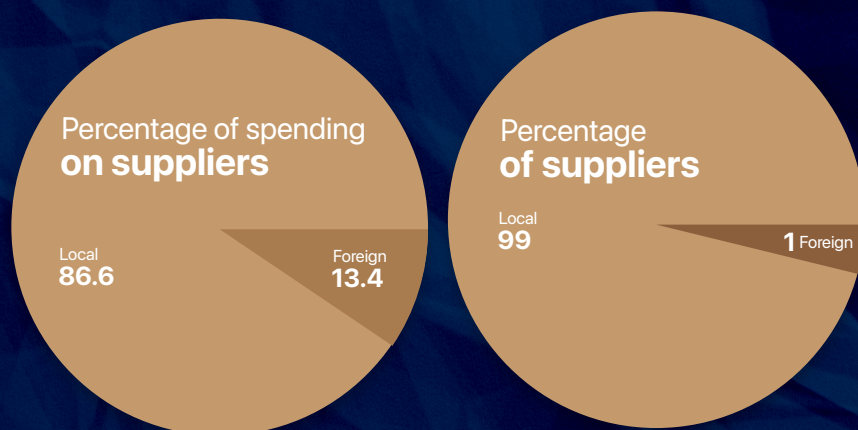
Throughout 2023, we actively collaborated with multiple key governmental agencies, such as the Department of Environment (DOE), DOSH, Atomic Energy Licensing Board (AELB), and BOMBA, leading to a total of 54 engagements. Furthermore, we participated in 48 audits and site visits this year.

Sustainable Procurement

In our procurement and subcontracting, we acquire materials, equipment, and services related to maintenance and construction. As upholding ethical business conduct through our Vendor Code of Conduct (VCOC) is essential at Cenviro, we carry out regular dialogues with suppliers to align with our values.

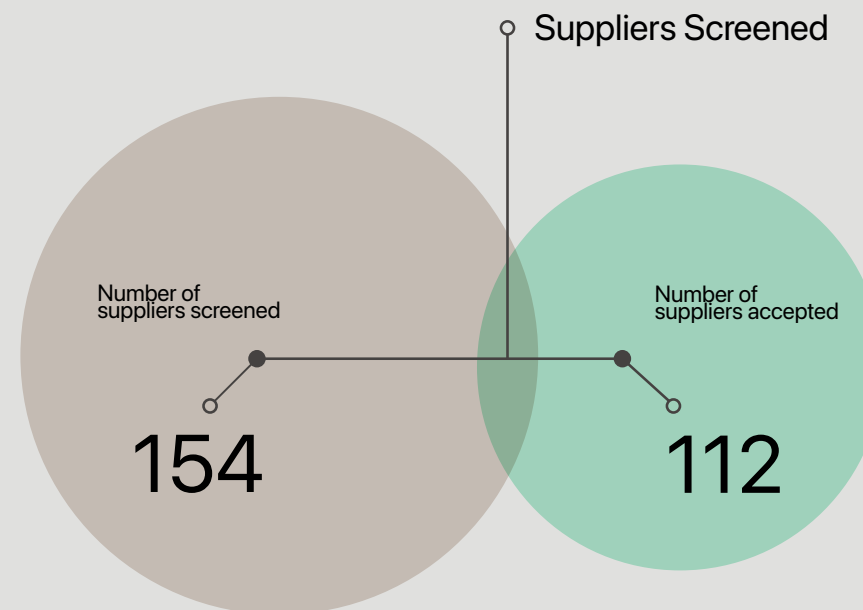
The VCOC encompasses integrity, compliance, anti-corruption measures, transparency, conflict disclosure, and confidentiality.

Cenviro actively collaborates with ethical local suppliers to positively impact the communities where we operate, as we are dedicated to contributing back to society. This year, 86.6% of our procurement spending was directed to local suppliers, reflecting our commitment to supporting the local economy.



Empowering Supplier Management Across Our Value Chain

Continuing our commitment to sustainable and responsible practices, Cenviro remains steadfast in maintaining our rigorous supplier assessment process. This includes implementing the Vendor Rating system, Supplier Screening and Registration process across our supply chain. In 2023, our screening process evaluated 154 suppliers, resulting in the successful onboarding of 112 suppliers into our network.



Implementing an annual rating system, we assess registered vendors' performance to ensure sustainability across our value chain. Underperforming vendors are provided with a complaint form to address concerns, reflecting our commitment to continuous improvement; those who fail to improve are not considered for new business opportunities, reinforcing our dedication to maintaining high standards and fostering long-term, sustainable partnerships.

Robust Governance

Chapter Highlights

Incorporated the Conflict of Interest Policy, further strengthening our commitment to maintaining ethical standards and transparency **PG 54**

Reported no incidents of data loss or breaches in the year as a result of implementing robust cybersecurity measures **PG 55**

Zero complaints related to human rights violations throughout the year as a result of our stringent adherence to ethical practices **PG 55**

Strategic Leadership

- Corporate Governance 46
- Sustainability Governance 51

Risk Management

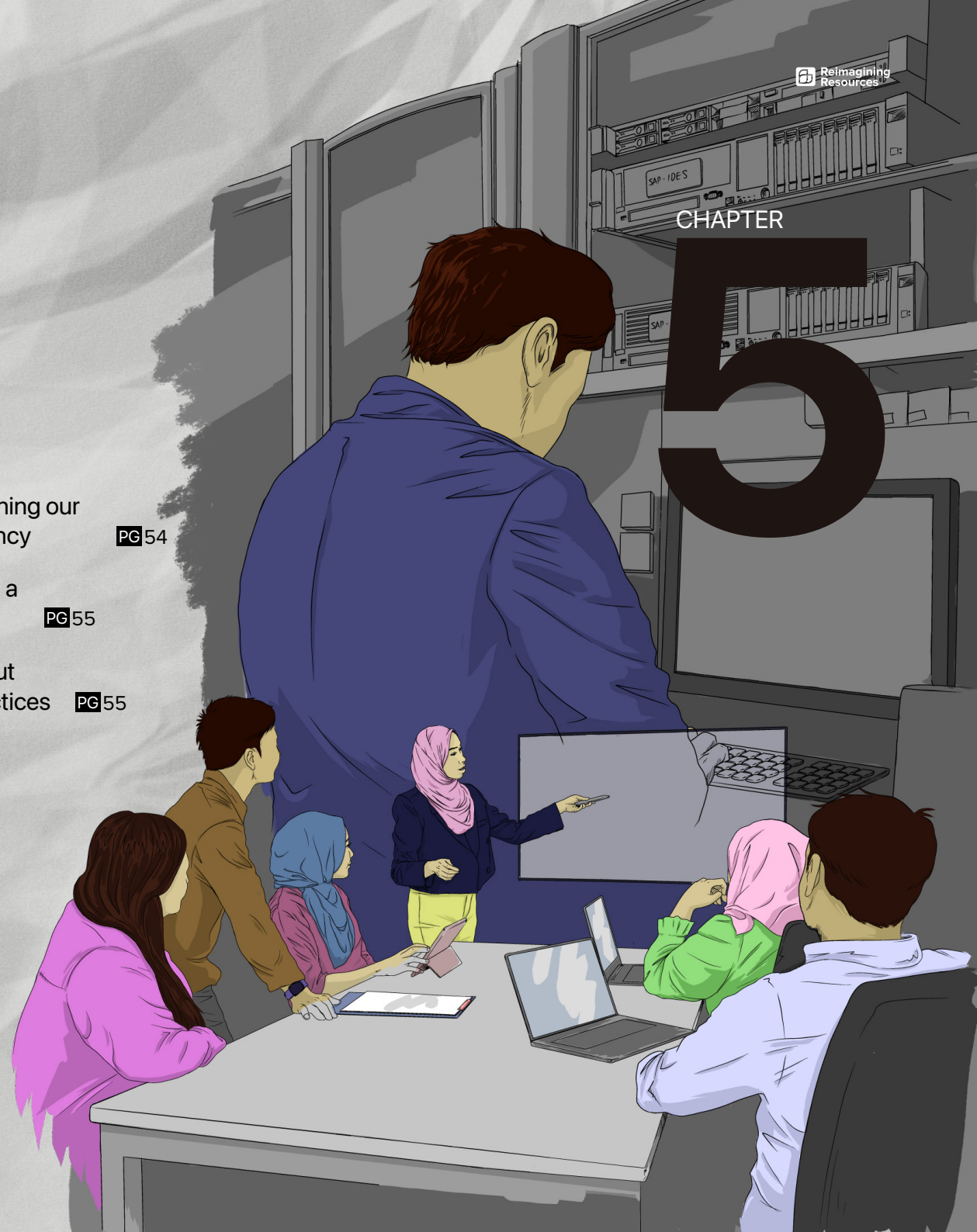
- Enterprise Risk Management Strategy 52
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Ethical Business Practices

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CHAPTER

5

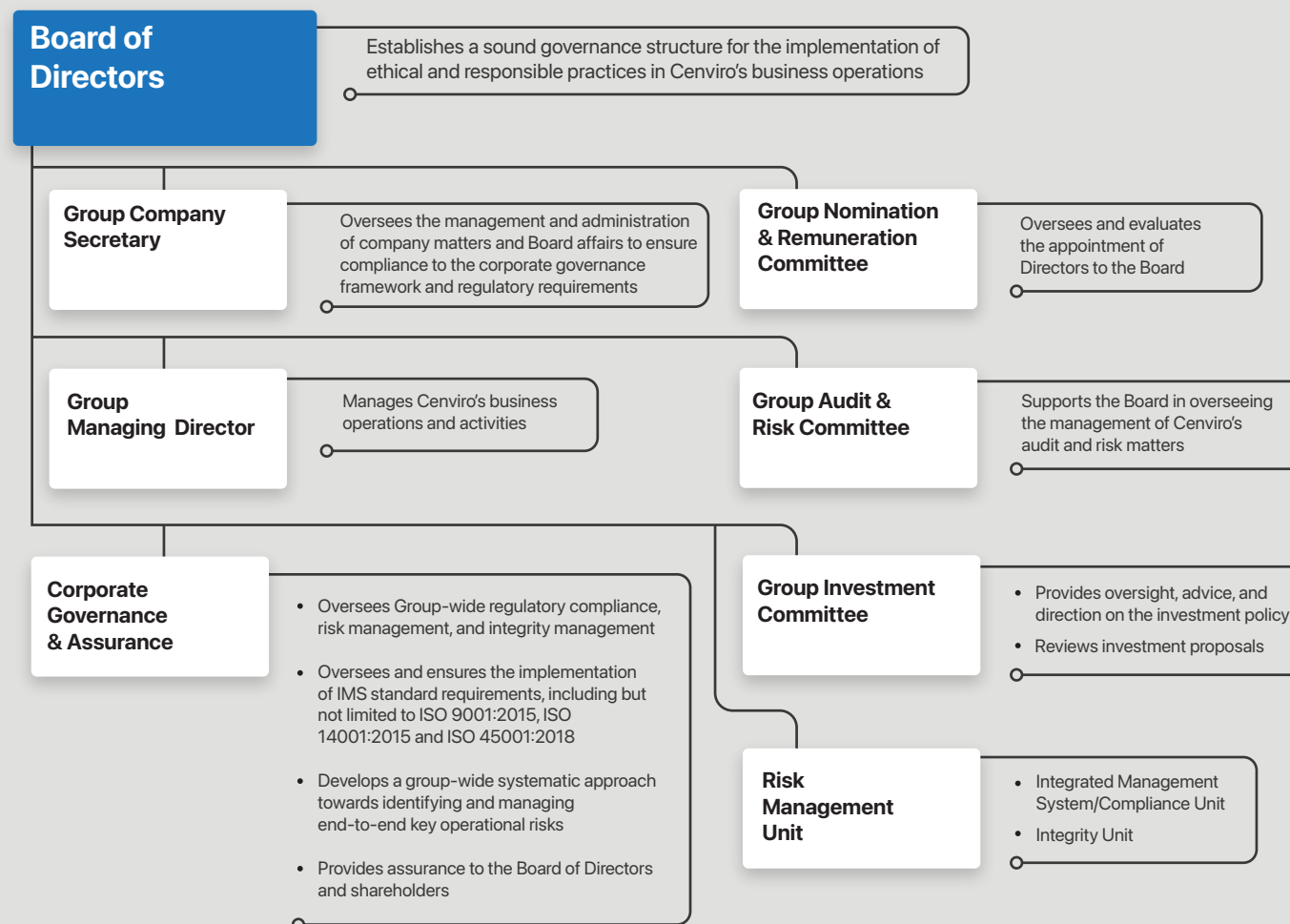


Strategic Leadership

At Cenviro, we stand resolute in our commitment to robust corporate governance and sustainable practices. Upholding our Code of Conduct and integrating sustainability into our operations, we prioritise integrity, accountability, and stakeholder trust. Through responsible leadership and comprehensive policies, we navigate towards sustainable business growth while continuously striving for excellence and innovation.

Corporate Governance GRI-2-9, 2-18

Our corporate governance is founded upon the principles of integrity, accountability, transparency, and sustainability, and we demonstrate this by adhering to the highest ethical standards in our waste resource management solutions. The Board of Directors benefits from the guidance of the Group Audit and Risk Committee, the Group Nomination and Remuneration Committee, and the Group Investment Committee. Foreseeing the ever-changing regulatory landscape, we established the CGA team within senior management in 2020. This strategic initiative remains instrumental in enhancing our capacity to adeptly and efficiently navigate the evolving regulatory landscape.



Board of Directors

GRI 2-9, 2-10, 2-11, 2-20 and 405-1

Consisting of six highly dedicated and skilled individuals, the Board brings extensive expertise and experience to steer the company's strategic and financial decisions effectively. Cenviro's structure, featuring an Independent Non-Executive Chairman and a dedicated Managing Director, bolsters board independence while allowing focused operational oversight.

The Chairman leads Directors' meetings, ensuring the implementation of robust corporate governance practices, effective leadership, and Board efficacy. Additionally, the Group Nomination and Remuneration Committee meticulously

evaluates candidates for board appointments, considering criteria such as integrity, expertise, and alignment with long-term shareholder interests. In addition, with the nomination of Directors from EcoPlant Holding Malaysia Sdn. Bhd. to Cenviro on 16 December 2022 marked a pivotal moment in our journey as it represents a deliberate effort to diversify our board's expertise and perspectives.

This strategic move underscores our commitment to embracing diverse insights and innovative approaches, ensuring that we remain agile and adaptable in an ever-evolving business environment.



**Tan Sri Dr. Azmil Khalili
Dato' Khalid**
Independent Non-Executive
Chairman



Dr. Johari Jalil
Director & Group
Managing Director



Yeo Kar Peng
Director



Effizal Faiz Zulkifly
Non-Independent
Non-Executive Director



Park Deok Seop
Director



Lee Dae Hyuck
Director



**Nurul Iman Mohd
Zaman**
Alternate Director

Tan Sri Dr Azmil Khalili Dato' Khalid

Independent Non-Executive Chairman

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Date of appointment: 1.10.2018

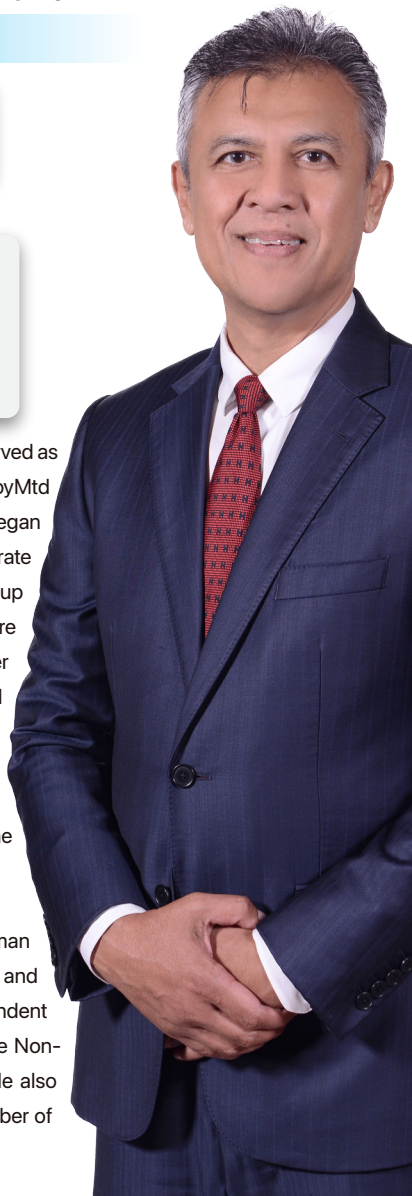
Meeting attendance: 6/7

Qualifications:

- Bachelor of Science in Civil Engineering, University of Hertfordshire and Northrop University
- Master of Business Administration, California State University
- Doctorate of Science (Honorary), University of Hertfordshire

From April 2011 to August 2017, Tan Sri Dr. Azmil Khalili served as the President and Chief Executive Officer of both The AlloyMtd Group and ANIH Bhd. His career at MTD Capital Bhd. began in 1993, when he joined as General Manager of Corporate Planning. In March 1996, he advanced to the roles of Group Managing Director and Chief Executive Director, before becoming the Group President and Chief Executive Officer of The MTD Group in April 2005, a position he held until April 2011. Additionally, he was the President and Chief Executive Officer of MTD Capital Bhd. listed subsidiary, MTD ACPI Engineering Bhd., and served as the Chairman of MTD Walkers PLC, a foreign subsidiary listed on the Colombo Stock Exchange in Sri Lanka.

He serves as the Independent Non-Executive Chairman for UEM Edgenta Bhd., Elridge Energy Holdings Berhad, and Ableace Raakin Sdn Bhd. Additionally, he is a Non-Independent Non-Executive Director at Reach Energy Berhad and the Non-Executive Vice Chairman of Sapura Industrial Berhad. He also holds a directorship at ANIH Berhad and is a board member of several private limited companies.



Dr. Johari Jalil

Group Managing Director

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Date of appointment: 3.6.2019

Meeting attendance: 7/7

Qualifications:

- Bachelor of Business Administration (BBA), International Finance, Wichita State University
- Bachelor Degree and MBA in Applied Finance & Investment, Universiti Kebangsaan Malaysia
- Doctorate in Business Administration, Universiti Utara Malaysia

Dr. Johari dedicated over two decades of his career to the Oil & Gas Downstream sector, working with Royal Dutch Shell and ExxonMobil in various local, regional, and global positions. His roles included Country Manager of Commercial Sales at ExxonMobil Malaysia, General Manager of the LPG Business in Southeast Asia, Commercial Director of Shell Downstream Indonesia, and Global Manager of Trading & Supply at Shell. Prior to his tenure in the Oil & Gas industry, he spent ten years in the Corporate Banking sector.

He also sits as a board member of the joint venture and associate companies, namely E-Idaman Sdn. Bhd. and Shan Poornam Sdn. Bhd..



Yeo Kar Peng

**Independent
Non-Executive Director**



Date of appointment: 20.6.2017

Meeting attendance: 6/7



Qualifications:

- Bachelor of Economics (Accounting and Finance), Monash University
- Member of CPA Australia

Kar Peng has a diverse professional background, having worked with Ernst & Whinney (now Ernst & Young) from 1983 to 1985, Ariffin & Low (now CIMB Securities) from 1985 to 1989, WI CARR Malaysia from 1989 to 1995, UBS Malaysia from 1995 to 1998, and CitiGroup Global Banking from 1998 to 2004. She also served on the board of Khazanah until 30 July 2018.

Kar Peng has been the Chairman/Managing Partner of Kendall Court Capital Partners since 2004. She was appointed as a Trustee of Top Glove Foundation on 12 December 2018 and as an Independent Non-Executive Director of Sunway Real Estate Investment Trust on 2 January 2019.

Effizal Faiz Zulkifly

**Non-Independent
Non-Executive Director**



Date of appointment: 30.4.2022

Meeting attendance: 7/7



Qualifications:

- Bachelor of Commerce (Accounting), University of Queensland
- Master of Business Administration, MIT Sloan Fellows Program, Massachusetts Institute of Technology
- Master of Commerce, Finance and Business Information System, University of Sydney

Effizal joined Khazanah in July 2007 and currently serves as the Head of Consumer – Investment Division. His earlier tenure at Khazanah focused on infrastructure and telecommunications, including roles with the UEM Group of Companies, Telekom Malaysia, and Astro Berhad. Following a one-year assignment at Khazanah's San Francisco office in 2017, he assumed the position of Director for Internet & Technology and Innovation and Entrepreneurship initiatives, leading projects like TIDE and KNEO. Prior to joining Khazanah, he worked as a business analyst at Citibank Berhad for four years.

He is currently serving as a Non-Independent Non-Executive Director of UEM Sunrise Berhad and Farm Fresh Berhad.

Nurul Iman Mohd Zaman

Alternate Director



Date of appointment: 30.4.2022

Meeting attendance: 7/7



Qualifications:

- Bachelor of Arts in Economics and English, Cornell University
- Master in Business Administration from the University of Cambridge's Judge Business School

Nurul Iman was appointed as an Alternate Director to Effizal Faiz Zulkifly on the Board of Cenviro Sdn. Bhd. on 30 April 2022.

Nurul Iman is currently a Director of Investments in Khazanah, where she covers Private Markets in Southeast Asia with a focus on the Consumer sector. Iman joined Khazanah in end-2008 and has worked on investments and value creation within the Property, Leisure and Tourism, Healthcare, and Aviation sectors, including Khazanah's M+S Pte Ltd joint venture in Singapore with Temasek and the IPO of IHH Healthcare Berhad.

She holds a Bachelor of Arts in Economics and English from Cornell University and a Master in Business Administration from the University of Cambridge's Judge Business School.

Park Deok Seop

Non-Independent
Non-Executive Director



Date of appointment: 16.12.2022

Meeting attendance: 6/7



Qualifications:

- Bachelor Degree of Engineering (Architectural Engineering), College of Engineering, Korea University

Park Deok Seop began his career with Samsung Engineering from August 1999 to December 2017 and was involved in hydrocarbon plant marketing, global strategy office and industrial plant marketing / PJT Management. He joined SK Ecoplant Co. Ltd. in January 2018, assuming the role of Vice President of the Global Eco Business Unit, overseeing the development of waste management / recycling businesses and continuing his involvement in hydrocarbon plant marketing.

Lee Dae Hyuck*

Non-Independent
Non-Executive Director



Date of appointment: 16.12.2022

Meeting attendance: 5/7



Qualifications:

- PhD in the Department of Mineral and Petroleum Engineering from Seoul National University

Lee Dae Hyuck began his career as a researcher at Seoul National University, where he worked from March 1995 to September 1998. In October 1998, he joined SK Ecoplant Co. Ltd., where he currently serves as the Head of the Global Eco Business Unit. Over the years, he has held various significant positions within the company, including Chief Strategy Officer at TES-AMM (Singapore) Pte. Ltd., Project Director for multiple global infrastructure projects, Managing Director of the Global Marketing Division, and General Manager of Global Infrastructure Estimation & Proposal.

*Resigned on 15 December 2023

Board Diversity

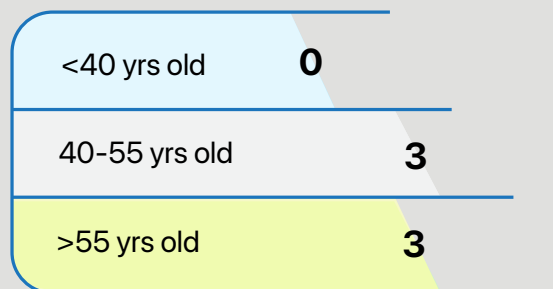
We are cognisant of the conventionally male-dominated nature of the waste management industry; therefore, we are actively working towards increasing female representation in the future. Guided by our core SHIELD values and our Code of Conduct, we aim to foster a more inclusive and diverse corporate environment.

Sustainability Governance GRI 2-12, 2-13

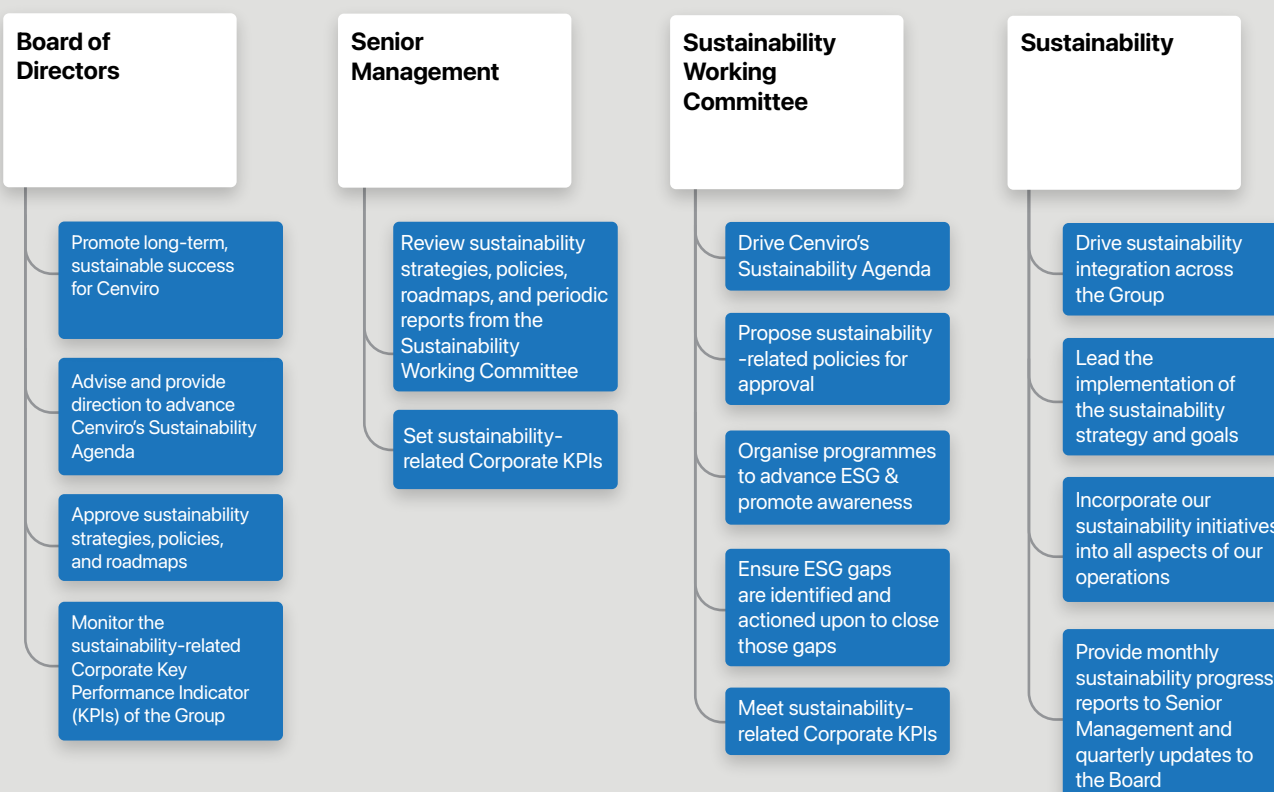
As a responsible waste resource management solutions provider, Cenviro recognises the impact our industry has on the environment. To address this, we have implemented a robust sustainability governance structure that guides our operations, ensuring that we adhere to the highest standards of environmental stewardship.

Our commitment to transparency, accountability, and continuous improvement drives us to integrate sustainable practices into every aspect of our business. By fostering strong governance, we aim to mitigate environmental risks, promote resource efficiency, and support the long-term well-being of the communities we serve.

Board of Directors Age Diversity 2023



Board of Directors Gender Diversity 2023

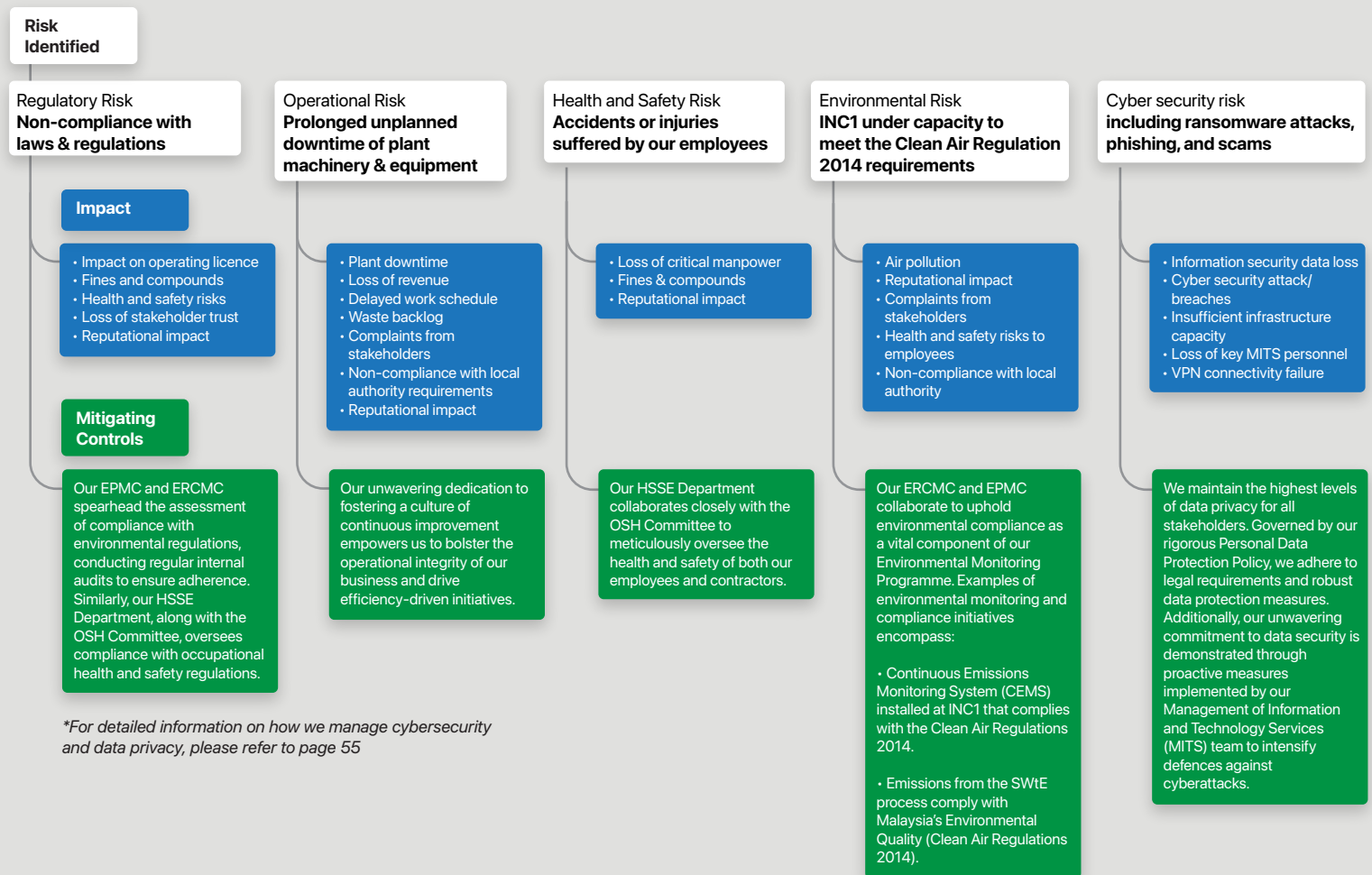


Risk Management

Enterprise Risk Management Strategy

Guided by our Enterprise Risk Management (ERM) strategy, we have made strides in the meticulous identification, assessment, preparation, and management of potential business risks. We have established a Corporate and Departmental Risk Register to systematically record and prioritise identified risks, evaluating them based on likelihood and potential impact. Our CGA team plays a pivotal role in shaping risk management programmes and processes, ensuring accountability by assigning responsible individuals to oversee their implementation.

In 2023, we introduced the Risk Management Framework to escalate the overall ERM practice, bringing it to a new maturity level, aligning with Bursa Malaysia Listing Requirements. This framework enhances our existing ERM practices by identifying emerging risks, assessing their potential impacts, and implementing effective mitigating controls.



**For detailed information on how we manage cybersecurity and data privacy, please refer to page 55*

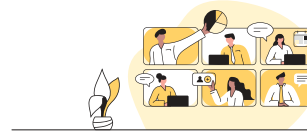
Managing Climate Risk

Adhering to the Task Force on Climate-related Financial Disclosures (TCFD) framework, Cenviro reaffirms its dedication to enhancing the transparency of our climate-related initiatives across all facets of our operations. Our transparent reporting not only offers valuable insights into our climate performance but also equips industry peers and stakeholders with essential information to gauge the effectiveness of our climate initiatives across our processes and policies.

In 2023, we organised our climate-related disclosure around four key thematic areas: Governance, Strategy, Risk Management, and Metrics & Targets.

Executive Summary

Governance



Cenviro's Board of Directors assumes responsibility for overseeing all climate-related risks and opportunities within the company, while the Senior Management Team makes crucial decisions regarding policies and resource allocation

In 2023, we reviewed our sustainability governance to better integrate sustainability across all levels.

Strategy



Cenviro refreshed its materiality assessment by re-evaluating material ESG topics through internal and external stakeholder engagement

By identifying and addressing the most relevant ESG issues, we ensure that our resource allocation is optimised to drive impactful sustainability initiatives, ultimately enhancing our overall performance and commitment to responsible business practices

Risk Management



Cenviro identifies, assesses, and manages climate-related and other environmental risks through our ERM strategy

In 2020, we identified several risks, including hazardous emissions to the atmosphere, waste backlog, and occurrences of health, safety and environmental issues like fire and spillage

To mitigate these identified risks, we have implemented various internal controls. These measures encompass the establishment of the Environmental Aspect Impact, monthly EPMC, and annual ERCMC meetings. Additionally, we have incorporated GHG, an Air Pollution Control System (APCS), regular fleet inspections, and waste backlog monitoring

Metrics & Targets



Cenviro has adopted the use of GHG Protocol for quantifying its GHG emissions, replacing the ISO 14064-1:2018 standards. Under this framework, GHG emissions are now categorised into scope 1, 2, and 3 emissions

In 2023, we successfully surpassed our previous emissions reduction target. Building on this achievement, we are now reviewing our targets and formulating a new roadmap to address GHG emissions in the coming years

Refer to Chapter 7: Charting Our Climate Agenda

Ethical Business Practices

GRI 2-23, 2-24, 2-27

Business Ethics, Integrity, & Compliance Highlights

Our Senior Management team proactively upholds and oversees compliance with various requirements, including ethical behaviour, anti-bribery and corruption measures, and whistleblowing protocols.

Embedded within our operations, the Cenviro Code of Conduct serves as a compass, empowering employees to uphold unwavering levels of professionalism and ethical behaviour.

In 2023, our commitment is strengthened by the incorporation of a newly approved Conflict of Interest Policy and a revised version of our Personal Data Protection Policy.

Codes of Conduct



Cenviro Code of Conduct

This document serves as a comprehensive set of policies and guidelines, delineating the expected standards and work ethics for all employees.

For more information, please refer to our [Code of Conduct](#)

Cenviro Employee Handbook

Serving as a guiding document, the handbook empowers all employees to maintain the utmost standards of professionalism and ethics in their business conduct. While not exhaustive, it also provides essential guidance for navigating various situations with integrity and professionalism.

Cenviro Vendor Code of Conduct (CVOC)

This document establishes a set of obligations for businesses to operate in a lawful and ethical manner, with the highest standards of professional conduct expected from all vendor(s) when conducting business with or on behalf of Cenviro.

For more information, please refer to our [CVOC](#)

Policies



Anti-Bribery & Corruption Policy

We stand firm in our commitment to assist government and law enforcement agencies in combating bribery and corruption. We take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly, and with integrity in all our business dealings and relationships.

For more information, please refer to our [Anti-Bribery & Corruption Policy](#)

Corporate Social Responsibility, Donations, & Sponsorships Policy

Cenviro endeavours to uphold elevated standards of ethical conduct and transparency in all business transactions. Hence, this policy was formulated to delineate the guiding principles, governance structure, strategy, and programmes governing CSR contributions, donations, and sponsorships within the organisation.

KASB Pricing Policy

This policy is developed with the aim of effectively managing prices, which is a crucial factor in enhancing company profitability.

Conflict of Interest Policy

This policy clarifies and provides a clearer understanding for managing conflicts of interest by detailing the rules, outlining the responsibilities of the Board of Directors and employees at all levels, and emphasising the consequences of non-compliance.

Description & Relevant Policies

Anti-Bribery & Corruption

GRI 205-1, GRI 205-3

Our Anti-Bribery & Corruption (ABC) Policy is in full compliance with the Malaysian Anti-Corruption Commission (MACC) Act 2009. Our Organisational Anti-Corruption Plan (OACP), which was established in 2021, has intensified governance and integrity within Cenviro. As of 2023, we have completed 60% of the 43 key initiatives stated in the OACP. Some of the main initiatives that we have been actively working on include conducting awareness programmes and introducing new policies. To ensure our staff avoid conflicts of interest and maintain ethical standards in their professional conduct, we introduced the Gifts and Hospitality Guidelines. These guidelines provide a clear approach to avoiding the acceptance or giving of gifts and hospitality, thereby preventing cases of bribery and corruption. Additionally, 100% of our operations have been assessed for risks related to corruption, and 100% of our employees, including Senior Managers, Managers, Executives, and Non-executives, have received training on anti-corruption.

Whistleblowing

GRI 2-16, 2-25 and 2-26

In an effort to demonstrate a culture of transparency, integrity, and accountability, we have established a robust Whistleblowing Policy. This policy serves as a confidential and secure mechanism, empowering all employees and stakeholders associated with Cenviro to voice concerns about any suspected improper conduct within the organisation. It applies to all individuals, including employees, consultants, vendors, contractors, and anyone engaged in business relationships with us. This policy also encourages the open reporting of unethical, illegal, or improper behaviour without fear of reprisal. By prioritising accountability and adhering to responsible business practices, our objective is to cultivate a workplace founded on trust and mutual respect, ultimately benefiting all stakeholders.

Whistleblowing reports and information are handled with strict confidentiality, with measures in place to safeguard the identity and interests of whistleblowers. Significant issues are timely escalated to the Board Audit and Risk Committee, ensuring thorough oversight and resolution. In 2023, we recorded zero cases involving abuse of power and conflicts of interest.

In our commitment to accessibility and anonymity, we provide various channels for reporting corporate misconduct, including a dedicated hotline, a secure website, and a confidential email address. The hotline is operated by an independent third-party company, ensuring impartiality and objectivity.

Cenviro
Whistle-blowing Policy | Hotline: **1800-817-365**
report@cenvirowhistleblowing.com
<https://cenvirowhistleblowing.com>

Cybersecurity & Data Privacy

GRI 3-3, 418-1

As we emphasise safeguarding the privacy and confidentiality of data that belongs to our customers, suppliers, business partners, and employees, Cenviro's Personal Data Protection Policy serves as a guide that outlines our commitment to maintaining the highest standards of data security and privacy. This policy encapsulates governing principles that uphold the highest standards of data privacy, ensuring compliance with relevant legal and regulatory requirements while also implementing robust data protection measures to safeguard sensitive information.

Data security and IT protection are paramount at Cenviro, as demonstrated by our stringent adherence to the IT Security Policy version 1.2. This policy takes a proactive approach, identifying potential risks and implementing comprehensive measures to mitigate security breaches. Our commitment to data protection extends to employees working remotely, with invaluable support from the MITS team providing secure VPN access, enabling seamless IT operations from any location.

In 2023, we reported zero cases of data losses or breaches.

Relevant policies

- Cenviro IT Security Policy
- Cenviro Code of Conduct
- Cenviro Personal Data Protection Policy - Revised in 2023

Human & Labour Rights

GRI 2-30

At Cenviro, we maintain a zero-tolerance policy towards discrimination and human rights violations, ensuring labour rights across our supply chain, supporting employees' collective bargaining rights, and safeguarding customer privacy.

Our commitment to fostering diversity and inclusion is demonstrated by our promotion of core values including respect, trust, open communication, and embracing diverse perspectives, which are deeply ingrained in our Cenviro Code of Conduct. As part of our best practices, we prioritise creating a work environment free from harassment, bullying, intimidation, or abuse.

At Cenviro Group, we prioritise treating every employee, client, and contractor with respect while strictly adhering to minimum wage regulations. In 2023, collective bargaining agreements covered 24% of Cenviro employees and 50% of EISB employees. In 2023, there were zero substantiated complaints concerning human rights violations.

Our Waste-to-Resource Journey

Chapter Highlights

Recorded a 27% increase in waste processed within our recycling and recovery operations in 2023 compared to the previous year **PG 60**

Collected 114,583 kg of recyclables through our RFL programme, furthering our goal to substantially decrease the quantity of waste sent to landfills **PG 61**

Generated 51% more energy through our SWtE operations, marking a significant increase in efficiency and renewable energy production **PG 62**

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Our Waste Management Approach

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Collection, Analysis, & Storage of Waste

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Municipal Solid Waste Management by EISB

- Our Sustainable Solutions 63

Treatment & Disposal of Waste 64

CHAPTER

6



Reimagining Waste to Resource

GRI 3-3

In line with our effort to transition to a circular economy model, Cenviro is actively committed to revolutionising waste management through our integrated services. By adopting the waste hierarchy model, we prioritise waste collection, recycling, and recovery to minimise disposal.

This strategic approach not only enhances Malaysia's waste management capabilities but also aligns with our nation-building aspirations for responsible waste management and climate change mitigation. Furthermore, our services play a crucial role in generating value for our shareholders and reshaping perceptions of waste within society.

We have been proactive in the expansion of CRR by carrying out a few projects. These initiatives streamline processes and increase high-quality alternative fuel production, as we are exploring new wastewater treatment methods to minimise disposal costs.



The
Modern Resource
Company

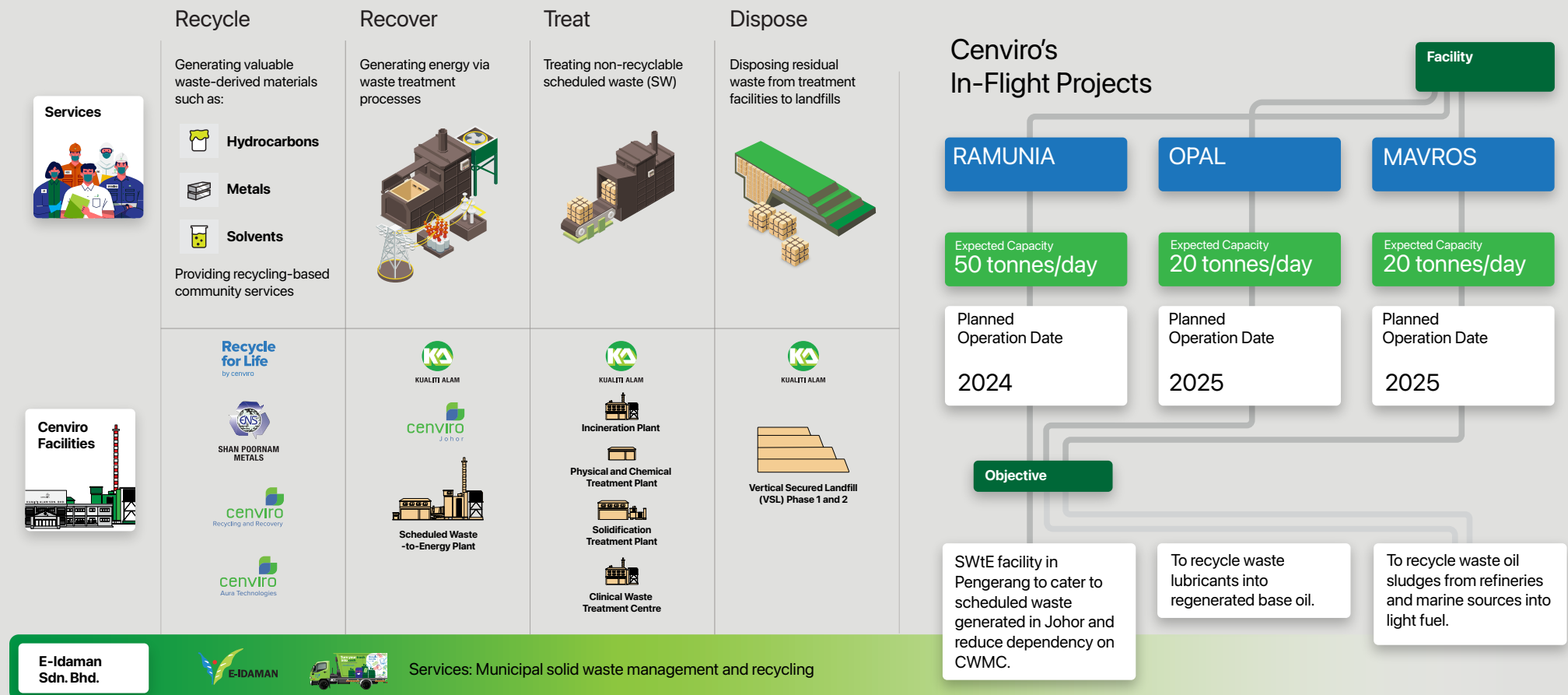
Reimagining
Resources

Our Waste Management Approach

GRI 203-1

We are effectively streamlining our waste management services and continuously evaluating our year-on-year performance. We are on track to minimise the diversion of residual waste to landfills, and we do so by prioritising our services according to recycling, recovery, treatment, and lastly, disposal.

In an effort to expand our recycling initiatives, three of our projects, RAMUNIA, OPAL, and MAVROS, will begin in 2024 and 2025.



E-Idaman
Sdn. Bhd.

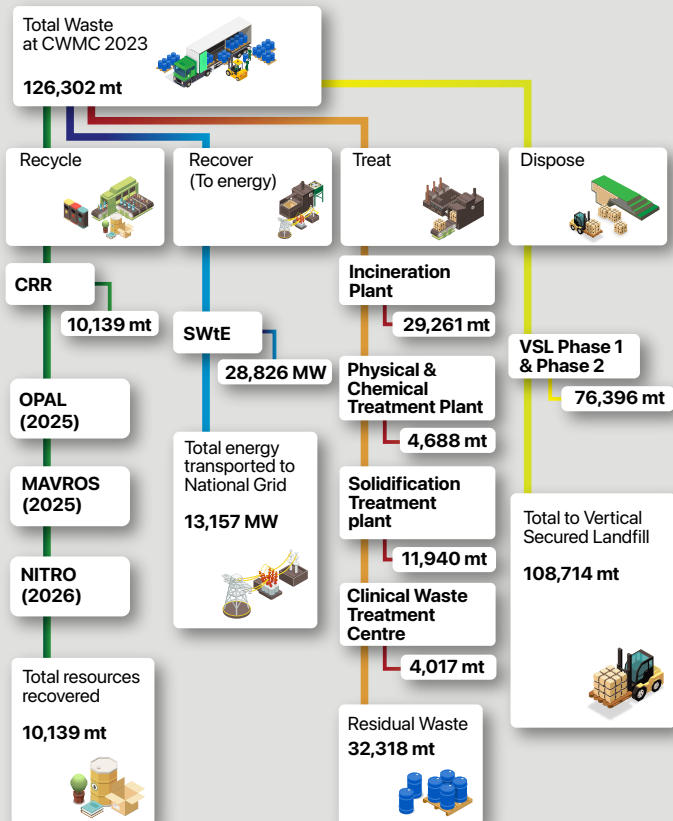


Services: Municipal solid waste management and recycling

Resource Recovery

The conversion of waste into valuable resources has become a critical endeavour. With our recycling and recovery business segment representing about 5.11% of the total processed waste at our CWMC complex, we have been progressively diverting more waste to our CRR facilities.

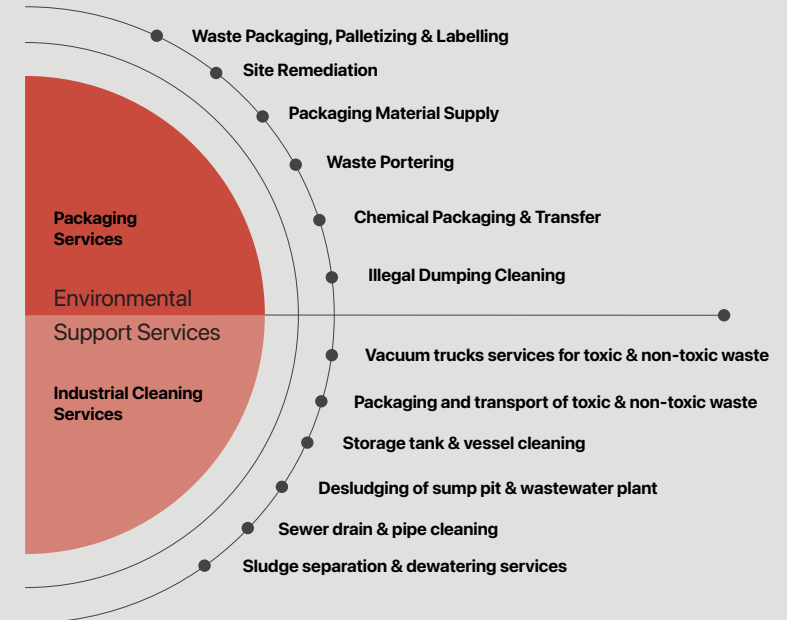
This shift underscores our commitment to minimising environmental impact while maximising resource utilisation.



Collection, Analysis, & Storage of Waste

Cenviro offers comprehensive solutions for scheduled waste management to industrial and commercial clients, covering collection, transportation, and storage. Beyond our core services, we play a pivotal role in collaborating with authorities to address spillage and combat illegal dumping incidents.

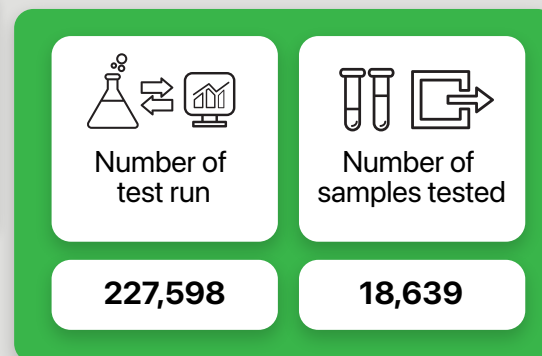
Moreover, we actively support our internal operations team through specialised projects, including the clearance of waste backlogs and waste repackaging initiatives.



Waste Analysis GRI 2-27

Cenviro employs a rigorous process to test and evaluate scheduled waste brought to CWMC. Our advanced on-site laboratory allows for precise categorisation based on specific characteristics, enabling informed decisions regarding recycling, energy recovery, treatment, or landfill disposal.

As a result of extending waste analysis services to our clients, we ran over 200,000 tests in 2023. This is a 12% increase in the number of tests run compared to the previous year.



What We Do

Offer waste evaluation and specialist waste testing services, such as Waste Acceptance Criteria ("WAC") analysis, effluent analysis, and external laboratory analysis.

Regulatory Compliance

- ISO/IEC 17025:2017 accreditation for Waste Analysis Laboratory.
- International Laboratory Accreditation Cooperation ("ILAC") recognition for Waste Analysis Laboratory.

Recycling & Recovery of Waste

GRI 203-1, 203-2

We strive to provide secure and inventive waste recovery and recycling solutions, reshaping resources for a more environmentally conscious future. Through a comprehensive range of offerings, including recycling solutions like converting used oil into and transforming used solvents into high-quality industrial-grade solvents, we minimise waste and environmental impact, specialising also in plastic container recycling, scrap metal dismantling and resale, and e-waste partial recovery, which is further refined and fully recovered.



Recycling & Recovery Highlights

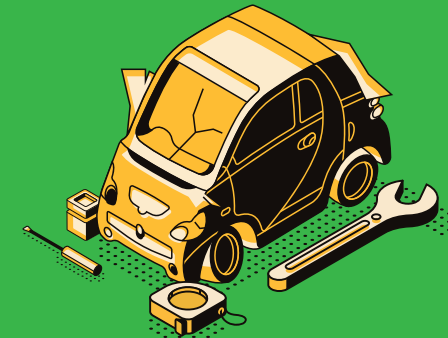
5,269,990 KG

of oil generated



1,302,186 KG

of scrap metal recovered



176,220 KG

solvents converted



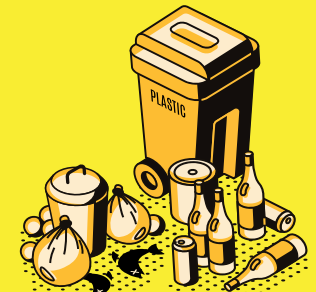
160,895 KG

in e-Waste recovered



3,229,490 KG















of plastic recycled



Recycle for Life

At Cenviro, we acknowledge the critical role of community engagement in advancing towards a circular economy. Educational initiatives focused on recycling have demonstrably built a growing consumer preference for sustainable and recyclable products. This informed consumer base is exerting a measurable influence on manufacturing practices, with a corresponding rise in the production of environmentally responsible goods.

Cenviro's RFL programme was established in 2017 with the aim of promoting responsible waste disposal and recycling, as well as intending to make recycling easy and rewarding. The programme is currently expanding to involve other companies and government agencies, with strategic plans in place for future growth. In 2023, Cenviro collected over 114,000 kg of materials for its RFL programme, advancing their agenda to significantly reduce the amount of waste sent to landfills.

In KG					
	Paper	Aluminium	Plastic	e-Waste	
	55,066	1,079	17,615	25,314	
	2,879,675	20,470	426,075	30,133	
					
	Steel	Glass	Fabric	Used Cooking Oil	
	14,257	0	0	982	
	163,171	37,845	1,071	339,717	
	<div> <div>Total</div> <div></div> <div>114,583</div> <div></div> <div>3,898,157</div> </div>				



Be Green

Cenviro serving as the dedicated recycling partner, supports the annual "Be Green" initiative by Petronas Chemicals Group, aimed at responsible plastic usage and green behaviour. The programme aims to educate the community on proper waste collection and segregation, emphasising on maintaining a clean environment through the 3R practices of Reduce, Reuse, and Recycle. In 2023, the programme managed to collect over 51,000 kg of waste from 33 schools.

Waste-to-Treasure

Cenviro, in partnership with IOI Properties, organised a Waste-to-Treasure campaign to convert waste materials into valuable resources or products through innovative recycling and repurposing techniques. The campaign has now expanded to Johor and Penang, covering a total of nine townships as of 2023.

idamanXchange

Launched in 2022, idamanXchange underwent further development in 2023 as a recycling programme, providing a list of nearby drop-off points and offering cash rewards for recyclable items via its mobile app. This initiative, in alignment with EISB's objectives to promote public recycling practices and bolster the government's Separation-at-Source (SAS) initiative, has seen progress this year, with over 21,000 registered users on the platform.

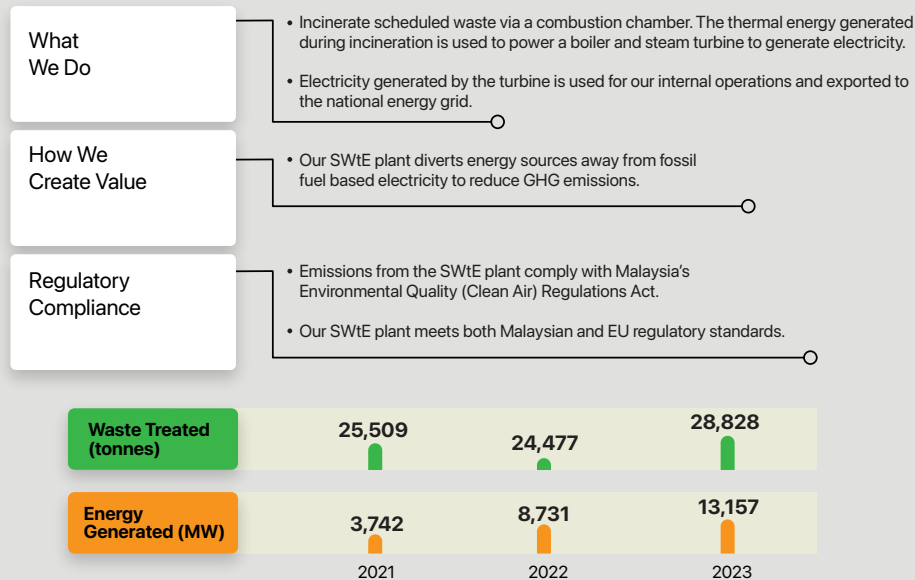
Drive Thru Recycle Centre (DTRC)

Established in 2021, DTRC is aimed at intensifying resource management within the solid waste sector, specifically targeting the northern region of Malaysia. Introduced by EISB, partnering with the government, local authorities, and Solid Waste and Public Cleansing Management Corporation (SWCorp) Malaysia, there are eight DTRC in Kedah and Perlis as of 2023.

Scheduled Waste-to-Energy GRI 2-27

Our SWtE plant, began operations in 2018, marking a significant step towards sustainable waste management. This year, our SWtE plant treated a total of 28,828 tonnes of waste, a 17% increase from the previous year. Furthermore, our improved turbine performance led to the generation of 13,157 MW of electricity in 2023, marking a 51% increase. This substantial output contributes to the national grid and aids Malaysia in achieving its renewable energy goals, as detailed in the country's energy transition roadmap.

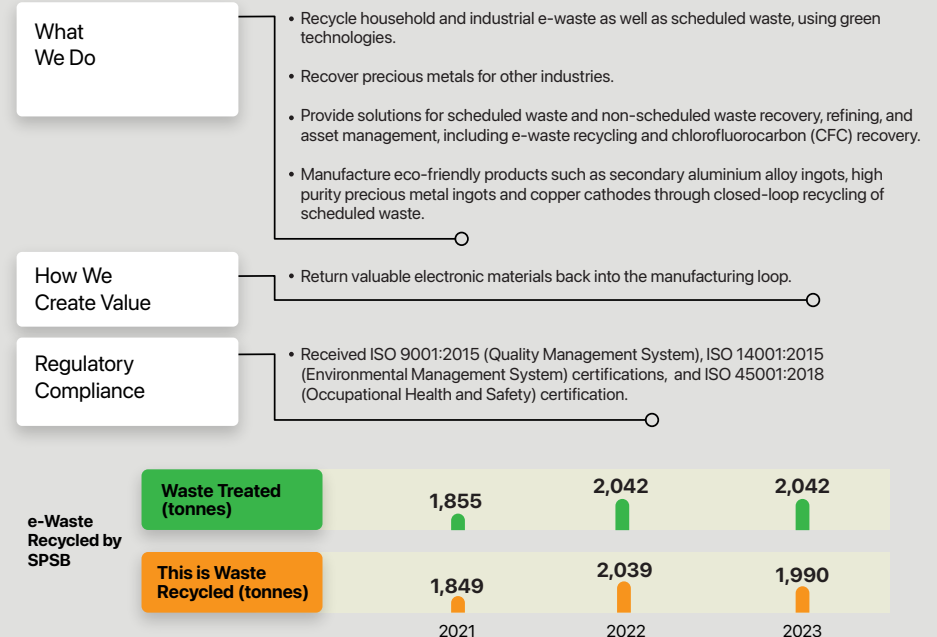
To meet the scheduled waste management needs in Southern Malaysia and strengthen our dedication to environmentally responsible practices, CJSB, located in Pengerang, Johor aims to commence operations next year. This new SWtE plant is designed to process up to 50 tonnes of scheduled waste per day.



E-Waste Recycling GRI 2-27

SPSB, a subsidiary of Cenviro, continues to accelerate responsible e-waste recovery and management efforts. We are actively pursuing full recovery of e-waste processed at the CRR plant, which involves diverting residual waste to the VSL, minimising our environmental impact.

In 2023, we responsibly recycled 1,990 tonnes of e-waste, achieving a recovery efficiency of 97.45%.



Municipal Solid Waste

Through our joint venture with EISB, we deliver an integrated MSW management solution paired with exceptional public cleansing services, catering specifically to residential customers in the Northern Region of Malaysia. By seamlessly integrating advanced MSW management solutions with public cleansing services, we aim not only to mitigate waste challenges but also to nurture a sense of environmental consciousness within the communities we serve.


Over **530,000** tonnes of Municipal Solid Waste collected in 2023

349% increase in used cooking oil collected compared to 2022

Catered for **404,380** premises

Customer Satisfaction





As per our annual survey to gauge satisfaction levels among EISB customers, we have recorded a 9% increase in customer satisfaction, reaching 92.40% and surpassing our initial target of 75%.

92.40% 
(2022: 84.66%)

EISB Customer Satisfaction Rating

Our Sustainable Solutions



MSW Collection Services	MSW Commercial & Public Recycling Services	MSW Community-based Recycling	Public Cleansing Services
 <p>Utilise multi-compartment trucks for waste collection to enhance waste separation and improve overall waste management.</p>	 <p>Sort and collect MSW to reclaim recyclable and compostable materials such as paper, plastic, and glass, thus minimising direct landfill disposals.</p> <p>Recyclables collected from both EISB's public and commercial collection services, idamanXchange, undergo sorting and processing at EISB's Materials Recovery Facility. Manual sorting is employed to segregate materials such as cardboard, paper, HDPE, PET, PP, steel, aluminium, and tin, which are subsequently sold as raw materials.</p>	 <p>Encourage community participation through the idamanXchange programme by offering incentives for waste collection aimed at recycling efforts.</p>	 <p>Maintain clean and safe public spaces by employing high-pressure water jetters and beachcombers, along with tasks such as road sweeping, grass cutting, and drain cleaning.</p>



Certification for ISO 14001 – Environmental Management System
Certification for ISO 9001 – Quality Management System

Treatment & Disposal of Waste

GRI 2-27

Recognising the need for effective waste management, our operations incorporate an extensive array of services. In addition, we employ a rigorous sorting system to direct the incoming waste to the most relevant Treatment and Disposal service.

Customer Satisfaction

At Cenviro, our paramount objective is to deliver top-tier services to our esteemed customers. In pursuit of this goal, we implemented pivotal measures in 2020, notably introducing tailored online surveys targeting our SW and CW customers. In 2023, our customer satisfaction rates were reported at 88% for CW customers and 80% for SW customers.

CWMC Clinical Waste
Satisfaction Rate

88%

(2022: 91.1%)

CWMC Scheduled Waste
Satisfaction Rate

80%

(2022: 72.9%)

Incineration Plant

Waste incinerated: **29,261 tonnes** **Output**

What We Do

Practise responsible incineration, ensuring all harmful substances are captured and treated appropriately.

Reduce scheduled waste volumes and hazards through controlled high-temperature incinerations.

Treat various types of organic schedule waste.

How We Create Value

Prevent landfill disposal by treating waste according to its characteristics.

Regulatory Compliance

The Continuous Emissions Monitoring System (CEMS) monitors incineration, ensuring emissions meet environmental standards.

Clinical Waste Treatment Centre

976 participants in Clinical Waste User Training sessions reaching 31 hospitals

Waste Treated: **4,017 tonnes** **Output**

What We Do

Process clinical waste using microwave treatment to convert into inert, emission-free landfill residue.

Incinerate excess COVID-19 waste for safer disposal.

How We Create Value

Promote responsible handling of clinical waste.

Conduct yearly Clinical Waste User Training to ensure waste arriving at CWTC is managed safely.

CWICLI app provides billing and financial data to customers.

Regulatory Compliance

The Continuous Emissions Monitoring System (CEMS) monitors incineration, ensuring emissions meet environmental standards.

Solidification Treatment Plant

Waste Treated: **11,940 tonnes** **Output**

What We Do

Stabilise and solidify toxic components before disposal at VSL to prevent leaching.

How We Create Value

Prevent landfill disposal by treating waste according to its characteristics.

Regulatory Compliance

Certified to meet the standards of MS ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, MS 1722:2011 and ISO/IEC 17025:2017

Physical & Treatment Plant

Waste Treated: **4,688 tonnes** **Output**

What We Do

Treat hazardous inorganic liquid waste via chemical processes for safe disposal.

How We Create Value

Prevent landfill disposal by treating waste according to its characteristics.

Regulatory Compliance

Certified to meet the standards of MS ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, MS 1722:2011 and ISO/IEC 17025:2017

Vertical Secured Landfill

VSL Phase 2 was launched in May 2023 and is ready to be utilised once VSL Phase 1 reaches its full capacity
Lifespan for VSL Phase 2: **12 years**

Waste Disposed: **76,396 tonnes** **Output**

What We Do

Optimise landfill management using geogrid walls for expansion.

Treat leachate at LTP for Standard B effluents as per DOE requirements.

How We Create Value

Extend landfill life by 30+ years, saving 45 acres of land.

Organise capacity-building programmes to convert landfills into secured landfills.

Regulatory Compliance

Track key compliance metrics (groundwater, surface water, ambient air quality, noise quality) to ensure responsible environmental management.

Charting Our Climate Agenda

Chapter Highlights

Recorded the lowest volume of water consumption in seven years, achieving a water consumption reduction of nearly 50% compared to 2017 levels

PG 67

Utilised 5,256 tonnes of RO within our incineration plants in 2023, resulting in a 62% reduction of diesel consumption since 2020

PG 69

Towards a Low-Carbon Economy

- Low-Carbon Transition Strategies 66

Managing Our Environmental Impact

- Resource Management 68
 - Materials Management
 - Water & Effluent Management
- Environmental Stewardship 70



Towards a Low-Carbon Economy

GRI 3-3

In line with the nation's goal to achieve net-zero carbon emissions by 2050, we recognise our responsibility to combat climate change through innovative waste management practices.

At Cenviro, our focus on circularity and resource optimisation aims to combat climate change and its effects on communities. With this in mind, we are working to implement sustainable waste solutions such as resource recycling and recovery to minimise the amount of waste sent to landfills. Furthermore, our commitment to ongoing improvement propels us to effectively reduce our operational carbon emissions.



Low-Carbon Transition Strategies

Having successfully surpassed our previous GHG emission intensity reduction target, we are now charting an even more ambitious course for the future. This new roadmap will be guided by globally accredited standards, such as the GHG Protocol, and will implement a recent baseline year relevant to Cenviro's current operations and boundaries.

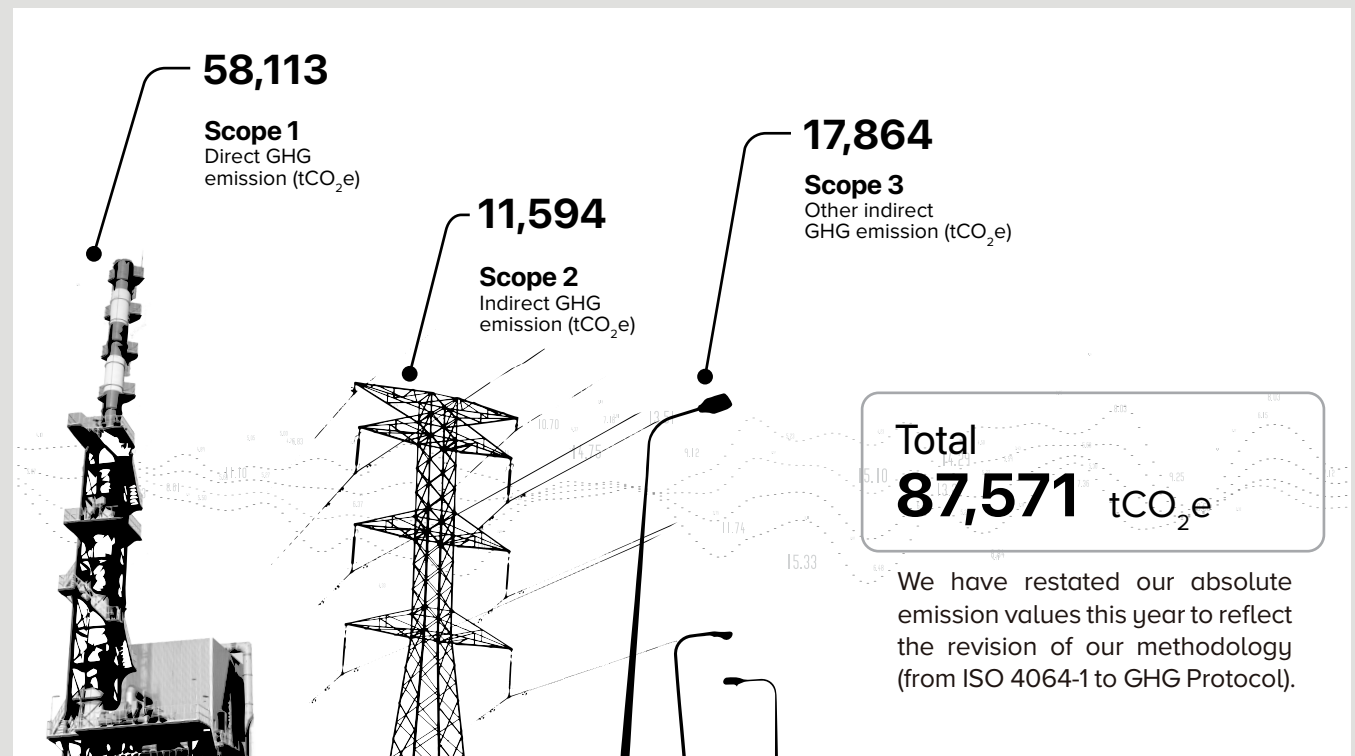
Our GHG Emissions GRI 305-1, 305-2, 305-3

66.4% of Cenviro's footprint comes from Scope 1 emissions stemming from fuel combustion and our industrial processes. Fuel combustion at CWMC primarily originates from various stationary equipment used within the operation of our facilities.

Our Scope 2 emissions make up around 13.2% of our footprint. This comes from electricity use at Cenviro's owned and operated facilities, which we manage partially by means of solar energy. In an effort to further mitigate our Scope 2 emissions, our CI projects also include the use of energy-efficient air conditioners and lights.

Our Scope 3 emissions make up roughly 20.4% of our total carbon footprint. The source of these emissions predominantly derive from capital investments from upstream and downstream logistics, as well as purchased products.

GHG Protocol 2023



For more insights on our GHG emissions such as intensity and year-on-year trends, refer to Chapter 9

Managing Our Environmental Impact

As a leading waste resource management company in Malaysia, Cenviro is dedicated to minimising our environmental impact and continuously advancing with cutting-edge technologies and industry best practices to enhance efficiency and reduce costs. At CWMC, we consistently uphold licensing regulations set by the DOE, conducting regular assessments for compliance and maintaining ISO 14001:2015 accreditation in multiple facilities, including KASB, CS, CRR, EISB, and SPSB, signifying our ongoing progress in environmental management.

As of 2023, our CWMC facilities hold eight licences, with an additional two held by our satellite waste management facility in Sabah and one by our CRR facility.

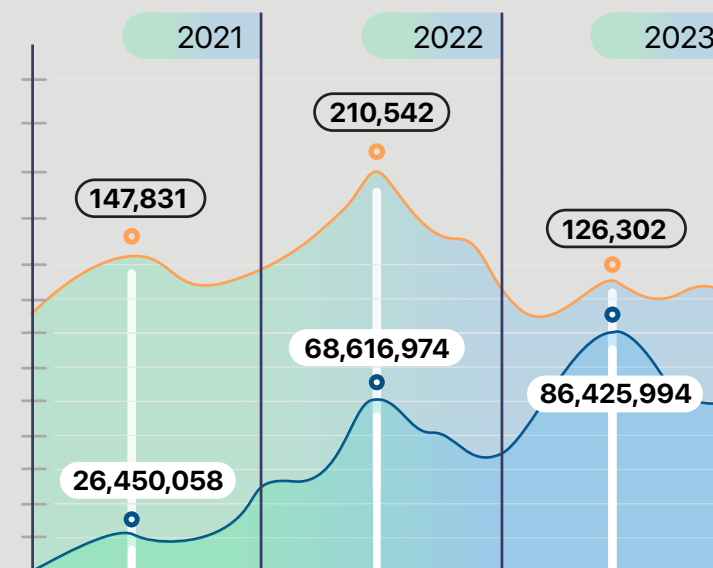
Resource Management

GRI 203-1, 302-1

Our resource management practices emphasise the efficient management of both electrical and fuel consumption. Through continuous monitoring, analysis, and improvement initiatives, we ensure the effectiveness of these practices. Given the energy-intensive nature of our operations, we are committed to reducing our energy consumption by streamlining our processes. One such initiative is the centralisation of our air compressors, allowing for complete control and improved energy efficiency via Distributed Control System (DCS).

Parameters / Year

- **Waste Treated - tonnes**
- **Energy Consumption - kWh**
Total Fuel Consumption (non-renewable + renewable) + Total energy consumption (electricity + heating + cooling + steam)



Fuel Consumption

Fuel consumption is a crucial indicator of operational efficiency for our incinerators at CWMC. Our approach incorporates both diesel and RO as fuel sources. RO offers significant environmental benefits compared to diesel, notably in terms of GHG emissions reduction. In 2023, our incineration facilities utilised 5,265 tonnes of RO and 518 tonnes of diesel, reflecting our commitment to minimising environmental impact with an RO : diesel ratio of 10.2 : 1.

While diesel remains essential for initiating combustion in the SWtE process, our strategy emphasises maximising RO usage throughout operations. Diesel supplements are employed sparingly, primarily to sustain optimal temperatures required for steam production. This dual-fuel approach ensures efficient incinerator performance while actively reducing our reliance on diesel to negligible levels.

Fuel Consumption

Reconstituted Oil (Tonnes)	2004	3547	5265
Diesel (Tonnes)	854	541	518
Ration (RO : Diesel)	2.3 : 1	6.6 : 1	10.2 : 1
	2021	2022	2023

Materials Management GRI 301-1

In our waste treatment processes, the use of chemicals and raw materials like hydrated lime, activated carbon, and caustic soda is crucial for managing scheduled waste effectively. However, we are committed to reducing our reliance on these materials through the optimisation of our processes by utilising a data-driven approach.

Type of Non-renewable Materials (tonnes)

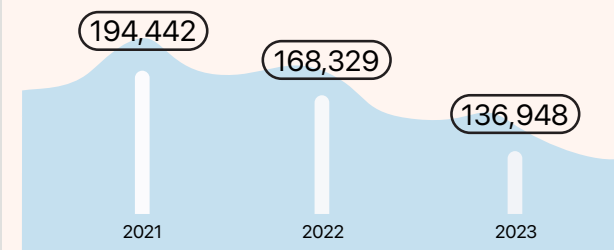
	2021	2022	2023
Hydrated Lime	796	796	829
Activated Carbon	2	2	8.5
Caustic Soda	1268	1262	1526

Water & Effluent Management GRI 3-3, 303-5

As water is a finite and irreplaceable resource, responsible water management has become a critical component in our commitment to the sustainability agenda.

Our proactive approach has yielded approximately a 20% decrease in water usage in 2023, in comparison to 2022, highlighting our dedication to resource efficiency within our operations.

Water Consumption (m³) at CWMC



Environmental Stewardship GRI 3-3, 304-1, 304-3

As biodiversity serves as an indicator for the overall health of our ecosystem, we place a strong emphasis on responsible environmental management, ensuring the preservation of natural habitats, flora, and fauna.

At CWMC, our dedication extends to closely monitoring terrestrial and aquatic species in various ecosystems, including oil palm plantations near the quarry area, old oil palm plantations near Kampung Jimah, farms near the rubber estate, as well as the tributaries of Sungai Unyai and Sungai Kulai. An assessment of the legal protection and conservation needs of the recorded flora and fauna is evaluated based on the Malaysian Biodiversity Information System (MyBIS) database. Based on our evaluation, we have identified a land area exceeding 0.97 km² as our critical protected area of rich biodiversity that lies between Bukit Pelandok and Bukit Nenas.



We collaborate with third-party consultants on a quarterly basis to assess the environmental impact of our operations on surrounding areas. A monitoring programme utilising both direct observation and camera trap installation is deployed to track the changes of both aquatic and terrestrial flora and fauna populations over time. During the monitoring period, a diverse array of flora species was identified as thriving within the monitored sites, including woody trees, ferns, palms, shrubs, and herbaceous plants. An equally wide variety of fauna, such as frogs, mammals, reptiles, birds, dragonflies, and butterflies, was also identified.

A quarterly monitoring of indicators such as Stack Emission Quality, Ambient Air Quality, Landfill Gas Emissions, and Boundary Noise is also carried out to ensure that emissions and noise released from our operations are in line with DOE licencing requirements and are not posing a threat to both surrounding biodiversity and human populations.

Empowering Our People & Communities

CHAPTER

8

Chapter Highlights

Launched the Idea Bank Revitalised as part of our efforts in placing employee ideas at the centre of our journey towards ESG excellence **PG 77**

Contributed RM160,469 towards various community projects in 2023, making it our most impactful year for community investments to date **PG 79**

Launched a strategic partnership with KPJ Healthcare to unveil Malaysia's first clinical waste segregation programme **PG 80**

Our People

- Training and Developing Our People 72
- Engaging Our People 77
- Employee Performance Management 77
- Building a Diverse and Inclusive Culture 78

Our Communities

- Giving Back to the Communities 79
- Engaging with Our Stakeholders 80



Our People

Training & Developing Our People GRI 3-3, 404-2

A highly engaged workforce is not only deeply connected to the company but also significantly more productive. At Cenviro, we place the utmost importance on fostering employee engagement and continuous training as fundamental pillars of our success. We prioritise this by implementing a variety of initiatives aimed at enriching and empowering our workforce.

As we are actively nurturing the next generation of leaders who will spearhead innovation in Malaysia's waste management system, we equip our team members with essential knowledge and tools, through in-house technical training courses and external certifications.

In 2023, we trained 566 Cenviro employees and 1,745 EISB employees.

Due to the diversity and technicality of the waste management industry, we believe a highly skilled workforce is at the forefront of our operations and client services. To this end, we offer a wide range of training and certifications that not only allow us to build a skilled workforce that is aligned with industry's ever-evolving regulatory standards and objectives, but one that will propel us towards our ambitious goals.

Total Learning
& Development (hours)



67,529



132,208

Learning & Development
Investment (RM)



2,988,841



1,128,527

Type of Training

Competency
Training

Leadership Training
& Development

In-house
Technical Training

External
Certification

Programs

Competency training provided at the Environmental Institute of Malaysia (EiMAS) covers professional certificates in various technical aspects including environmental impact assessment (CEPEOEIA) and operation of industrial effluent treatment system (CePOIETS-Physical Chemical Process).

Leadership training and development offered cover crucial areas of interest that contribute towards the development and empowerment of skilled leaders. These areas of interest include effective communication, decision making, and critical thinking.

In-house technical training provided encompasses a broad range of topics relevant to ensuring business resilience. These topics included Operation Safety and Health (OSH) Coordinator Training, Introduction to Financial Modeling, and Emergency Response Preparedness.

External certification opportunities provided cover key areas relevant to job function and compliance. These include certifications in Scheduled Waste Analysis and Characterisation (SWAC), Fire Risk Assessment, and Procurement Management - Supplier Selection and Negotiation.

Impact

(25) Cenviro employees received full competency certification.

(7) EISB employees received full competency certification.

(22) employees earned one-year competency certificates in various technical aspects of health and safety at the Environmental Institute of Malaysia (EiMAS).

In 2023, Cenviro and EISB employees benefited from **(4 and 6)** leadership training sessions, respectively.

(64) Cenviro employees attended leadership training sessions.

(130) EISB employees attended leadership training sessions.

A total of **(186)** in-house training sessions were provided to all employees in 2023.

A total of **(183)** external training and certification sessions were carried out in 2023.

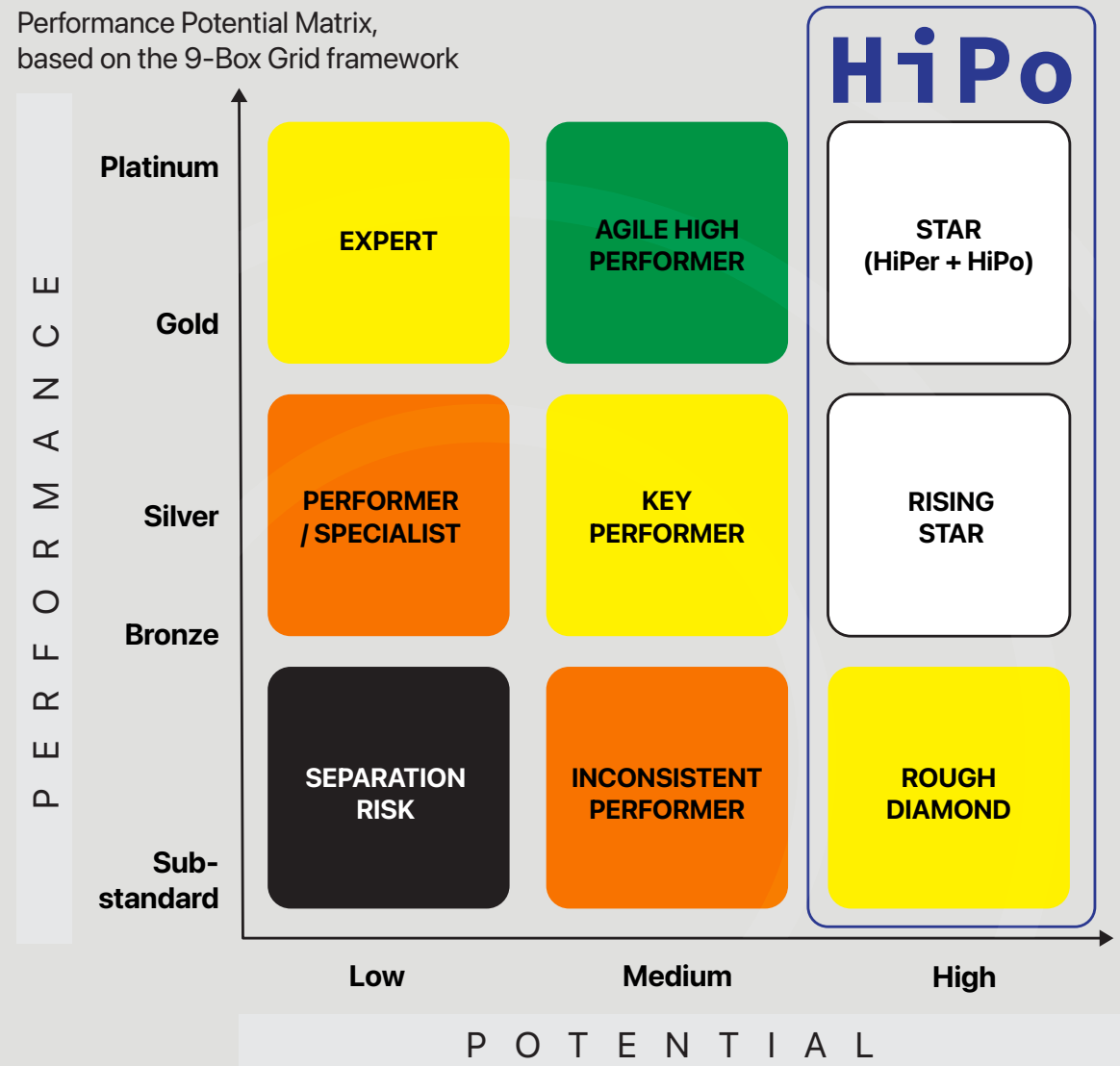
Succession Planning

In 2023, we continued to build on our succession planning efforts by focusing on leadership development and personal growth. Since 2020, our High Potential (HiPo) programme has been instrumental in recognising and fostering employees who demonstrate exceptional talent, commitment, and ambition for more senior or key roles within the organisation. Department heads nominate individuals for the programme, and each candidate is evaluated through the Performance Potential Matrix, based on the widely used 9-Box Grid framework. Those who consistently excel and embody our company's values are classified as "Star" or "Rising Star." These candidates then embark on a rigorous three-stage evaluation process, where critical thinking, communication, and leadership qualities are closely assessed.

To ensure a comprehensive understanding of an employee's potential, the programme includes a "Headroom Test Assessment". This assessment evaluates various competencies such as strategic thinking, leadership orientation, learning ability, decision-making, relationship building, and ambiguity management. Its aim is to prepare the company to address future talent gaps and to recognise, value, and provide growth opportunities to HiPo employees. The Headroom Test consists of components such as case studies, in-tray exercises, and attention-to-detail assessments.

A key component of the HiPo programme is one-on-one mentorship. It equips participants with targeted training sessions, mentorship from senior leaders, and practical assignments that enable them to apply theoretical knowledge to real-world scenarios. This holistic approach not only enhances their problem-solving and decision-making skills but also prepares them for future leadership roles. Networking opportunities with peers and industry experts further broaden their perspectives, allowing them to contribute more strategically to their teams and the organisation as a whole.

Performance Potential Matrix,
based on the 9-Box Grid framework



Testimonials From Our HiPo Candidates

Juwenri Ajung

Regional Sales Manager, Clinical Waste and Cenviro Recycling & Recovery

The leadership programme and succession planning process have significantly contributed to my personal and professional growth by equipping me with vital skills in leadership and communication. Through targeted training sessions, I have honed my ability to lead my CW & CRR sales teams effectively and articulate ideas clearly.

One particularly impactful experience was a training session focused on “decision-making in times of uncertainty”, which enhanced my ability to navigate complex situations, assess risks, and make informed decisions. These skills have empowered me to adapt to challenges and lead with greater confidence. I feel well-prepared to step into more senior leadership roles in the future. This process has not only equipped me with the necessary skills and knowledge to navigate organisational challenges but also provided clarity on the future needs and expectations of leadership within our company.

Through mentorship from En. Norsuradi and hands-on projects such as the Lean initiative with Cik Ummu, I have gained confidence in areas such as team leadership, decision-making, and process optimisation. Personalised mentorship from senior leaders offers invaluable insights into leadership that go beyond textbook learning. I would highly recommend this programme to other employees as it prepares the participants for future leadership roles and enables them to contribute more effectively to the company.



“ I feel well-prepared to step into more senior leadership roles in the future. This process has not only equipped me with the necessary skills and knowledge to navigate organisational challenges but also provided clarity on the future needs and expectations of leadership within our company. ”



Ummu Qistina Kamarulzaman
Assistant Manager, Market Intelligence

Reflecting on my journey, I realise how fortunate I am to be living a dream that many aspire to. Emerging from the university with fresh, innovative perspectives on the professional world, I sought guidance and growth. Joining Cenviro turned out to be one of the best decisions I could have made. Starting as a Management Trainee, I have been profoundly influenced by this comprehensive programme, which has provided me with the essential tools and knowledge to advance and thrive within the company. Thanks to this initiative, I've been able to progress successfully up the corporate ladder to my current position.

Having had the privilege of acquiring first-hand knowledge and skills from our top leadership team, I, along with my fellow HiPo colleagues, have embraced these practices and applied them within our respective departments and teams. This has cultivated a culture of growth, continuous learning, and development within our departments and has ultimately enriched the entire organisation. The HiPo Programme has been pivotal in shaping my career trajectory and leadership style through its core elements—mentorship, networking opportunities, and practical assignments. The mentorship component provided me with invaluable guidance from seasoned professionals, offering insights and feedback that have significantly enhanced my decision-making and strategic thinking. Through one-on-one interactions with mentors, I've gained clarity on my career goals and developed a more nuanced understanding of effective leadership practices.

I would highly recommend the HiPo Programme to my colleagues because it offers a comprehensive approach to professional and personal growth. The programme's well-rounded structure includes valuable mentorship, which provides personalised guidance and career advice from experienced professionals. Overall, the programme is designed to not only advance your skills and knowledge but also to inspire and equip you to take on new challenges and leadership roles within the organisation. It's an investment in your future that pays dividends, both in your current role and in your broader career path.



“Joining Cenviro turned out to be one of the best decisions I could have made. With its steadfast commitment to core values, Cenviro has demonstrated its dedication to nurturing and empowering its employees through the HiPo Programme.”

With an extensive selection of training and certification programmes covering various aspects of waste management and environmental sustainability, EPIC stands as a hub for comprehensive training and certification programmes.

Since 2020, EPIC has been collaborating with research and educational institutions to develop courses and certification programmes dedicated to waste management.

EPIC Highlights 2023



No. of participants **144**

No. of training programmes **8**

Training carried out by EPIC

Practical Guidelines for the Waste Card Preparation



1

Workshop was carried out from 15 to 16 August 2023 at the Light Hotel, Penang

Scheduled Waste Value Stream Identification (SWVS)



4

Two trainings were hosted in 2023, the first was on 25 to 26 October 2023 at Glenmarie Hotel and Golf Resort, Shah Alam while the second was hosted on 5 to 6 December 2023 at the Light Hotel, Penang

Scheduled Waste Risk Assessment (SWRA)



2

Carried out from 6 to 7 September 2023 at the Bangi Resort Hotel

On-Site Testing & Laboratory Analysis for Industrial Effluent Treatment System (IETS)



5

Training was carried out from 29 to 30 November 2023 at Bangi Resort Hotel

Scheduled Waste Analysis & Characterisation (SWAC)



3

Two trainings were hosted in 2023, the first from 20 to 21 September 2023 at Holiday Villa, Johor Bahru while the second was from 7 to 8 November 2023 at Bangi Resort Hotel

Industrial Chemical & Laboratory Waste Management (CLWM)



6

Training was carried out from 6 to 7 December 2023 at Bangi Resort Hotel

Engaging Our People GRI 3-3

Recognising the importance of employee well-being and success, we continue to prioritise initiatives that promote engagement and connection among our workforce.

Throughout 2023, we have organised various events aimed at facilitating interactions and fostering effective communication. Some of the key initiatives that we organised include employee townhall, quarterly HR plant tour and monthly HR service counter.

Idea Bank Revitalised - Fostering a Culture of Continuous Improvement and Employee Empowerment



We are dedicated to fostering a culture of continuous improvement within our organisation by recognising the valuable insight and creativity of our employees. With this in mind, we launched the 'Idea Bank Revitalised' initiative as part of our efforts to actively engage with our people in our pursuit of ESG excellence.

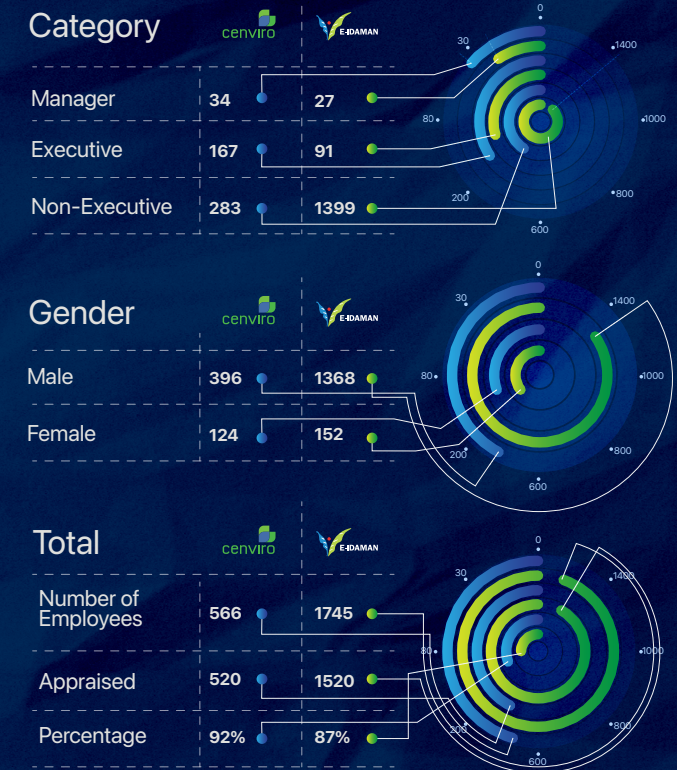
Through a series of interactive roadshows, we were able to actively solicit ideas from all levels of our organisation, highlighting the value of diverse perspectives and experiences. Through this initiative, we aim to strengthen our social fabric by promoting employee engagement, inclusivity, and knowledge sharing.

Employee Performance Management GRI 3-3, 404-3

We conduct performance management on a biannual basis, targeted to promote career advancement, job satisfaction, and personal growth among employees.

Employees awaiting confirmation undergo a specific assessment, while post-confirmation, they receive clear goals, a development plan, and a deadline for completion. In 2023, 92% of Cenviro and 87% of EISB employees received performance appraisals.

Employee Performance Appraisals 2023



The Performance Improvement Plan (PIP) is a continuous initiative aimed at addressing specific areas of improvement for underperforming employees.

Additionally, individuals unable to meet their KPIs also participate in the PIP, with the goal of enhancing their performance.



Building a Diverse & Inclusive Culture

GRI 3-3, 405-1

We are committed to fostering an inclusive work environment that embraces diversity in gender, ethnicity, ability, and experience, ensuring our workforce reflects the demographics of the communities we serve. With the aim of achieving 40% representation of women in our workforce by 2025, we prioritise equal opportunities for all potential employees, regardless of gender.

Currently, women hold 17% of Board of Directors positions, 14% of Senior Management roles, and 25% of management positions, reflecting ongoing efforts towards the advancement and empowerment of women within our organisation.

Employee Diversity

		
Total Employees		
Male	425	1573
Female	141	172
Management*		
Male	75%	67%
Female	25%	33%
Executive		
Male	50%	54%
Female	50%	46%
Non-Executive		
Male	93%	93%
Female	7%	7%

* Comprising of Senior Management and Management Employees

Empowering Female Representation in Our Workforce

In line with our target of achieving 40% representation of women in our workforce by 2025, we have deployed the following steps :

1. We work towards ensuring that job descriptions are inclusive and free from gender-biased languages while also highlighting Cenviro's commitment to diversity and inclusivity.
2. Advise the hiring manager to be diverse in their hiring and not limited to the monopoly of working culture.
3. Develop clear career pathways to ensure that women have a guarantee and access to leadership roles and career advancement opportunities.
4. Review and update company policies to ensure they are inclusive and supportive of women. This includes policies on parental leave, harassment, and equal pay.
5. Recognise and reward contributions of female employees through awards, bonuses, and public acknowledgment.



Rahayu Rais
Manager Waste Evaluation Section
Degree in Chemical Engineering
(Universiti Teknologi Malaysia)

Our Communities

Giving Back to the Communities

GRI 3-3

GRI 3-3, 203-1, 203-2, 413-1

Cenviro's Community Engagement/Projects 2023

At Cenviro, we are deeply committed to making a positive difference in the communities we serve. Our commitment goes beyond mere philanthropy, but a genuine desire to foster sustainable, long-term change that empowers individuals and enhances overall quality of life.

In 2023, we invested a total of RM160,468 in community enhancements, marking a significant increase of 41% as compared to 2022.



Beach cleanup organised with Sunway University

Cenviro collaborated with Sunway University's Sunway Environmental Society to organise a beach clean-up at Saujana Beach, Port Dickson. This collaboration involved 112 volunteers who successfully collected a total of 100 kg of trash.



Laptop donation to Sekolah Kebangsaan Jimah

Cenviro donated laptops to Sekolah Kebangsaan Jimah in Negeri Sembilan for their Mini Digital Library Project. This initiative benefitted 434 students.

Ramadan contribution to Asnaf families and mosques surrounding CWMC

In conjunction with Ramadan, Cenviro contributed cash donations to 50 asnaf families and 4 mosques at Kampung Gadong Jaya, Kampung Sendayan, Kampung Jimah Lama, Kampung Jimah Baru, and Ladang Tanah Merah.



Engaging with Our Stakeholders

GRI 2-28, 203-1, 203-2, 413-1

At Cenviro, we believe that it is of utmost importance to foster strong relationships with regulators, relevant authorities, communities, and other key stakeholders to meet their needs and ensure we are in alignment with stakeholder expectations.

We are cognisant that by enhancing our understanding of our stakeholder needs and interests, we are better equipped to seize both present and future growth opportunities.

ESG Evolve 2023 Conference

Our Group Managing Director, Dr Johari Jalil spoke at the ESG Evolve 2023 event organised by Kexxel Group from 21 to 23 November 2023. This event provided a platform for Cenviro to share its unwavering commitment to fostering more sustainable and healthier environment via its innovative solutions and the transition towards a circular economy model.



Partnership with KPJ Healthcare

In a strategic partnership with KPJ Healthcare, we unveiled Malaysia's first clinical waste segregation programme which aims to transform the landscape of healthcare sustainability. This is in line with the Government's target of increasing the scheduled waste recycling rate from 35% to 50% by 2030. This partnership aims to transform the disposal of containers, bags, or equipment contaminated with chemicals, pesticides, or scheduled waste.



Waste Management Association of Malaysia (WMAM) Annual Conference

Cenviro was honoured to be invited as one of the speakers at the WMAM Annual Conference. Here our General Manager of Project & Engineering, Mohd Norsuradi Man, shared valuable insights on Innovative Solutions for Green Energy. He delved into Cenviro's SWtE Plant, highlighting the plant's role and our experience in promoting sustainability and environmental stewardship.



Majlis Rumah Terbuka Aidilfitri

In conjunction with Hari Raya Aidilfitri, Cenviro hosted a Majlis Rumah Terbuka Aidilfitri for its valued stakeholders at the Royale Chulan Hotel in Negeri Sembilan in May 2023.



Hari Alam Sekitar Negara (HASN) 2023

Cenviro participated in HASN 2023 which took place on 21 October 2023 in Johor Bahru. With the theme 'Alam Sekitar Tanggungjawab Bersama', our engagement at this event allowed us to play a pivotal role in raising awareness about the proper disposal of hazardous waste and educating the public on Cenviro's waste management solutions, as well as instill a sense of environmental responsibility in all age groups.



Invest in Our Planet Seminar

In March 2023, Cenviro was invited to speak at an environmental seminar titled 'Invest in Our Planet,' which was jointly organised by Kelab Alam Sekitar Pulau Penang (KASPEN) and the DOE Penang. Representing Cenviro, our General Manager of Corporate Services, Wan Azrizul Azad Zainal Abidin, shared insights on how Cenviro is contributing to a more sustainable and healthier environment for all.



Karnival Jom E-Waste

In conjunction with International E-Waste Day, Cenviro, alongside the DOE, organised Karnival Jom E-Waste on 14 October 2023. Here we had the opportunity to raise awareness about the proper disposal of e-waste and educate the public on the prevention of hazardous pollutants.

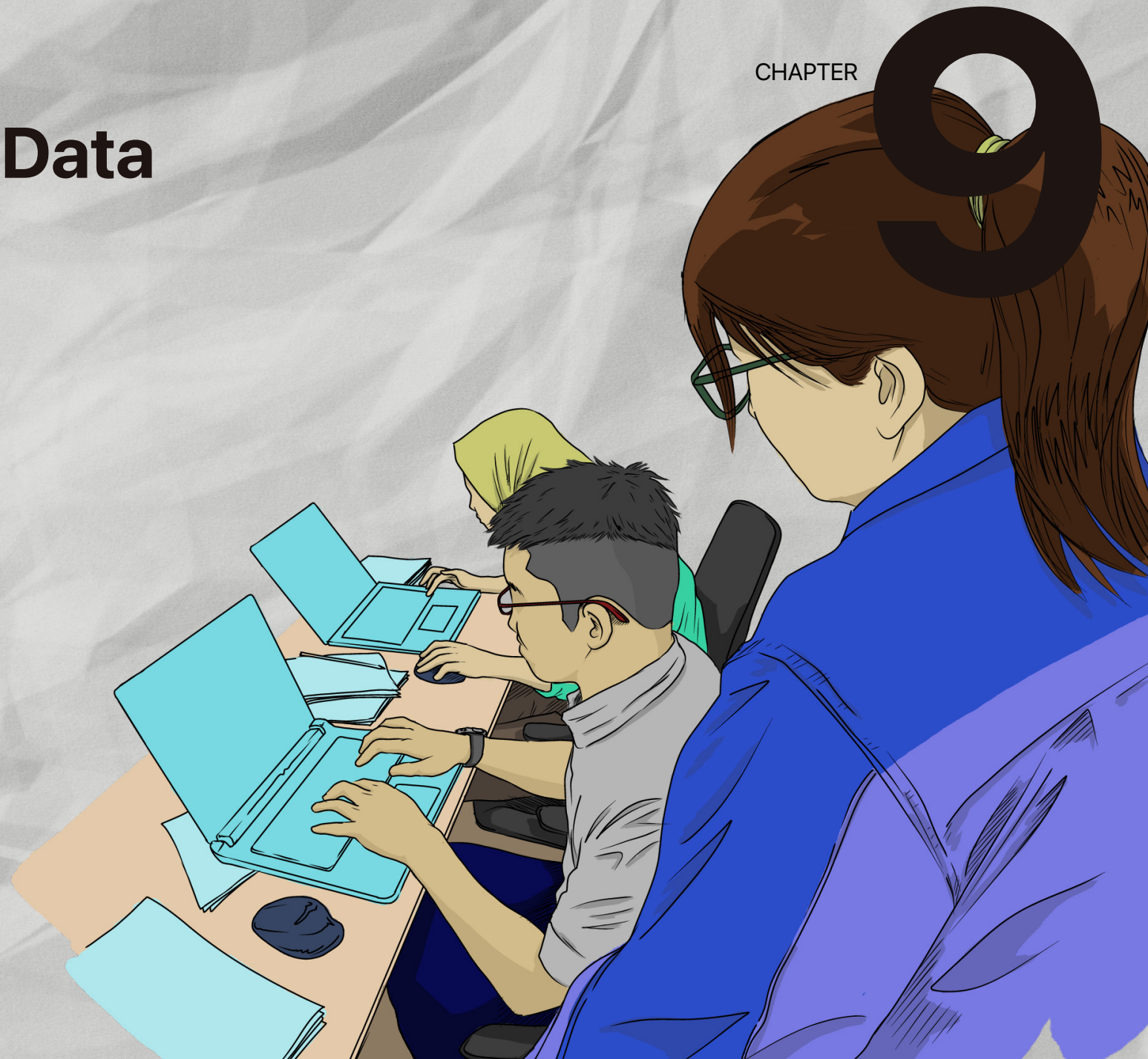


Annual Performance Data

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Financial Performance

GRI 3-3, 201-1

Financial Performance (RM Million)	2015	2016	2017	2018	2019	2020	2021	2022	2023
Revenue	193,341	189,560	176,581	253,057	219,856	253,498	272,800	284,594	263,859
Earnings before interest, tax, depreciation and amortisation (EBITDA)	71,079	66,530	52,910	-1,502	65,511	73,782	85,225	104,688	63,702
Profit Before Taxation	95,097	86,355	57,629	-3,544	51,979	44,779	68,145	83,606	46,378
Net Profit Attributable to a Shareholder	78,964	75,096	46,183	-1,118	37,046	34,827	57,268	62,783	35,526
Total Assets	414,567	535,489	643,090	648,733	689,346	657,299	703,649	748,566	794,177
Shareholder's Equity	325,195	450,410	496,262	467,651	483,653	472,745	504,153	477,321	521,755

Key Financial Ratios

	2015	2016	2017	2018	2019	2020	2021	2022	2023
Return on Equity	30.42%	19.36%	9.75%	-0.68%	7.79%	7.37%	11.36%	13.15%	6.81%
Debt/Equity Ratio	0.03	0.07	0.17	0.18	0.18	0.16	0.11	0.25	0.25

Value Distributed to Stakeholders

	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total value distributed (RM 000's)	152,736	157,135	130,775	76,976	141,016	139,700	173,385	173,385	170,270
Providers of Capital Finance costs and retained for future reinvestment and growth (depreciation, amortisation, retained profits and non-controlling interest)	62.03%	66.08%	56.51%	43.50%	57.19%	56.65%	60.62%	60.62%	49.61%
Employees Salaries and employee-related costs	26.62%	26.02%	34.62%	56.70%	32.14%	35.83%	33.08%	33.08%	43.48%
Government Taxation (including deferred tax)	10.57%	7.17%	8.76%	-0.34%	10.59%	7.12%	6.27%	6.27%	6.89%
Communities and Others Corporate donations and sponsorships	0.78%	0.73%	0.11%	0.14%	0.08%	0.40%	0.03%	0.03%	0.02%

Operational Performance

GRI 2-6, 3-3

Total Tonnes of Waste Treated	2015	2016	2017	2018	2019	2020	2021	2022	2023
Recycling and Recovery Facilities⁷ For recycling and recovering valuable resources from scheduled waste	10,528	7,968	9,970	9,954	8,167	11,110	8,182	7,990	10,139
Scheduled Waste-to-Energy Plant For generation of energy via the incineration of scheduled waste	Not yet in operation			19,275	11,795	25,217	25,509	24,477	28,828
Incineration Plant For incineration of harmful organic waste using thermal treatment	49,488	40,962	31,872	25,293	26,675	18,272	22,818	29,072	29,261
Physical and Chemical Treatment Plant For treatment of all types of hazardous inorganic liquid waste	4,934 ¹	2,605	4,884	8,794 ²	3,481	2,809	4,672	4,707	4,688
Solidification Treatment Plant For stabilisation and solidification of toxic components of hazardous wastes to prevent leaching once waste has been disposed of	9,806	11,054	13,176	11,218	18,555	10,753	12,685	13,293	11,940
Clinical Waste Treatment Centre For treatment of clinical waste using an eco-friendly incinerator and microwave technology	6,341 ³	7,708 ⁴	8,845 ⁵	8,921 ⁶	8,567	6,407	5,234	6,427	4,017
Vertical Secured Landfill For disposal of waste once it has been treated									
Direct to landfill:	70,845	77,807 ⁸	91,598 ⁹	85,542 ¹⁰	85,191	111,972	102,422	124,576	76,396
Residuals from CWMC:	47,950	44,080	44,934	34,718	41,376	26,290	30,450	28,199	32,318
Total:	118,795	121,887	136,532	120,260	126,567	138,262	132,872	152,775	108,714
Total Tonnes of Waste Treated Includes waste sent to INC, SWtE, PCT, CRR, SOLI, CWTC & VSL Direct	130,139	54,621	9,932	36,511	142,469	150,213	147,831	210,542	126,302

Note 1 - Restatement due to recalculation of treatment tonnage for Physical and Chemical Treatment Plant in 2015

Note 2 - Restatement due to recalculation of treatment tonnage for Physical and Chemical Treatment Plant in 2018

Notes 3 to 6 - Restatement due to recalculation of treatment tonnage for Clinical Waste Treatment Centre between 2015-2018

Note 7 - Restatement of data from 2015-2019 due to recalculation of treatment tonnage and expansion of scope. Treatment tonnage now includes all waste recycled and recovered by Cenviro, including activities undertaken prior to the incorporation of Cenviro Recycling And Recovery Sdn. Bhd.

Notes 8 to 10 - Restatement due to recalculation of waste directly disposed at Vertical Secured Landfill

Resources Generated by CRR (KG)	2018	2019	2020	2021	2022	2023
Oil	2,832,000	2,024,000	1,649,516	3,171,105	4,629,280	5,269,990
Solvent	362,190	277,000	317,632	19,239	58,400	176,220
e-Waste	414,507	43,000	32,468	113,523	142,646	160,895
Scrap Metal	1,525,732	3,670,000	9,129,215	2,377,609	952,895	1,302,186
Plastic	103,517	3,207,250	127,482	2,500,795	2,206,718	3,229,490
TOTAL	5,237,946	9,221,250	11,128,831	8,182,271	7,989,939	10,138,780.78

e-Waste Recycled by SPSB	2019*	2020	2021	2022	2023
Waste Processed (tonnes)	27,247	2,048	1,855	2,042	2,042
Waste Recycled (tonnes)	25,290	2,045	1,849	2,036	1,990
Recovery Efficiency	92.80%	99.80%	99.7	99.70%	97.45%

* 2019 data includes both scheduled and non-scheduled waste

Energy Generated by SWtE	2019	2020	2021	2022	2023
Energy generated (MW)	3,097	12,209	3,742	8,731	13,157

Average Customer	Waste Type	2016	2017	2018	2019	2020	2021	2022	2023
Kualiti Alam Sdn. Bhd.	Clinical waste	-	-	92.70%	92.70%	88.20%	86.20%	91.10%	88.00%
	Scheduled waste	86.40%	85.40%	NA*	NA*	79.00%	80.00%	72.90%	80.00%
Environment Idaman Sdn. Bhd.	Domestic	-	85.40%	94.30%	94.30%	99.20%	74.50%	84.66%	92.40%

* Data unavailable due to customer survey system revamping exercises.

EISB Performance		2020	2021	2021	2022	2023
MSW collected (tonnes)	Kedah	520,098	473,404	504,312	497,078	482,410
	Perlis	43,333	45,308	49,114	53,827	50,725
	TOTAL	563,431	518,712	553,425	550,905	533,135
Used cooking oil collected (KG)		23,041	23,057	27,221	75,693	339,717
Fabric collected (KG)		13,484	14,686	51,693	14,095	1,070
Number of premises		370,655	377,915	395,443	403,462	404,380
Number of collection vehicles		392	387	393	393	397

Health & Safety Performance

GRI 3-3, 403-8, 403-9

	2018	2019	2020	2021	2022	2023
Total HSSE incidents recorded	31	36	45	37	39	48
Total recorded man-hours	530,867	521,322	545,376	418,560	670,480	805,800
No. of LTI incidents (Employees)	3	6	1	1	4	3
No. of LTI incidents (Contractors)	N.A	6	1	1	0	0
Consecutive days without LTI	N.A	73	226	400	390	166

Total HSSE Incidents Recorded	2015	2016	2017	2018	2019	2020	2021	2022	2023
HSSE Incidents	53	35	34	31	36	47	37	39	48

Workplace Hazard Identification

Work-related hazards that pose a risk of high consequence injury	Gas Release, Explosion, Fire, Fall from Height, Hazardous Chemicals
How these hazards have been identified	<ol style="list-style-type: none"> 1. Hazard Identification, Risk Assessment and Risk Control (HIRARC) 2. Job Hazard Analysis 3. Hazard Identification Programme 4. Workplace
Which of these hazards have caused or contributed to high-consequence injury	Object Falling from Height
How these hazards have been identified	Regular workplace inspection, equipment upgrading and maintenance as needed and rigorous health and safety training

KEY HSSE INDICATORS

	2019		2020		2021		2022		2023	
	Employee	Contractor	Employee	Contractor	Employee	Contractor	Employee	Contractor	Employee	Contractor
Total recorded man-hours	521,322	177,589	545,376	210,824	549,072	384,000	670,480	479,557	805,800	510,150
Accident-related fatalities (death)	0	0	0	0	0	0	0	0	0	0
Accident with lost workdays	12	1	1	1	2	0	4	0	3	0
Accident without lost workdays	0	23	20	23	17	18	14	21	21	24
Total number of accidents	12	24	21	24	19	18	18	21	24	24
Total workdays lost	6	3	14	3	2	0	70	0	68	0
Fatality Rate No. of fatalities X 1000 / Annual average of no. employees	0	0	0	0	0	0	0	0	0	0
Incident Rate No. of accidents X 1000 / Annual average of no. employees	25.97	12.7	76.09	14.36	68.1	72			60.76	26.91
Frequency Rate No. of accidents X 1,000,000/ Total man-hours worked (Y)	58.96	135.14	38.51	113.83	34.6	46.875			29.78	47.04
Severity Rate	29.48	16.89	25.67	14.23	3.64	0			84.39	0
Total workdays lost X 1,000,000 / Total man-hours worked	NA	NA	0	0	14.34	16			5.06	0
Occupational disease rate	NA	NA	5.13	2.84	0.73	0	0		16.88	0
Lost-day rate	NA	NA	NA	NA	NA	NA	NA		NA	NA

Workplace Data

GRI 2-7, 2-8, 2-30, 401-1, 404-1, 401-3, 404-3, 405-1, 405-2

	Cenviro					E-idaman				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Total Number of Employees	448	479	482	507	566	1,546	1556	1,661	1,752	1,745
Male	335	358	361	374	425	1,383	1,391	1,498	1,583	1,573
Female	113	121	121	133	141	163	164	163	169	172
By Contract Type										
Permanent Employees										
Male	318	343	347	358	404	1,225	1,244	1,498	1,409	1,379
Female	111	118	119	126	136	130	143	163	147	147
Percentage of Permanent Employees (%)										
Male	71%	72%	72%	71%	71%	79%	80%	90%	91%	90%
Female	25%	25%	25%	25%	24%	8%	9%	10%	9%	10%
Temporary Employees										
Male	17	15	14	16	21	158	147	0	174	194
Female	2	3	2	7	5	33	21	0	22	25
Percentage of Temporary Employees (%)										
Male	4%	3%	3%	3%	4%	10%	9%	0%	89%	89%
Female	0%	1%	0%	1%	1%	2%	1%	0%	11%	11%

	Cenviro					E-idaman				
By Employment Type	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Full-time Employees										
Male	318	343	347	358	404	1,225	1,244	1,498	1,409	1,379
Female	111	118	119	126	136	130	143	163	147	147
Part-time Employees										
Male	71%	72%	72%	71%	71%	79%	80%	90%	91%	90%
Female	25%	25%	25%	25%	24%	8%	9%	10%	9%	10%
By Ethnicity										
Malay	391	417	419	430	473	1,476	1,487	1,596	1,691	1,688
Chinese	16	19	20	27	34	2	2	2	2	2
Indian	30	31	30	34	38	68	66	63	59	54
Others	11	12	13	16	21	0	0	0	0	1
By Employee Category										
Senior Management										
Male	3	3	2	4	6	2	2	3	3	4
Female	0	0	0	1	1	1	1	1	0	0
<30 yrs old	0	0	0	0	0	0	0	0	0	0
30-50 yrs old	1	1	1	2	5	2	2	1	1	0
>50 yrs old	2	2	1	2	2	1	1	3	2	4
Management										
Male	44	47	49	47	53	15	20	18	18	20
Female	14	16	15	19	18	3	5	7	8	10
<30 yrs old	0	2	2	1	0	0	0	0	0	0
30-50 yrs old	48	46	48	48	51	9	16	18	19	22
>50 yrs old	10	15	14	17	20	9	9	7	7	8

	Cenviro					E-idaman				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Executive										
Male	62	66	72	81	100	49	55	53	53	52
Female	67	69	73	80	100	37	38	40	46	44
<30 yrs old	39	33	38	40	47	16	21	15	14	9
30-50 yrs old	79	92	96	109	142	64	66	73	81	84
>50 yrs old	10	10	11	12	11	6	6	5	4	3
Non-Executive										
Male	226	242	238	242	266	1,315	1,314	1424	1509	1,497
Female	32	36	33	30	22	118	120	115	115	118
<30 yrs old	63	67	68	54	48	243	224	292	356	345
30-50 yrs old	172	186	172	182	196	753	783	834	872	904
>50 yrs old	23	25	31	36	43	437	427	413	396	366
Percentage By Employee Category										
Senior Management										
Male	100%	100%	100%	80%	86%	67%	67%	75%	100%	100%
Female	0%	0%	0%	20%	14%	33%	33%	25%	0%	0%
<30 yrs old	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
30-50 yrs old	33%	33%	50%	60%	71%	67%	67%	25%	33%	0%
>50 yrs old	67%	67%	50%	40%	29%	33%	33%	75%	67%	100%
Management										
Male	76%	75%	77%	71%	75%	83%	80%	72%	69%	67%
Female	24%	25%	23%	29%	25%	17%	20%	28%	31%	33%
<30 yrs old	0%	3%	3%	2%	0%	0%	0%	0%	0%	0%
30-50 yrs old	83%	73%	75%	73%	72%	50%	64%	72%	73%	73%
>50 yrs old	17%	24%	22%	26%	28%	50%	36%	28%	27%	27%

	Cenviro					E-idaman				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Executive										
Male	48%	49%	50%	50%	50%	60%	59%	57%	54%	54%
Female	52%	51%	50%	50%	50%	43%	41%	43%	46%	46%
<30 yrs old	30%	24%	26%	25%	24%	19%	23%	16%	14%	9%
30-50 yrs old	61%	68%	66%	68%	71%	74%	71%	78%	82%	88%
>50 yrs old	9%	7%	8%	7%	6%	7%	6%	5%	4%	3%
Non-Executive										
Male	88%	87%	88%	89%	92%	92%	92%	93%	93%	93%
Female	12%	13%	12%	11%	8%	8%	8%	7%	7%	7%
<30 yrs old	24%	24%	25%	20%	17%	17%	16%	19%	22%	21%
30-50 yrs old	67%	67%	63%	67%	69%	53%	55%	54%	54%	56%
>50 yrs old	9%	9%	11%	13%	14%	31%	30%	27%	24%	23%
New Employee Hires										
Total New Employees	40	56	27	65	113	92	93	270	235	107
Male	26	46	19	36	81	71	80	261	214	91
Female	14	10	8	29	32	21	13	9	20	16
Percentage of New Employees	9%	12%	6%	13%	20%	6%	6%	16%	13%	6%
Male	6%	10%	4%	7%	14%	5%	5%	16%	12%	5%
Female	3%	2%	2%	6%	6%	1%	1%	1%	1%	1%
Breakdown of New Employees by Age										
<30 yrs old	18	34	14	36	36	70	65	162	138	63
30-50 yrs old	21	22	13	28	76	22	24	103	96	43
>50 yrs old	1	0	0	1	1	1	4	5	1	1

Employee Turnover	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
	Cenviro					E-idaman				
Total Employee Turnover	42	26	22	38	53	83	88	84	144	114
Male	25	23	13	24	30	72	77	73	129	101
Female	17	3	9	14	23	11	11	11	14	13
Total Employee Turnover Rate	9%	5%	5%	8%	9%	5%	6%	5%	8%	7%
Male	6%	5%	3%	5%	5%	5%	5%	87%	7%	6%
Female	4%	1%	2%	3%	4%	1%	1%	13%	1%	1%
Breakdown of Employee Turnover by Age										
<30 yrs old	11	7	5	12	15	39	25	52	27	25
30-50 yrs old	21	13	9	21	33	38	31	29	49	33
>50 yrs old	10	6	8	5	5	6	32	3	68	56

Employee Salary Breakdown

	Cenviro					E-idaman				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Male to Female										
Senior Management	1:0.98	1:0	1:0	1:0.68	1:1.2	1:1.2	1:0.98	1:0.64	N/A	N/A
Management	1:0.98	1:0.98	1:0.2	1:0.98	1:0.82	1:0.82	1:0.76	1:0.73	1:0.73	01:00.8
Executive	1:0.93	1:0.93	1:0.92	1:0.91	1:0.86	1:0.86	1:0.91	1:0.91	1:0.93	01:00.9
Non-Executive	1:0.95	1:0.94	1:0.94	1:0.93	1:0.98	1:0.98	1:1.00	1:1.05	1:1.08	01:01.0

Employee Training & Development

Average Training Hours										
	Cenviro					E-idaman				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Number of Employees	448	479	485	507	566	1,548	1,556	1,662	1,752	1,745
Training Cost(RM)	472,736	386,286	481,181	761,111	887,528	319,257	179,790	115,780	254,700	259,000
Average Training Cost per Employee (RM)	1,055	806	992	1,501	1,642	206	115.6	70	145.38	148.42
Total Training Hours	10,521	8,666	12,318	18,011	17,971	24,768	24,896	26,592	28,032	27,920
Average Training Hours per Employee	23	18	25	36	32	16	16	16	16	16
Employee Training										
Training Hours By Employee Category										
Senior Management and Management	1,814	60	3,069	4,326	3,054	17	16	16	16	16
Executive	3,841	130	5,253	6,664	7,984	21	16	16	16	16
Non-Executive	4,766	219	3,996	7,021	6,933	10	8	8	8	8
Number of Employees By Gender										
Male	335	358	364	381	425	1,386	1,392	1,499	1,583	1,573
Female	113	121	121	134	141	162	164	163	169	172
Leadership Training										
No. of leadership training sessions	12	17	7	7	4	6	6	6	6	6
No. of employees that attended training sessions	58	73	133	128	64	150	146	113	118	130

Competency Training for Cenviro Employees

	2019	2020	2021	2022	2023
Number of total competency areas	9	9	9	9	9
Cenviro's internal target for certified competent employees per competency area	14	14	21	19	25
EiMAS training figures					
Total training attendance	9*	2	0	19	23
No. of attendees that received one-year competency certificates	7	2	2	17	37
Other employees that secured a one-year competency certificate	7	2	2	17	22
No. of employees with full competency certificates	40	43	46	38	25

*Restatement of data due to recalculation of 2019 figures

Employee Parental Leave Data

	Cenviro					E-idaman				
Criteria	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Total no. of employees entitled to parental leave										
Male	330	294	363	312	359	1,383	1,391	1,498	1,583	1,573
Female	113	84	121	93	140	163	164	163	169	172
Total no. of employees who returned to work after parental leave										
Male	23	31	29	33	5	49	55	68	60	86
Female	7	6	7	10	46	14	18	10	12	10

	Cenviro					E-idaman				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Total employees that were still employed 12 months after returning										
Male	23	31	29	33	5	46	50	65	59	86
Female	7	6	7	10	46	11	16	9	11	10
Return to work rate (%)										
Male	100%	100%	100%	100%	100%	94%	100%	96%	100%	100%
Female	100%	100%	100%	100%	100%	79%	100%	90%	100%	100%
Retention rate (%)										
Male	100%	100%	100%	100%	100%	99.80%	91%	100%	98%	100%
Female	100%	100%	100%	100%	100%	98.20%	81%	98%	92%	100%

Employee Performance Appraisals

	Cenviro					E-idaman				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Total Eligible Employees										
Percentage	99%	97%	100%	93%	92%	89%	87%	89%	90%	87%
Number	446	467	439	472	520	1,370	1,346	1,476	1,576	1,520
Category										
Senior Manager	-	-	-	10	36				-	3
Manager	59	63	58	54	34	21	24	26	26	27
Executive	129	129	110	143	167	85	88	99	98	91
Non-executive	258	275	271	265	283	1,264	1,234	1,351	1,452	1,399
Gender										
Male	332	351	338	354	396	1,220	1,188	1,320	1,416	1,368
Female	114	116	101	118	124	150	158	156	160	152

Employee Covered by Collective Agreement

	Cenviro					E-idaman				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Number of Employees	129	128	141	143	137	1,299	772	783	793	865
% of Employees	29%	27%	29%	28%	24%	84%	50%	47%	45%	50%

Community Data

GRI 413-1

Total spent on community programmes	2019	2020	2021	2022	2023
	>RM 73,000	> RM 66,300	RM36,410	RM 105,110	RM 160,469

	Cenviro				E-idaman			
	2020	2021	2022	2023	2020	2021	2022	2023
Materials Recycled Volume (KG)								
Paper	27,497	37,270	87,389.21	55,066.34	547,180	374,781	427,864.23	2,879,674.62
Plastic	3,704	3,263	8,637.54	17,614.87	223,470	157,542	85,282.22	426,075.28
Steel	645	1,751	3,361.05	14,526.74	37,858	20,410	29,565.28	163,170.65
Aluminium	990	984	10,866.07	1,079.46	53,786	33,575	14,600.25	20,470.48
Used Cooking Oil	0	0	0	981.50	0	18,769	47,033.00	339,717
e-Waste	593	26,409	31,943.05	25,313.90	0	0	2,404.00	30,133.10
Fabric	0	0	0	0	0	22,446	523.30	1,070.78
Glass	0	0	0	0	0	67	3,346.93	37,845.28
TOTAL	33,429	69,678	142,196.92	114,582.81	862,294	627,591	610,619.21	3,898,157.19
Reward Value (RM)								
Paper	2,767	3,699	5,543.49	-	87,361	68,700	134,664	722,656
Plastic	880	617	787.75	-	85,525	46,983	28,133	164,858
Steel	193	525	1,063.01	-	13,935	10,591	16,701.49	89,783.81
Aluminium	522	566	667.40	-	22,423	16,737	15,645.10	60,174.97
Used Cooking Oil	0	0	0	-	0	24,274	122,221.54	1,145,934.22
e-Waste	598	6,174	11,928.56	-	0	0	639.20	6,476.62
Fabric	0	0	0	-	0	1,560	-	-
Glass	0	0	0	-	0	0	166.86	348.52
TOTAL	4960	11,581	19,990.21	-	209,244	168,845	18,171	2,190,232

Environmental Performance

GRI 2-4, 301-1, 302-1, 303-1, 303-5, 305-1, 305-2, 305-3, 305-4, 306-2, 306-3, 306-5

GHG Emission Data

Absolute GHG Emission	2020	2021	2022	2023
Scope 1 Direct GHG Emission (tCO ₂ e)	57,643	49,562	37,686	58,113
Scope 2 Indirect GHG Emission (tCO ₂ e)	13,027	12,255	10,870	11,594
Scope 3 Other indirect GHG Emission (tCO ₂ e)	32,101	31,639	24,559	17,864
Total Absolute Emissions	102,771	93,456	73,115	87,571

Note: Restatement of data from 2020 onwards is due to the change in standard from ISO 14064-1 standard to GHG Protocol

GHG Emission Intensity (tCO₂e/ tonne waste treated at CWMC)

	2020	2021	2022	2023
GHG Emission Intensity (tCO ₂ e/ tonne waste treated at CWMC)	0.448	0.442	0.369	0.411

Energy Consumption

	2019	2020	2021	2022	2023
Total Fuel Consumption from non-renewable sources (GJ)	66,493	63,070	36,113	186,424	250,599
Total Electricity Consumption (GJ)	52,392	49,741	53,669	60,163	60,534
Total Electricity Sold (GJ)	11,149	21,974	14,032	31,867	47,648
Nett Energy Consumption (GJ)	130,039	90,837	75,750	214,720	263,486

Fuel Consumption

	2019	2020	2021	2022	2023
Reconstituted Oil (tonnes)	1,383	1,367	2,004	3,547	5,265
Diesel (tonnes)	539	1,352	854	541	518

Purchased Electricity

	2019	2020	2021	2022	2023
Purchased Electricity Consumption (kWh)	14,553,736	13,817,313	14,908,069	15,497,948	15,585,614

Solar Energy Generated

	2019	2020	2021	2022	2023
Solar Energy Generated (kWh)	157,495	1,537,509	1,510,561	1,334,570	1,308,550

Water Consumption & Effluent Discharge

		2016	2017	2018	2019	2020	2021	2022	2023
Water Consumption at CWMC (m³)*		213,200	260,599	254,368	216,533	203,426	194,442	168,329	136,948
Effluent Generated (m³)	ETP	83,742	91,290	47,366	40,601	54,113	59,018	61,633	52,923
	LTP	37,983	30,542	26,907	42,198	39,848	68,055	103,882	87,259

* CWMC purchases fresh water from Syarikat Air Negeri Sembilan Sdn. Bhd. We do not withdraw water from any other source.

Internal Waste Management

	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total internal waste generated (KG)	61,783	55,221	35,751	30,576	24,383	23,147	55,660	85,208	146,074
Total internal waste recycled (KG)	178	204.2	155	268	241	22	313	0	0
Total internal scheduled waste treated internally and landfilled (KG)	485	337	446	558	582	505	479	468	1,170
Total internal general waste collected by appointed domestic contractors and sent to approved facilities (KG)	61,120	54,680	35,150	29,750	23,560	22,620	54,867	84,740	146,074

Material Consumptions (tonnes)

Type of Material (Non-renewable)	2015	2016	2017	2018	2019	2020	2021	2022	2023
Hydrated Lime	1,290	1,548	1,628	1,239	1,118	779	796	796	971
Activated Carbon	8	10	7	12.7	10.6	6.5	2	2	8.5
Caustic Soda	50	115	181	1,108	653	1072	1268	1262	1526

Sites with ISO 45001:2018 Certification

	2015	2016	2017
Number of Certified Subsidiaries	3	3	3
Number of Subsidiaries	10	10	10

Governance Data

2-4, 204-1, 405-1

Supplier Breakdown

	2015	2016	2017	2018	2019	2020	2021	2022	2023
Number of suppliers									
Local	312	419	411	442	776*	672	610	552	936
Foreign	10	12	8	6	17	18	13	11	11
Total	322	431	419	448	793	690	623	563	947
Percentage of suppliers by type									
Local (%)	97	97	98	99	98	92	98	98%	99%
Foreign (%)	3	3	2	1	2	3	2	2%	1%
Percentage of spending on suppliers by type									
Local (%)	84	99	95	97	98	99	99	99.9%	86.6%
Foreign (%)	16	1	5	3	2	1	1	0.1%	13.4%

*Omitted total supplier spend as it is an industry sensitive information

Supplier Screening

	2019	2020	2021	2022	2023
Number of Suppliers Screened	181	146	120	114	112
Number of Suppliers Accepted	111	73	85	79	112

Diversity of Board of Directors

	2019	2020	2021	2022	2023
Board of Directors	6	6	6	6	6
Male	2	2	3	5	5
Female	4	4	3	1	1
<30 yrs old	0	0	0	0	0
30-50 yrs old	3	3	3	4	3
>50 yrs old	3	3	3	2	3
Breakdown by Percentage					
Male	33%	33%	50%	83.30%	83.30%
Female	67%	67%	50%	16.70%	16.70%
<30 yrs old	0%	0%	0%	0%	0%
30-50 yrs old	50%	50%	50%	67%	50%
>50 yrs old	50%	50%	50%	33%	50%

Board of Director for year 2023

Board Member	Designation	Date of Appointment	Age**	Meeting Attendance	Meeting Attendance (%)
Tan Sri Dr Azmil Khalili Bin Dato' Khalid	Independent Non-Executive Chairman	1.10.2018	63	6/7	86%
Dr. Johari Bin Jalil	Managing Director	03.6.2019	56	7/7	100%
Yeo Kar Peng	Independent Non-Executive Director	20.6.2017	62	7/7	100%
Effizal Faiz Zulkifly	Non-Independent Non-Executive Director	30.4.2022	44	7/7	100%
Alternate Director: Nurul Iman Mohd Zaman	Non-Independent Non-Executive Director	30.4.2022	37	7/7	
Park Deok Seop	Non-Independent Non-Executive Director	16.12.2022	49	6/7	86%
*Lee Dae Hyuck	Non-Independent Non-Executive Director	16.12.2022	54	5/7	71%

* Resigned on 15.12.2023

** Age of Board of Directors is as of 2023

Assurance Statement



INDEPENDENT VERIFICATION STATEMENT

To: The Stakeholders of Cenviro Sdn Bhd
Kuala Lumpur, Malaysia

Introduction and Objectives of Work

Bureau Veritas (Bureau Veritas) has been engaged by Cenviro Sdn Bhd (Cenviro) to provide limited assurance over selected information reported in its Sustainability Report 2023 (Report). This Assurance Statement applies to the related information included within the scope of work described below.

Scope of Work

The scope of our work was limited to assurance over the following information included within the Report for the period 1 January 2023 to 31 December 2023 (Selected Information), based on Bursa's common sustainability matter.

Date	Common Sustainability Matter
7 th August 2024	Labour Practices and Standards
	Supply Chain Management
	Water
	Waste Management
	Anti-corruption
7 th August 2024	Health & Safety
	Emission management
9 th August 2024	Diversity
9 th August 2024	Community / Society
9 th August 2024	Labour Practices and Standards
9 th August 2024	Energy Management
9 th August 2024	Data privacy and security
	Diversity

Our review also included an evaluation of the facts and figures predetermined by Aubrens Sdn Bhd. This is based on the current best practice in independent assurance.



Methodology

As part of its independent verification, Bureau Veritas undertook the following activities:

1. Conducted interviews with relevant personnel of Cenviro including the representative of its subsidiaries;
2. Reviewed the documented evidence produced by Cenviro and its subsidiaries;
3. Assessed the appropriateness and accuracy of the Selected Information; and
4. Agreed a selection of samples the Selected Information to the corresponding source documentation.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.



Our Findings

Based on our methodology and the activities described above, our key findings are as follows:

- It is our opinion that Cenviro Sdn Bhd has established appropriate systems for the collection, aggregation and analysis of qualitative and quantitative data such as key performance data pertinent to the Selected Information.
- Community/ people: Total community spend on community programmes by Cenviro was stated as RM 160,468. However, sampled items that was checked for RM 131 090 only due to time constraints.
- Diversity: Non-executives information for Male = 92.36% => 93% (will be corrected to 92%) and age diversity: for 30-50 years => 197/ 288=68.4% = 68% to be adjusted to 69%.* so that the figures will sum up to 100%.
- Energy and Waste Management: [Total Fuel Consumption (non-renewable + renewable) + Total energy consumption (electricity + heating + cooling + steam)] = 80,973,620 will be reported as a new value= 86 425 994 KWH# due to recalculation.
- Data Privacy: 'DASHBOARD' for zero cases of data loss or breaches could not be sighted onsite@ 9/8/2024 as officer in charge was on scheduled leave.

Conclusion

On the basis of our methodology and the activities described above for the agreed scope of our verification, nothing has come to our attention to indicate that the reviewed statements are inaccurate and the information included therein is not fairly stated in all material aspects.

Limitations and Exclusions

Any verification of the following information is excluded from our scope of work:

- Activities outside the defined verification period;
- Positional statements (expressions of opinion, belief, aim or future intention by Cenviro Sdn Bhd including E-Idaman Sdn Bhd) and statements of future commitment;
- Data identified by the client for non-inclusion, geographical operations/activities excluded, subsidiaries/Joint Ventures, etc.

The audit was conducted in a hybrid working environment, as aligned to Malaysia's C19 endemic phase. Due to time restrictions, Bureau Veritas did not participate in any physical visits to Cenviro's Waste Management Centre in Seremban and E-Idaman Sdn Bhd in Alor Setar, or physical inspections of any of Cenviro's operating facilities.

This independent statement should not be relied upon to detect all errors, omissions or misstatements that may exist.



Responsibilities

The preparation and presentation of the Sustainability Report 2023 is the sole responsibility of the management of Cenviro.

Bureau Veritas was not involved in the drafting of the Report. Our responsibilities were to:

- Provide independent limited assurance about whether the Selected Information has been appropriately and accurately prepared;
- Form an independent conclusion based on the assurance procedures performed and evidence obtained; and
- Report our conclusions to the management of Biffa.

This is the 15th year we have verified the Cenviro Sdn Bhd Sustainability Report, which includes E-Idaman Sdn Bhd.

Statement of independence, impartiality and competence

Bureau Veritas is an independent professional services company that specialises in Quality, Health, Safety, Social and Environmental management with over 180 years history in providing independent assurance services, and an annual turnover in 2021 of EUR 5,000 million.

Bureau Veritas has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day-to-day business activities. We are particularly vigilant in the prevention of conflicts of interest.

No member of the assurance team has a business relationship with Cenviro Sdn Bhd, its directors or managers beyond that required of this assignment. We have conducted this verification independently and there has been no conflict of interest.

The assurance team has extensive experience in conducting verification and assurance of environmental, social, ethical and health and safety information, systems and processes. The team has over 8 years combined experience in this field and an excellent understanding of the Bureau Veritas standard methodology for the assurance of sustainability reports.

Bureau Veritas
Kuala Lumpur, MALAYSIA
15 AUGUST 2024

SIVABALAN
SIVABALAN THAVARAJAH
LEAD VERIFIER R1

GRI Context Index



CONTENT INDEX
ESSENTIALS SERVICE

2024

GRI Services Statement

For the Content Index – Essentials Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders.

Statement of use		Cenviro Sdn. Bhd. has reported in accordance with the GRI Standards for the period 1 January 2023 to 31 December 2023.			
GRI 1 used		GRI 1: Foundation 2021			
Applicable GRI Sector Standard(s)		Not Applicable			
GRI STANDARD	DISCLOSURE	PAGE NUMBER (S) IN SR 2023 OR URL / DIRECT ANSWER	OMISSION		
General disclosures			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 2: General Disclosures 2021	2-1 Organizational details	2, 14			
	2-2 Entities included in the organization's sustainability reporting	2, 14			
	2-3 Reporting period, frequency and contact point	2			
	2-4 Restatements of information	Significant restatements of data compared to prior years are noted in the section(s) where they appear.			
	2-5 External assurance	2			
	2-6 Activities, value chain and other business Relationships	10, 11, 14, 43 - 44, 85 - 87			
	2-7 Employees	90 - 94			
	2-8 Workers who are not employees	90 - 94			
	2-9 Governance structure and composition	46 - 50			
	2-10 Nomination and selection of the highest governance body	47			
	2-11 Chair of the highest governance body	47-48			
	2-12 Role of the highest governance body in overseeing the management of impacts	51			
	2-13 Delegation of responsibility for managing impacts	51			

GRI STANDARD	DISCLOSURE	PAGE NUMBER (S) IN SR 2023 OR URL / DIRECT ANSWER	OMISSION		
General disclosures			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 2: General Disclosures 2021	2-14 Role of the highest governance body in sustainability reporting	Oversee the organisation's sustainability-related strategies and goals.			
	2-15 Conflicts of interest			Confidentiality constraints	After careful consideration, the Board has opted not to disclose the details of conflicts of interest at this time. We remain committed to transparency in our disclosures and will continue to evaluate all elements of our reporting practices to align with stakeholder expectations and industry standards as our policies evolve
	2-16 Communication of critical concerns	55			
	2-17 Collective knowledge of the highest governance body			Confidentiality constraints	After careful consideration, the Board has opted not to disclose the details of conflicts of interest at this time. We remain committed to transparency in our disclosures and will continue to evaluate all elements of our reporting practices to align with stakeholder expectations and industry standards as our policies evolve
	2-18 Evaluation of the performance of the highest governance body	46			
	2-19 Remuneration policies			Confidentiality constraints	After careful consideration, the Board has opted not to disclose the details of conflicts of interest at this time. We remain committed to transparency in our disclosures and will continue to evaluate all elements of our reporting practices to align with stakeholder expectations and industry standards as our policies evolve
	2-20 Process to determine remuneration	47			
	2-21 Annual total compensation ratio			Confidentiality constraints	After careful consideration, the Board has opted not to disclose the details of conflicts of interest at this time. We remain committed to transparency in our disclosures and will continue to evaluate all elements of our reporting practices to align with stakeholder expectations and industry standards as our policies evolve
	2-22 Statement on sustainable development strategy	5-6			
	2-23 Policy commitments	39, 54 - 55			
	2-24 Embedding policy commitments	54 - 55			
	2-25 Processes to remediate negative impacts	55			

GRI STANDARD	DISCLOSURE	PAGE NUMBER (S) IN SR 2023 OR URL / DIRECT ANSWER	OMISSION		
General disclosures			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 2: General Disclosures 2021	2-26 Mechanisms for seeking advice and raising concerns	55 Cenviro website https://www.cenviro.com/governance-assurance/			
	2-27 Compliance with laws and regulations	39, 54 - 55, 59, 62, 64			
	2-28 Membership associations	80 - 81			
	2-29 Approach to stakeholder engagement	30			
	2-30 Collective bargaining agreements	55, 98			
Material topics					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	29-30			
	3-2 List of material topics	Refer to pg 29 - pg 33 List of all material topics: <ul style="list-style-type: none"> • Managing Emissions and Addressing Climate Change • Water Management • Transition to Circular Economy • Biodiversity Monitoring • Operational Efficiency • Energy Consumption and Management • Prioritising Workplace Health and Safety • Employee Engagement and Management • Promoting Diversity and Equal Opportunity • Community Engagement and Development • Achieving Customer Satisfaction • Integrated and Innovative Solutions • Engaging with Industry and Relevant Authorities 			

GRI STANDARD	DISCLOSURE	PAGE NUMBER (S) IN SR 2023 OR URL / DIRECT ANSWER	OMISSION		
General disclosures			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Material topics					
GRI 3: Material Topics 2021		<ul style="list-style-type: none"> • Data Security and Privacy • Business Ethics, Governance and Compliance • Sustainable Procurement Practices • Economic Performance <p>A materiality assessment was conducted in FY 2023 and the list of material topics remain the same in majority, with the following changes listed below. The changes incurred is to ensure relevance to current regulatory standards and industry practices</p> <p>Updated material topics:</p> <p>Consolidated Domestic Waste Management and Transition to Circular Economy into Waste Management or Transition to CircularEconomy</p> <p>Consolidated Sustainable Energy Consumption and Renewable Energy from Waste into Energy Consumption and Management</p> <p>Consolidated Health, Safety and Wellbeing of vment and Development into Community Engagement and Development</p> <p>Consolidated Future-Focused Integrated Solutions and Digital Technologies and Innovation into Integrated and Innovative Solutions</p> <p>Consolidated Ethical Business, Good Governance and Beyond Compliance into Business Ethics, Governance and Compliance</p> <p>Incorporated a new material topic: Economic Performance - this is to take into account the integration of sustainability within the business as it will contribute to the long-term sustainable value creation for Cenviro's stakeholders.</p>			

GRI STANDARD	DISCLOSURE	PAGE NUMBER (S) IN SR 2023 OR URL / DIRECT ANSWER	OMISSION		
General disclosures			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Material topics					
GRI 3: Material Topics 2021		'Noise Monitoring' has been removed as a material topic based on discussion and confirmation with internal stakeholders			
Transition to Circular Economy					
GRI 3: Material Topics 2021	3-3 Management of material topics	32, 57 - 63, 85 - 87			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	16			
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	58,60-63			
	203-2 Significant indirect economic impacts	20 - 24, 26 - 27, 60 - 62			
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	101			
	306-3 Waste generated	101			
	306-5 Waste directed to disposal	101			
Managing Emissions and Addressing Climate Change					
GRI 3: Material Topics 2021	3-3 Management of material topics	66 - 70			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	67, 100			
	305-2 Energy indirect (Scope 2) GHG emissions	67, 100			
	305-3 Other indirect (Scope 3) GHG emissions	67, 100			
	305-4 GHG emissions intensity	100			

GRI STANDARD	DISCLOSURE	PAGE NUMBER (S) IN SR 2023 OR URL / DIRECT ANSWER	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Water Management					
GRI 3: Material Topics 2021	3-3 Management of material topics	69			
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	69, 101			
	303-5 Water consumption	69, 101			
Biodiversity Monitoring					
GRI 3: Material Topics 2021	3-3 Management of material topics	70			
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	70			
	304-3 Habitats protected or restored	70			
Operational Efficiency					
GRI 3: Material Topics 2021	3-3 Management of material topics	33			
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	68			
	203-2 Significant indirect economic impacts	20-24			
Energy Consumption and Management					
GRI 3: Material Topics 2021	3-3 Management of material topics	32			
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	68 - 69			
	203-2 Significant indirect economic impacts	25 - 26			
GRI 301: Materials 2016	301-1 Materials used by weight or volume	69, 100 - 101			

GRI STANDARD	DISCLOSURE	PAGE NUMBER (S) IN SR 2023 OR URL / DIRECT ANSWER	OMISSION		
General disclosures			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 302: Energy 2016	302-1 Energy consumption within the organization	68, 100			
Prioritising Workplace Health and Safety					
GRI 3: Material Topics 2021	3-3 Management of material topics	31 - 32, 35 - 40, 88 - 89			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	37			
	403-2 Hazard identification, risk assessment, and incident investigation	40			
	403-3 Occupational health services	37, 39			
	403-4 Worker participation, consultation, and communication on occupational health and safety	40			
	403-5 Worker training on occupational health and safety	40, 41			
	403-6 Promotion of worker health	42			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	37			
	403-8 Workers covered by an occupational health and safety management system	88, 89			
	403-9 Work-related injuries	36, 89			
Employee Engagement and Management					
GRI 3: Material Topics 2021	3-3 Management of material topics	72 - 77			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	93 - 94			
	401-3 Parental leave	96 - 97			

GRI STANDARD	DISCLOSURE	PAGE NUMBER (S) IN SR 2023 OR URL / DIRECT ANSWER	OMISSION		
General disclosures			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	95 - 96			
	404-2 Programs for upgrading employee skills and transition assistance programs	72 - 76			
	404-3 Percentage of employees receiving regular performance and career development reviews	77, 98			
Promoting Diversity, Inclusivity					
GRI 3: Material Topics 2021	3-3 Management of material topics	78			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	47 - 51, 78, 90 - 93, 103			
	405-2 Ratio of basic salary and remuneration of women to men	94			
Community Engagement and Development					
GRI 3: Material Topics 2021	3-3 Management of material topics	79 - 81			
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	79 - 81			
	203-2 Significant indirect economic impacts	25 - 26, 79 - 81			
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	79 - 81, 99			

GRI STANDARD	DISCLOSURE	PAGE NUMBER (S) IN SR 2023 OR URL / DIRECT ANSWER	OMISSION		
General disclosures			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Achieving Customer Satisfaction					
GRI 3: Material Topics 2021	3-3 Management of material topics	33			
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	64			
Integrated and Innovative Solutions					
GRI 3: Material Topics 2021	3-3 Management of material topics	33			
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	58, 60 - 62			
	203-2 Significant indirect economic impacts	20 - 24, 25 - 26			
Engaging with Industry and Relevant Authorities					
GRI 3: Material Topics 2021	3-3 Management of material topics	79 - 80			
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	79 - 80			
Data Security and Privacy					
GRI 3: Material Topics 2021	3-3 Management of material topics	55			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	55			

GRI STANDARD	DISCLOSURE	PAGE NUMBER (S) IN SR 2023 OR URL / DIRECT ANSWER	OMISSION		
General disclosures			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
Business Ethics, Governance and Compliance					
GRI 3: Material Topics 2021	3-3 Management of material topics	32			
GRI 2: General Disclosures 2021	2-23, 2-24, 2-25, 2-26, 2-9 to 2-21, 2-27, 2-30	See index entries above			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	55			
Sustainable Procurement Practices					
GRI 3: Material Topics 2021	3-3 Management of material topics	43 - 44			
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	44			
Economic Performance					
GRI 3: Material Topics 2021	3-3 Management of material topics	16, 25 - 26, 33, 83 - 84			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	16, 83 - 84			
	201-2 Financial implications and other risks and opportunities due to climate change			Information unavailable/ incomplete	We have yet to identify and quantify our financial risks and opportunities due to climate change. We are looking to obtain this information by enhancing our governance. For example, in FY2023 we introduced the Risk Management Framework to escalate the overall ERM practice
	201-3 Defined benefit plan obligations and other retirement plans			Information unavailable/ incomplete	We currently do not have a defined benefit plan / retirement plan
	201-4 Financial assistance received from government			Information unavailable/ incomplete	We did not receive any financial assistance from the government in FY2023

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2 SELANGOR, KUALA LUMPUR,

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6 SABAH & SARAWAK (Scheduled Waste)

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7 SHAN POORNAM SDN BHD (E-Waste)

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Email: enquiry@ensspm.com

8 WISMA IDAMAN (Municipal Solid Waste)

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Tel: +604 771 1320 Fax: +604 771 1314
Email: info@e-idaman.com

Definition

Circular Economy

The United Nations Development Programme defines circular economy as:

A systems solution framework that calls for a sustainable paradigm shift from a 'take make waste' linear system to a circular system. Circular economy can be achieved through long-lasting design, maintenance, repair, reuse, remanufacturing, refurbishing, and recycling.

Clinical Waste

The Ministry of Health Malaysia defines clinical waste as:

- Any waste which consists wholly or partly of human or animal tissue, blood or other bodily fluids, excretions, drugs or other pharmaceutical products, swabs or dressings, syringes, needles or other sharp instruments, being waste which unless rendered safe may prove hazardous to any person coming into contact with it.
- Any other waste arising from medical, nursing, dental, veterinary, pharmaceutical or similar practices, investigation, treatment, care, teaching or research, or the collection of blood for transfusion, being waste, which may cause infection to any person coming into contact with it.
- Also, a type of scheduled waste listed in the First Schedule of Environmental Quality (Scheduled Wastes Regulations 2005 (e.g. code: SW404 – Pathogenic wastes, clinical wastes or quarantined materials).

Effluents

Liquid waste discharged into a natural body of water. Liquid factory waste and raw sewage can also be called effluents.

Electronic Waste

A type of scheduled waste listed in the First Schedule of Environmental Quality (Scheduled Wastes) Regulations 2005. (e.g. code: SW102 – Waste of lead-acid batteries in whole or crushed form and SW103 – Waste of batteries containing cadmium and nickel or mercury or lithium).

High Density Polyethylene (HDPE)

HDPE is a thermoplastic polymer made from petroleum. As one of the most versatile plastic materials around, HDPE plastic is used in a wide variety of applications, including plastic bottles, milk jugs, shampoo bottles, bleach bottles, cutting boards, and piping.

Leachate

Water that has passed through waste and contains dissolved and suspended material is termed leachate. It may contaminate other sources.

Municipal Solid Waste

More commonly known as trash or garbage – consists of everyday items we use and throw away, such as product packaging, furniture, clothing, bottles, food scraps and newspapers. Circular Economy
The United Nations Development Programme defines circular economy as:

Polyethylene Terephthalate (PET)

Sometimes written as Poly(Ethylene Terephthalate), commonly abbreviated as PET, PETE, or the obsolete PETP or PET-P, it is the most common thermoplastic polymer resin of the polyester family and is used in fibres for clothing, containers for liquids and foods, and thermoforming for manufacturing, and in combination with glass fibre for engineering resins.

Scheduled Waste

Scheduled waste is any waste falling within the categories of waste listed in the First Schedule of Environmental Quality (Scheduled Wastes) Regulations 2005. Scheduled waste is by nature very toxic and dangerous. Improper management of such waste will lead to serious pollution of the environment and the ecosystem as well as immediate long-term impact on human health.

Task Force on Climate-Related Financial Disclosure (TCFD)

Recommendations in the form of a framework for companies to develop more effective climate-related financial disclosures through their existing reporting processes.

Glossary

ABC	Anti-Bribery and Corruption	HIP	Hazard Identification Programme	RAMUNIA	Scheduled Waste to Energy plant
CEMS	Continuous Emissions Monitoring System	HiPo	High Potential Programme	R&D	Research and Development
CFC	Chlorofluorocarbon	HR	Human Resource	RO	Reconstituted Oil
CGA	Corporate Governance & Assurance	HSSE	Health, Safety, Security, and Environment	SDG	Sustainable Development Goal
CI	Continuous Improvement	ILAC	International Laboratory Accreditation Cooperation	SLS	Sustainability-Linked Sukuk
CIPs	Continuous Improvement Projects	IMS	Integrated Management System	SOLI	Solidification Plant
CJSB	Cenviro (Johor) Sdn. Bhd.	INC1	Incineration Plant	SPSB	Shan Poornam Sdn. Bhd.
CRR	Cenviro Recycling and Recovery Sdn. Bhd.	KASB	Kualiti Alam Sdn. Bhd.	SPT	Sustainability Performance Target
CWTC	Clinical Waste Treatment Centre	LTI	Lost Time Injury	SWtE	Scheduled Waste to Energy
CW	Clinical Waste	LTIR	Lost Time Incident Rate	TCFD	Task Force on Climate-Related Financial Disclosures
CWMC	Cenviro Waste Management Centre	LTP	Leachate Treatment Plant	tCO₂e	tonnes of Carbon Dioxide emissions
DTRC	Drive Thru Recycle Centre	MACC	Malaysian Anti-Corruption Commission	UNSDGs	United Nations Sustainable Development Goals
DOE	Department of Environment	MAVROS	Waste Oil Sludge Recycling Plant	VCOC	Vendor Code of Conduct
EiMAS	Environmental Institute of Malaysia	MITS	Management of Information and Technology Services	VSL	Vertical Secured Landfill
EISB	E-Idaman Sdn. Bhd.	MSW	Municipal Solid Waste		
EPIC	Environmental Preservation and Innovation Centre	NITRO	Rubber Sludge Recycling Plant		
EPMC	Environmental Performance Monitoring Committee	OACP	Organisational Anti-Bribery and Corruption Plan		
ERCMC	Environmental Regulatory Compliance Monitoring Committee	OPAL	Refined Base Oil Recovery Plant		
ERM	Enterprise Risk Management	OSH	Occupational Safety and Health		
ERT	Emergency Response Team	PET	Polyethylene terephthalate		
ESG	Environmental, Social, & Governance	PCT	Physical and Chemical Treatment Plant		
ETP	Effluent Treatment Plant	PP	Polypropylene		
GHG	Greenhouse Gas	PPE	Personal Protective Equipment		
GJ	Gigajoule	QHSSE	Quality, Health, Safety, Security and Environment		
HDPE	High-density polyethylene				

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