



SUSTAINABILITY

OUR JOURNEY CONTINUES...



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ABOUT THIS SUSTAINABILITY STATEMENT



Matrix has embraced the values of sustainability since the early days as spelt out in its tagline of “Nurturing Environments, Enriching Lives”. The Company continued to make progress on many sustainability endeavours. Sustainability practices were reinforced in day-to-day operations while increasing the impact of community development initiatives.

This sustainability statement provides an annual account of Matrix’s economic, environmental and social performance and contains a road map of sustainability objectives and targets. This disclosure highlights how value is delivered to all stakeholders by being a caring community developer.

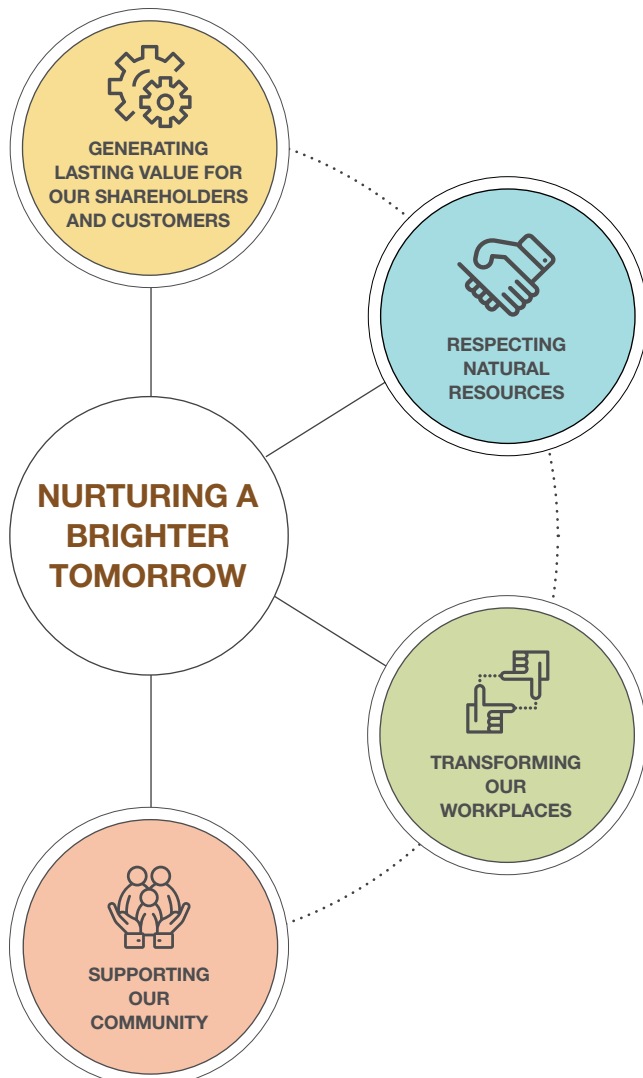
Reporting Scope	Matrix Concepts Holdings Berhad (“Matrix”) and its principal business activities including Property Development, Construction, Education and Hospitality.
Reporting Period	1 April 2017 to 31 March 2018
Reporting Cycle	Annually
Reporting Principles and Framework	Principal Framework The Global Reporting Initiative (GRI) Standards Other Guidelines Used • Bursa Malaysia Sustainability Reporting Guide • United Nations Sustainable Development Goals (UNSDG) • Benchmarking against other industry players • Stakeholder interests • Feedback from sustainability reporting awards judges
Feedback	For further enquiries, please contact: Carmen Loo Kah Boon, Head, Group Corporate Secretarial and Governance, Wisma Matrix, No. 57, Jalan Tun Dr. Ismail, 70200 Seremban, Negeri Sembilan Darul Khusus, Malaysia.

SUSTAINABILITY IN ACTION

Our vision is to create a benchmark in nurturing the environment and enriching lives. As a caring community developer, we create spaces, buildings and townships where everyone can thrive.

We focus on what is good for business and a sustainable future by serving our clients, engaging our people, respecting natural resources and building strong community relationships. This progressive approach allows us to make responsible investment decisions with increased value for all of our stakeholders — *Nurturing a Brighter Tomorrow every way we can.*

Our Sustainability Leadership Agenda



SUSTAINABILITY GOVERNANCE

The Board established the Sustainability Committee in November 2016. The Committee is responsible for overseeing the implementation of sustainability-related policies, measures and appropriate actions to achieve Matrix's sustainability milestones and goals. Supported by the Sustainability Task Force Committee, the Sustainability Committee assists in monitoring, managing the policies and taking action, periodically.



Matrix Sustainability Committee

- Dato' Haji Mohamad Haslah Bin Mohamad Amin (Chairman)
- Dato' Lee Tian Hock
- Ho Kong Soon
- Dato' Logendran A/L K Narayanasamy

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SUSTAINABILITY IN ACTION

SUSTAINABILITY STATEMENT

Each year, Matrix's sustainability statements document its sustainability strategies including targets, action plans and the core components of sustainability goals. These are reviewed biannually and updated annually by the Sustainability Officer and endorsed by the Board.

AREAS REVIEWED IN MATRIX'S SUSTAINABILITY STATEMENT

 ENVIRONMENTAL ASPECTS, IMPACTS AND ACTIONS	 LEGAL REQUIREMENTS	 OBJECTIVES, TARGETS AND PROGRAMME	 COMMUNICATION	 MONITORING PERFORMANCE
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SUSTAINABILITY POLICY

Our approach to sustainability is to fully integrate the principles into our business operations. Matrix endeavours to embed the principles of sustainability, as far as practicable, into the various stages of our operations life-cycle. Our sustainability policy is communicated to all employees in a meaningful manner.

Our Sustainability Policy

“To provide solutions which reduce the environmental impact of buildings, and provide better spaces for the people who inhabit them. We will do so while providing safe, comfortable and healthy workplaces for our employees and believe that all employees play a key role in achieving our social and environmental goals.”

Progress in the following six focus areas are monitored to ensure that we are on track in our journey towards achieving our sustainability goals.



PROJECTS

Develop and encourage solutions to improve the environmental performance of every project we work on by considering practical ways to reduce greenhouse gas emissions, reduce accidents/hazard occurrence, energy and water consumption, natural resource depletion, waste to landfill and pollution.

Develop and encourage solutions that provide better spaces for people through the consideration of daylight, comfort, glare, internal air quality, noise and connectivity to nature.



PEOPLE

Provide our staff with the skills, knowledge and enthusiasm to deliver practical environmental solutions through a strong commitment to training and knowledge sharing and rewards based on performance.



LEADERSHIP

Provide environmental leadership to the building industry through an active contribution to research and development, as well as compliance with and key industry bodies and requirements.



OUR BUSINESS

Reduce the environmental impact of our own operations by managing our energy and water consumption, encouraging cycling and the use of public transport, recycling waste, implementing an eco-friendly purchasing policy and ensuring our new office fit-outs are a practical demonstration of environmental sustainability.



MANAGEMENT

Implement and maintain an Environmental Management System and seek to continually improve our environmental performance, comply with applicable legal requirement and prevent pollution.



REPORT

Report transparently on our environmental and social performance and make this available on our websites.

MAPPING OUR SUSTAINABILITY GOALS AGAINST THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

The United Nations (UN) has called for governments, the private sector, civil society and the community to be part of the new sustainable development agenda. During the United Nations Sustainable Development Summit in September 2015, it has reaffirmed Malaysia's commitment to supporting and implementing the 2030 Agenda for Sustainable Development and its 17 Sustainable Development Goals (SDGs).

The SDGs are a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity. We have aligned our sustainable goals to the SDGs in the spirit of making the right choices in a sustainable way, for future generations.



CULTURE AND COMMUNITY
(SDG1, SDG2, SDG11 and SDG17)



- Contribute positively to communities less fortunate than our own
- Increase financial support for local charities and other organisations in need
- Promote community harmony and unity



EQUITY AND LOCAL ECONOMY
(SDG8, SDG9, SDG11, SDG12 and SDG17)



- Comply with ethical business policy
- Develop projects in line with the economic impact of the nation
- Increase income per capita



WORK SATISFACTION/ WELL-BEING
(SDG4, SDG5, SDG8, SDG10)



- Promote workplace diversity, employee benefits and adequate remuneration
- Consider flexible working policies for more members of the business whenever applicable
- Reduce workplace hazards and accidents
- Deliver self/career improvement workshops and training programmes
- Provide employees with a conducive working environment



OUR PEOPLE
(SDG8, SDG9, SDG12, SDG17)



- Increase knowledge of sustainability
- Gain industry recognition for our people and business

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SUSTAINABILITY IN ACTION

CREATING SUSTAINABLE VALUE

Matrix creates value for its stakeholders by addressing their real estate needs and broader goals. Our ability to realise this value is rooted in our deep understanding of global and local real estate as well as capital markets.

Sustainability Leadership Agenda		Achieved By...
	CREATING LASTING VALUE FOR SHAREHOLDERS AND CUSTOMERS	• Embedding sustainable solutions in all project and development services • Incorporating sustainability principles into the significant supply chain we manage
	RESPECTING NATURAL RESOURCES	• Championing and innovation in sustainable energy and resource use • Practising green development and achieving green building certifications
	SUPPORTING OUR COMMUNITY	• Making financial contributions to charitable organisations • Meeting local needs, especially through project and infrastructure developments
	TRANSFORMING OUR WORKPLACES	• Recognising and rewarding individual and team achievements • Embracing diverse background, skills and ideas, and promoting inclusion



Elymus Resort Homes

MATERIALITY, STAKEHOLDER ENGAGEMENT AND RISKS

A sustainability strategy touches every aspect of an organisation's management, operations and service offering. We perform an annual comprehensive assessment of our material issues to ensure that our sustainability disclosure focuses on the key impacts of our business and the most significant matters to our stakeholders.

In the fourth quarter of FY2018, we performed a materiality review that forms the basis of our sustainability roadmap. Currently, we are exploring ways to address stakeholder feedback and incorporate it into our future stakeholder engagement plans and our updated sustainable development strategy.

ENGAGING ON MATERIAL ISSUES

The Methodology

The Matrix Stakeholders Materiality Survey 2018 was conducted in the last quarter of FY2018. The survey was performed anonymously to ensure impartiality and secure the anonymity of the respondents.

Stakeholder Groups Consulted During Materiality Study



CLIENTS
AND CUSTOMERS



SHAREHOLDERS, INVESTORS
& ANALYSTS



BUSINESS
ASSOCIATES



EMPLOYEES



COMMUNITY MEMBERS AND
THE PUBLIC



SUPPLIERS, CONTRACTORS AND
SUBCONTRACTORS



AUTHORITIES AND
REGULATORS



MEDIA



NON-
GOVERNMENTAL
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MATERIALITY, STAKEHOLDER ENGAGEMENT AND RISKS

A total of 520 complete responses were obtained and analysed to ascertain the views of our stakeholders. We believe the sample size provides a reasonably accurate representation of our stakeholders' opinions. The same survey was also completed by 11 members of the Board whose responses were used to represent the views of Matrix.

Respondents were asked to rate the importance they placed on 27 issues related to economic, environmental and social performance. These issues are summarised below.

Sustainability Areas Assessed During Materiality Study

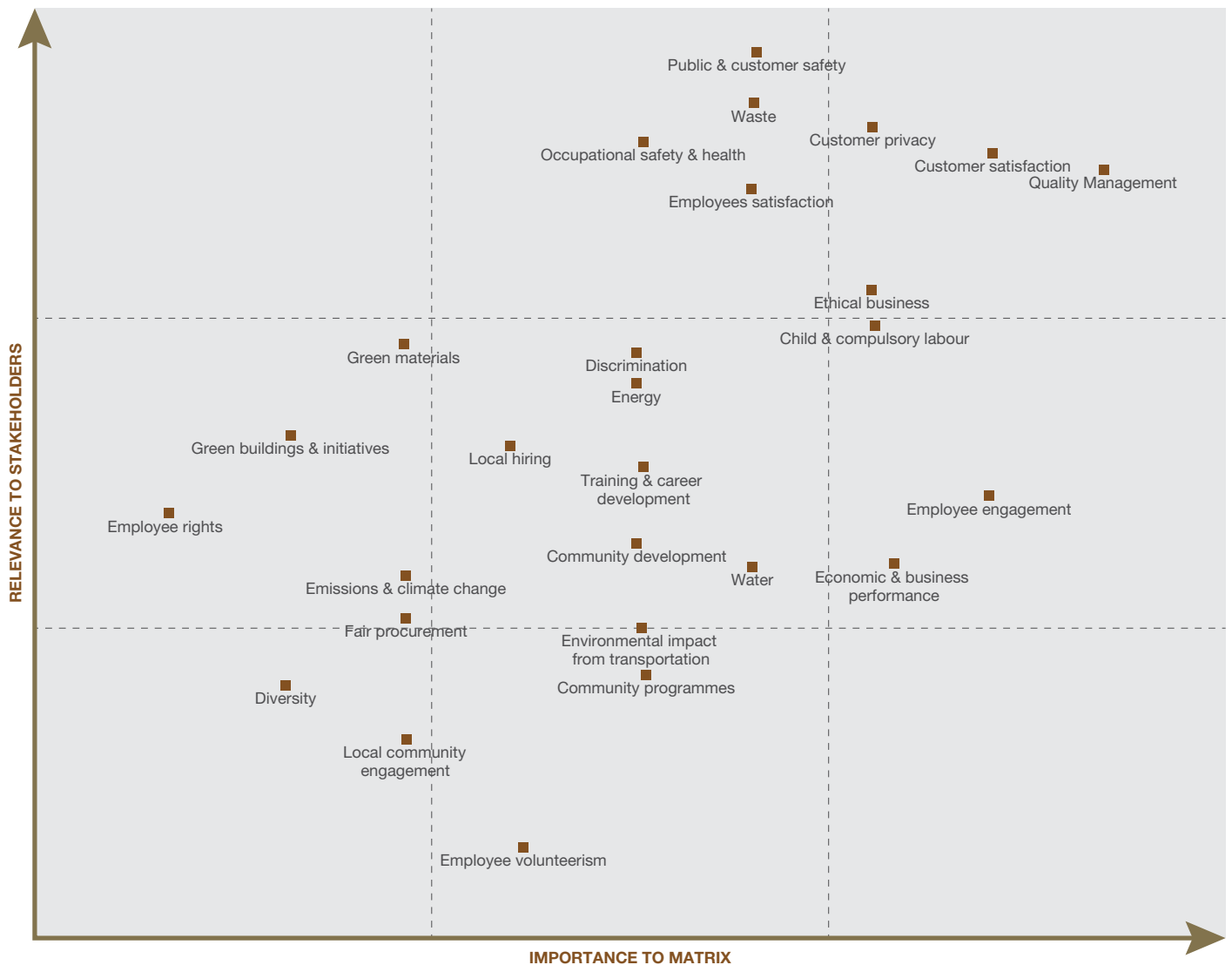
 ECONOMIC PERFORMANCE • Economic & business performance • Fair procurement • Local hiring • Community development	 ENVIRONMENT • Green materials • Emissions & climate change • Energy • Water • Green buildings & initiatives • Waste • Environmental impact from transportation	 SOCIAL: LABOUR PRACTICES AND DECENT WORK • Occupational safety & health • Diversity • Training & career development • Employee engagement • Employees satisfaction	 SOCIAL: HUMAN RIGHTS • Child & compulsory labour • Discrimination • Employee rights	 SOCIAL: SOCIETY • Local community engagement • Community programmes • Ethical business • Employee volunteerism	 SOCIAL: PRODUCT RESPONSIBILITY • Customer satisfaction • Customer privacy • Public & customer safety • Quality management
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A five-point Likert scale was used, allowing respondents to indicate how important each criterion was, from 'Very Unimportant' (1) to 'Very Important' (5). The survey could be completed in either English or Bahasa Malaysia.

There was a natural skew in the results as the different stakeholder groups were not represented equally. Employees were the highest represented stakeholder group with the fewest respondents representing Media. A separate average score was calculated for each of the 27 areas within each stakeholder group, following which an average from all nine stakeholder groups was obtained.

The Results

The data was analysed and the results used to develop a materiality matrix. The level of importance to Matrix was plotted along the X axis and the relevance to stakeholders on the Y axis. The matrix is presented in the following diagram.



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MATERIALITY, STAKEHOLDER ENGAGEMENT AND RISKS

STAKEHOLDER ENGAGEMENT

We engage with a large number of stakeholders each day, both formally and informally, at every level of the business. Crucially, these interactions allow us to respond effectively to sustainability challenges and opportunities affecting us all.

Our key stakeholder groups and communication channels are presented below. The engagement for each group varies and both formal and informal channels are employed with differing regularity.

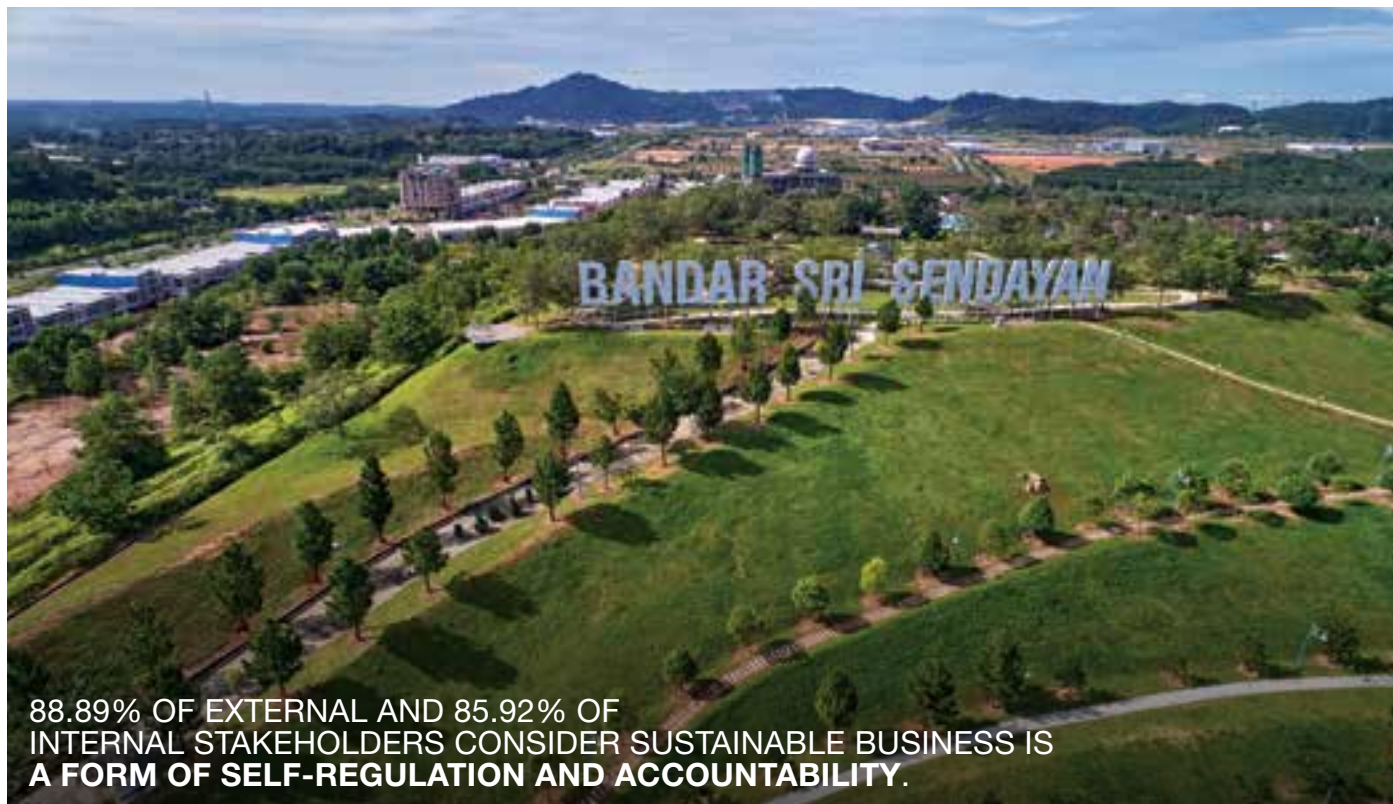
Key Stakeholders	Management Approach	Methods of Engagement	Areas of Interests / Key Topics Raised
CLIENTS AND CUSTOMERS 	Matrix strives to develop and deliver quality products and services of the highest calibre to improve the business efficiency and quality of clients and customers. We aim to secure the satisfaction and trust of all valued customers through effective communication and by providing constructive holistic solutions.	• Half-yearly bulletins • Customer charter and complaints handling • Specialised customer care teams • Social media	• Project features description and services • Green development • Project quality • Future sustainable developments • Surrounding amenities and facilities • Customer support
SHAREHOLDERS, INVESTORS AND ANALYSTS 	Matrix endeavours to remain a key revenue-generating company, delivering healthy returns to shareholders and investors.	• Annual General Meeting (AGM) • Quarterly analyst briefing • Annual report • Bursa Malaysia announcement • Quarterly reports • Website	• Return on Investment • Financial performance • Future outlook
BUSINESS ASSOCIATES 	Relationships with business associates ensure that we deliver the best value to clients and customers.	• Agreement with business partners • Partnership approach to procurement and project work	• The Group's performance • Branding and reputation • Current and future projects
EMPLOYEES 	Matrix has invested and engaged in a wide range of initiatives to improve employee satisfaction, increase their sense of belonging and raise diversity. We provide personal learning and development so that employees can reach their full potential. This approach helps them cope with different challenges, achieving success in both their personal and professional lives.	• Ongoing engagement such as meetings and the intranet • Celebrations such as festivals and birthdays • Events such as annual dinners and festive celebrations • Continuous education programme	• Career development opportunities • Benefits and remuneration • Welfare and wellbeing

Key Stakeholders	Management Approach	Methods of Engagement	Areas of Interests / Key Topics Raised
COMMUNITY MEMBERS AND THE PUBLIC 	As a responsible corporate citizen, we do our utmost to recognise and address local social needs within our developments. Utilising our core competencies helps us create a better society and cultivate a strong, loving and caring “network” that serves the community.	• Community programmes • Roadshows • Social media • Corporate website	• Societal contributions • Socio-economic impact from operations
SUPPLIERS, CONTRACTORS AND SUBCONTRACTORS 	Matrix recognises the importance of promoting sustainability, not only within its own operations but also across the entire supply chain. While the cost factor remains an important consideration, we have developed strong relationships with our suppliers and will try to nurture a green and competitive supply chain that is mutually beneficial for all parties.	• Appreciation Day • Suppliers, contractors and subcontractors are also invited to our annual dinner	• Fair supply chain process • Sustainable partnership with Matrix
AUTHORITIES AND REGULATORS 	Compliance with all applicable laws and regulations is a minimum requirement for our licence to operate. We support the Government’s agenda by constructing affordable homes and building the nation through infrastructure development.	• Compliance reports • Site visits • Constant consultation	• Compliance • Supporting Government and local authorities’ initiatives
MEDIA 	Media engagement is vital for presenting our message to a variety of key stakeholders.	• Press conferences • Media appreciation night • Festive celebrations	• Ongoing and future projects • Business outlook
NON-GOVERNMENTAL ORGANISATIONS 	We engage with NGOs and charities with similar interests or that may affect our business. We encourage them to work openly and collaboratively with us to ensure we can deliver mutual benefit.	• Community programme partnerships • Discussions and consultations on social events • Charity events	• Partnership with Matrix • Positive impact on the society

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SUSTAINABILITY AND RISK MANAGEMENT



88.89% OF EXTERNAL AND 85.92% OF INTERNAL STAKEHOLDERS CONSIDER SUSTAINABLE BUSINESS IS A FORM OF SELF-REGULATION AND ACCOUNTABILITY.

Sustainability has been a part of Matrix's enterprise risk management programme since its early years. The programme is coordinated with our Internal Audit function. Each quarter, the Audit Committee discusses processes followed in the establishment of an enterprise risk management report. This report documents:

- The most significant enterprise risks that we believe Matrix is currently facing;
- Efforts that are being undertaken to mitigate the identified risks; and
- Proposed business functions that align their activities with the identified risks.

Unlocking Growth by Integrating Sustainability into Our Enterprise Risk Management

Sustainability allows us to examine risk in much broader terms than the traditional Enterprise Risk Management (ERM) framework. We can look beyond economic, strategic and operational factors to include social and environmental considerations. This approach allows us to consider emerging risk areas and seek opportunities presented by risks that are overlooked by other analytical approaches.

Sustainability requires us to accept responsibility for the impact on a diverse group of stakeholders and relationships with them in our pursuit of financial success. We aim to create long-term value, embrace opportunities and manage risks, not only from an economic perspective but also considering ethical, social and environmental aspects. High customer loyalty and employee commitment are prerequisites for our continued success.

Key Sustainability-related Aspects Identified in Matrix's Risk Profile

Function	Key Risks	Risk Ratings
Group corporate communication, investor relations and public relations	Inability to maintain good relationships with authorities, the media and community	Low
Information Communication Technology	Loss of information	Significant
Group governance, secretarial and development	Non-compliance with reporting disclosure requirements and Bursa Malaysia's Listing Rules	Low
Finance	Non-compliance with the rules and regulations imposed by the relevant authorities such as Bursa Malaysia, accounting standards, ISO and JKKP	Low
Human Resources and Administration	Succession plan for key personnel is not being properly developed	Low
	Recruitment of incompetent employees that do not meet the company's expectations	Significant
	Unauthorised access to employees' confidential information and documents	Low
Legal	Non-compliance with government rules, legislation and regulations	Low

- Low- Rare or low chance of occurrence
- Significant – May occur or possibly happen
- High – Likely to occur or high chance of happening

Matrix's key risk profiles are driven by the changing business environment in particular. Our executive management and risk owners are vigilant in the identification and management of risks facing the Group. Significant risks are monitored by adopting a more stringent control on employee recruitment to reduce the related risks, Matrix has embarked on a policy to tighten control to prevent data loss. Periodic reviews ensure that risks are up-to-date with the developments of the Group's business and operating environment.

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ECONOMIC RESPONSIBILITY: LEADING BY EXAMPLE

We remain resilient and focused on delivering growth and long-term shareholder value. Appropriate action is taken to drive performance and our business has emerged stronger despite the challenges faced during the financial year. Matrix was able to buck the trend and experienced a robust growth momentum across the board for FY2018 despite the overall slow property market as we build a strong foundation for our future sustainable growth.

DEVELOPER OF CHOICE

Matrix's resilience presents a strong case for long-term investment. Matrix aligned its strategies to adapt its product mix despite a challenging business environment. A healthy balance mix of quality, mid range and high-end homes caters to differing palates in the market. This flexibility can be afforded due to the Group's large land bank and a keen knowledge of target buyers' appetites.

Matrix has a solid base in building quality homes which are "value-for-money" that cater to the masses' needs. A comprehensive and conducive lifestyle is provided by our purpose-built townships as we pursue excellence in recreation, education and hospitality. Our brand as a developer of choice is reinforced by enhancing the vibrancy of our projects through investments that improve living quality within its township.

MOVING UP THE VALUE CHAIN

Our brand is commonly associated with building quality houses which offer value-for-money products in terms of

spacious design and quality finishes in Bandar Sri Sendayan, a bustling community with a current population of over 25,000 in Seremban, Negeri Sembilan. Matrix has also been developing townships in Johor as part of its diversification strategy.

Matrix continues to rise up the value-chain to diversify its products into the higher-end residential segment while maintaining its core strengths in "value-for-money" housing to cater for the masses' demand. Residensi SIGC is our maiden launch in Paroi Jaya. Overlooking the Seremban International Golf Club (SIGC), this development showcases our on-going venture into high-end properties.

During the year, we have also tapped into the growth potential of Johor's southern corridor with our Impiana Square development, also known as Kluang Southgate. The 62-acre freehold commercial development carries a gross development value (GDV) of RM434 million. It is located in the 900-acre Bandar Seri Impian township in Kluang.

Impiana Square is the new commercial hub within the Kluang district that directly connects to the Gemas-Segamat-Kluang-Pasir Gudang Highway. As road connectivity improves, we anticipate growing demand for homes in Bandar Seri Impian for buyers outside Kluang as the township offers quality landed homes amidst a tranquil living environment away from the bustling town centre. In addition, the situation of the newly completed "Lake Park" forms part of the area's recreational park to provide the community a place to hang out and attend to their communal activities during their leisure time in serene green spaces.





LOCATION IS KEY

Location is key when making property decisions. Accessibility is a major factor in the rising interest in investing and residing in Seremban. Over the last two decades, more people have chosen to stay in Seremban and travel to Kuala Lumpur to work or conduct business. Commuting between these two cities is increasingly worthwhile because of the lower living costs in Seremban. Improved accessibility between Negeri Sembilan has shortened travelling time which encouraged population growth in Seremban.

Conveniently Located Bandar Sri Sendayan

1 
EASILY ACCESSIBLE
via **ROAD** and the
KTM TRAIN

2 
ONE HOUR'S DRIVE
via the **NORTH-SOUTH**
HIGHWAY

3 
ACCESSIBLE by
SEREMBAN-
PORT DICKSON
HIGHWAY

4 
KLIA will be accessible
by **KLIA LINKAGE**
that is currently
under construction

5 
On the **ROUTE OF THE**
PROPOSED PAROI-
SENAWANG-KLIA
EXPRESSWAY

6 
Close to **THREE TRAIN**
STATIONS: LABU
(KB11), TIROI (KB12)
and **SEREMBAN (KB13)**

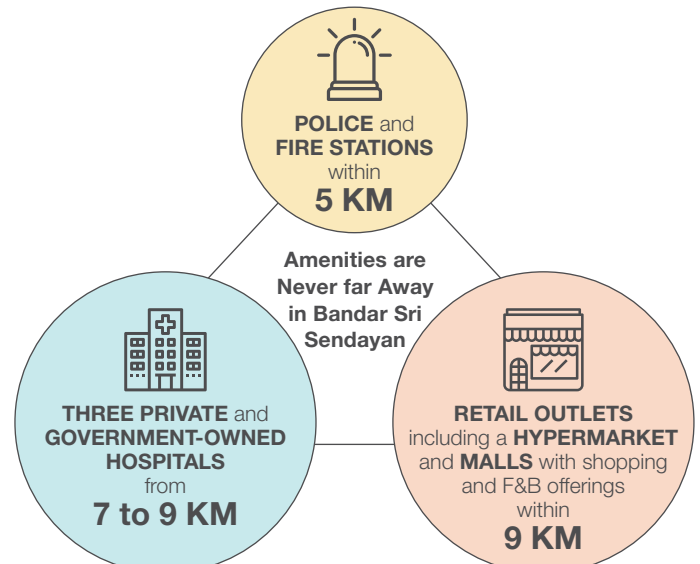


INTEGRATED TOWNSHIP: A SYMBOL OF SUSTAINABILITY, A COMMUNITY HUB AND AN INVITING RETAIL DESTINATION

Located in the Greater Klang Valley conurbation, Bandar Sri Sendayan is an up-and-coming township in Negeri Sembilan that is set to have a vibrant and exciting future. Similar to the growth of maturing townships that surround Kuala Lumpur, this 5,344-acre freehold development is poised to enjoy comparable success and live up to its reputation of being the Damansara of Seremban.

Matrix developed Bandar Sri Sendayan with one concept

“*a perfect home with comfortable living in mind*”



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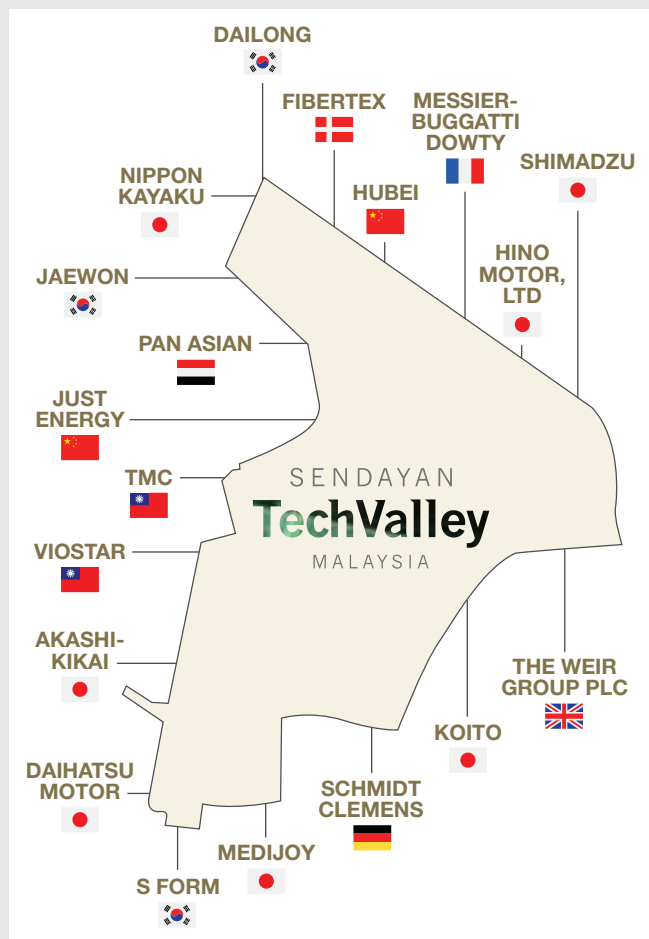
Matrix continues to deliver its mission of bringing the best in quality living for all generations. In 2016, 'X-Park' was opened in Bandar Sri Sendayan. The 34-acre site, larger than the earlier-planned 25 acres, features a multitude of family-friendly and exhilarating activities such as a golf driving range, go-karting, archery, flying fox, petting zoo and BMX trail. This is part of our overarching goal of fostering and nurturing relationships within the community.



X-PARK

THE WILD SIDE OF LIVING

Envisioned to be the largest extreme park in Negeri Sembilan, the X-Park spans 34 acres. It offers up to 18 different games and sports, suiting the whole family. X-Park is now one of the largest in Malaysia with 80 driving range bays.



OPERATING ON A WORLD CLASS INFRASTRUCTURE NETWORK

SENDAYAN TECHVALLEY (STV) CONTINUES TO FEATURE PROMINENTLY ON THE RADAR OF FOREIGN INVESTORS.

In 2017, two international manufacturers from Korea and Denmark at STV producing aluminium form for construction use and non woven fabric product, have started their factory operations. There were constantly new foreign investors acquiring lands for their factories set up in STV. This is a testament to the significant strategic advantages and value that STV can offer to the aspiring industrialists.

STV is home to several local and global companies including automotive and industrial brands. Operating on a world-class infrastructure network, the technology park boasts nearby amenities such as hotels, schools and retail shops.

The township's impressive network of connections supports the commercial convenience featured in components such as Sendayan Merchant Square. The 100-acre lifestyle commercial development comprises d'Tempat Country Club, Matrix Global Schools, shop offices, retail outlets and an upcoming mall in the making.

These developments are crucial milestones in cementing our vision for BSS as an integrated township extolling the benefits of living, working and playing in a single location.

WHAT IS COMING UP?

CENTRAL BUSINESS DISTRICT OF NEGERI SEMBILAN (CBD)

Matrix is planning a new town centre in Bandar Sri Sendayan, to be the Central Business District (CBD) of Negeri Sembilan. The 116-acre town centre is modelled on Bandar Damansara in Klang Valley and will contain a hospital, hotel, shopping mall, convention centre, commercial units, offices and condominiums.

The CBD, will be the focal point of Negeri Sembilan. This CBD is scheduled to commence development in the near future. Its strategic location will make it the centre point for transportation networks. Our goal is for CBD to be what people think of a bustling city when they think of its downtown area.



ROYAL MALAYSIAN FORCE ACADEMIA

The Royal Malaysian Air Force Academia is scheduled for completion in the fourth quarter of 2018. Potentially, the sprawling facility could attract more than 20,000 additional residents over the next few years. This will significantly boost BSS's population from the current 30,000 people. With this population expansion, we plan to introduce more commercial properties in the near future to cater to the rising demand for new commercial offerings which will generate economic development.



BRINGING QSR BRANDS TO SRI SENDAYAN TOWNSHIP

On 15 November 2017, Matrix and QSR Brands (M) Holdings Berhad signed an agreement to open the 700th KFC restaurant in Malaysia and the first in Bandar Sri Sendayan.

QSR Brands is the only fully-integrated food operator in Malaysia with both upstream and downstream supply chains. Malaysians have complete peace of mind throughout this halal-compliant nostalgic dining experience.

The restaurant is located along the main road in Bandar Sri Sendayan between d'Sora Boutique Business Hotel and the commercial units of Sendayan Metropark. It serves as a rendezvous point for the township's residents and visitors. The arrival of KFC in Bandar Sri Sendayan acts as a catalyst for welcoming more renowned brand names to the township in line with Matrix's aspiration to be a self-contained, sustainable and vibrant township.

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ECONOMIC RESPONSIBILITY: LEADING BY EXAMPLE



MATRIX BENEFITS FROM THE MALAYSIA VISION VALLEY (MVV)

The MVV is Negeri Sembilan government's effort to complement the rapid development in the Klang Valley, particularly in Kuala Lumpur and Putrajaya. It aims to develop Seremban and Port Dickson as growth hubs while facilitating a living environment around the area. MVV is expected to attract global investors.

Bandar Sri Sendayan will benefit from the MVV integrated development under the 11th Malaysia Plan which was tabled this year. Located in the west of Negeri Sembilan, the MVV encompasses Nilai, Seremban and Port Dickson and will provide an economic boost to Bandar Sri Sendayan.

WELCOMING THE INDUSTRIALISED BUILDING SYSTEM (IBS) MANUFACTURING PLANT

On 13 April 2017, Matrix entered into a joint venture, shareholders' agreement and subscription agreement with Nissin Ex.Co. Ltd (NECL) and Nihon House Corporation (NHC). The agreement concerns the establishment of a manufacturing plant in Sendayan TechValley, Bandar Sri Sendayan. The plant will manufacture prefabricated building materials for implementation in the Industrialised Building System (IBS). Construction works are ongoing and operations are scheduled to commence in early 2019.

Matrix's implementation of IBS in its housing development projects will lead to a shorter construction period and improved quality control with reduced dependence on skilled and foreign labour. The first phase of the new manufacturing plant is targeted for completion within two years, fulfilling the Group's in-house requirements. The plant capacity could then be expanded to cater to our growing scale of developments and other housing developers in Negeri Sembilan, Klang Valley and Johor.

Fast-tracking the adoption of IBS in our projects is also aligned with the recommendations of the Construction Industry Transformation Plan 2016-2020 to boost the sector's productivity.





EDUCATION EVOLUTION AND LEARNING

Matrix Global Schools (MGS) reached another milestone in 2017. Matrix International School collaborated with a top International School Group in China, Hengshui No.1 High School with its main campus in Hebei China.

Hengshui No.1 High School is highly sought after in China. The school prepares students for their pre-university entrance examinations with students entering the prestigious Beijing University and Qinghua University. This collaboration cemented MGS' predominant educational philosophy of **"East meets West, West meets East."** The ceremony also added China to our current International students' reach, bringing the total number of countries to 15. Our first intake of students from China will commence in September 2018.

“International education is not only a core component of Malaysia's economy; it contributes profoundly to future trade, business links and cultural diversity. The increasing number of international students in MGS has contributed positively to the local economy, job opportunities and the overall township development.”

Education in MGS is truly international as students are able to learn from one another and immerse themselves in a rich cross-cultural background. Students' are prepared for the borderless world that awaits them.



MATRIX GLOBAL SCHOOLS

804
LOCAL STUDENTS

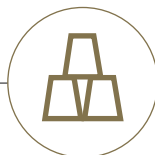
79
FOREIGN STUDENTS
FROM
15
COUNTRIES

ECONOMIC RESPONSIBILITY: LEADING BY EXAMPLE



MGS Guinness World Records Day- Largest South East Asian Contributor

MGS organised the Guinness World Records Day - Cup Stacking on 9th November 2017. Students from various schools in Negeri Sembilan participated in the world record event that is held worldwide with 1,792 participants taking part. MGS was the largest South East Asian contributor. All the students received a Certificate of Participation in appreciation of their attendance and it was heart warming to witness the students' excitement in being able to participate in the event.



BENEFITS OF SPORT STACKING



Develops important physical skills such as hand-eye coordination, quickness and focus



Promotes self-confidence, teamwork and good sportsmanship while providing a positive experience



Helps students develop bilateral proficiency with equal performance on both sides of the body whereby they developed a greater percentage of the right side of the brain, focusing on awareness, creativity and rhythm



Helps train the brain for sports and other activities where the use of both hands is important, such as playing a musical instrument or using the computer



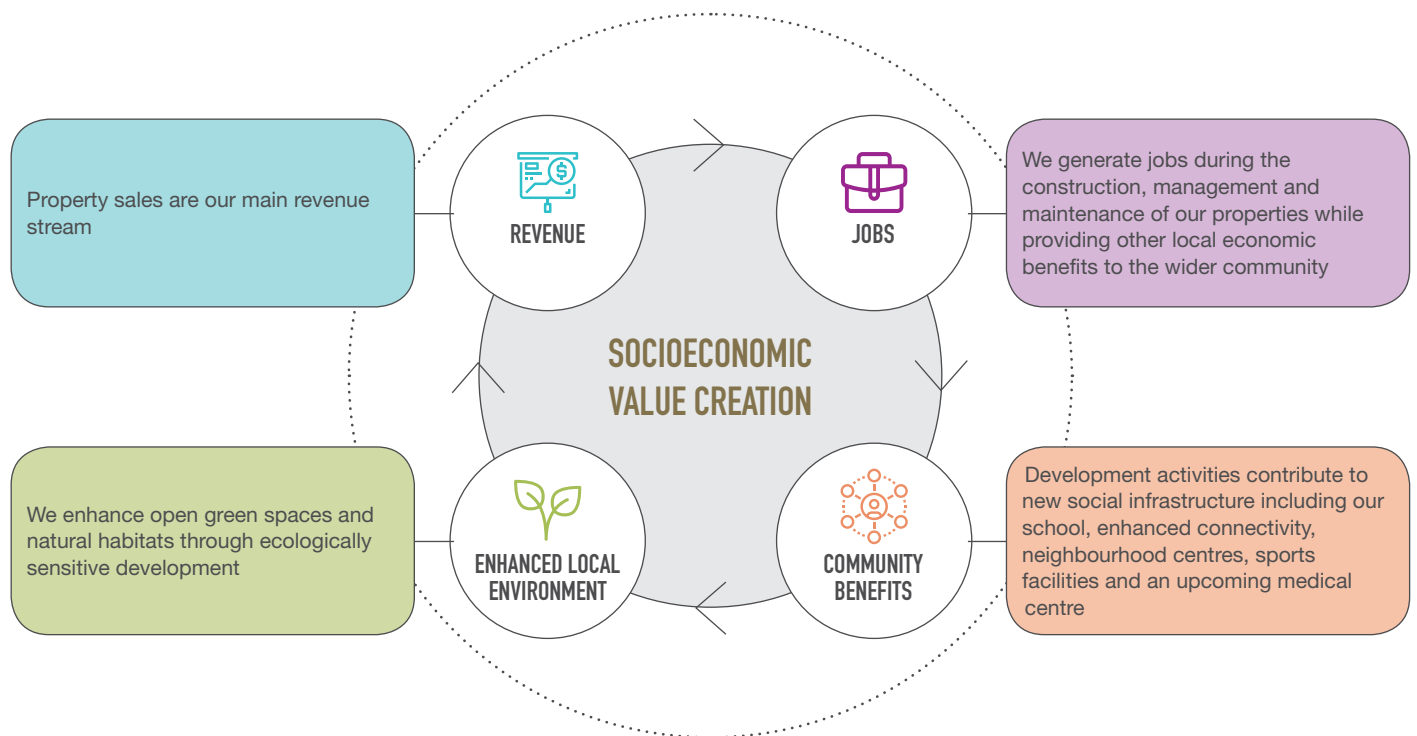
Contains elements of sequencing and patterning, which can help with reading and mathematics



SOCIOECONOMIC IMPACT

The development of Bandar Sri Sendayan creates construction jobs. Direct and indirect jobs are also created after construction is completed. This helps to improve the rate of unemployment among Malaysians.

Matrix always prioritises local workers in its hiring practices. Likewise, our contractors must try to employ Malaysian citizens whenever possible.



GOOD CORPORATE CITIZEN FOR THE NATION

Matrix supports the Government's and local authorities' agenda in building the nation through investing our core competencies in infrastructure development for the benefit of the society.

In 2017, we injected RM7 million into Persiaran Sendayan Mambau road upgrading works, transforming the previous single carriageway into a dual carriageway, which is currently in progress. The length of the road was approximately 2km. This project shall benefit the public by improving traffic flow from the existing development.



Persiaran Sendayan Mambau road upgrading works in progress

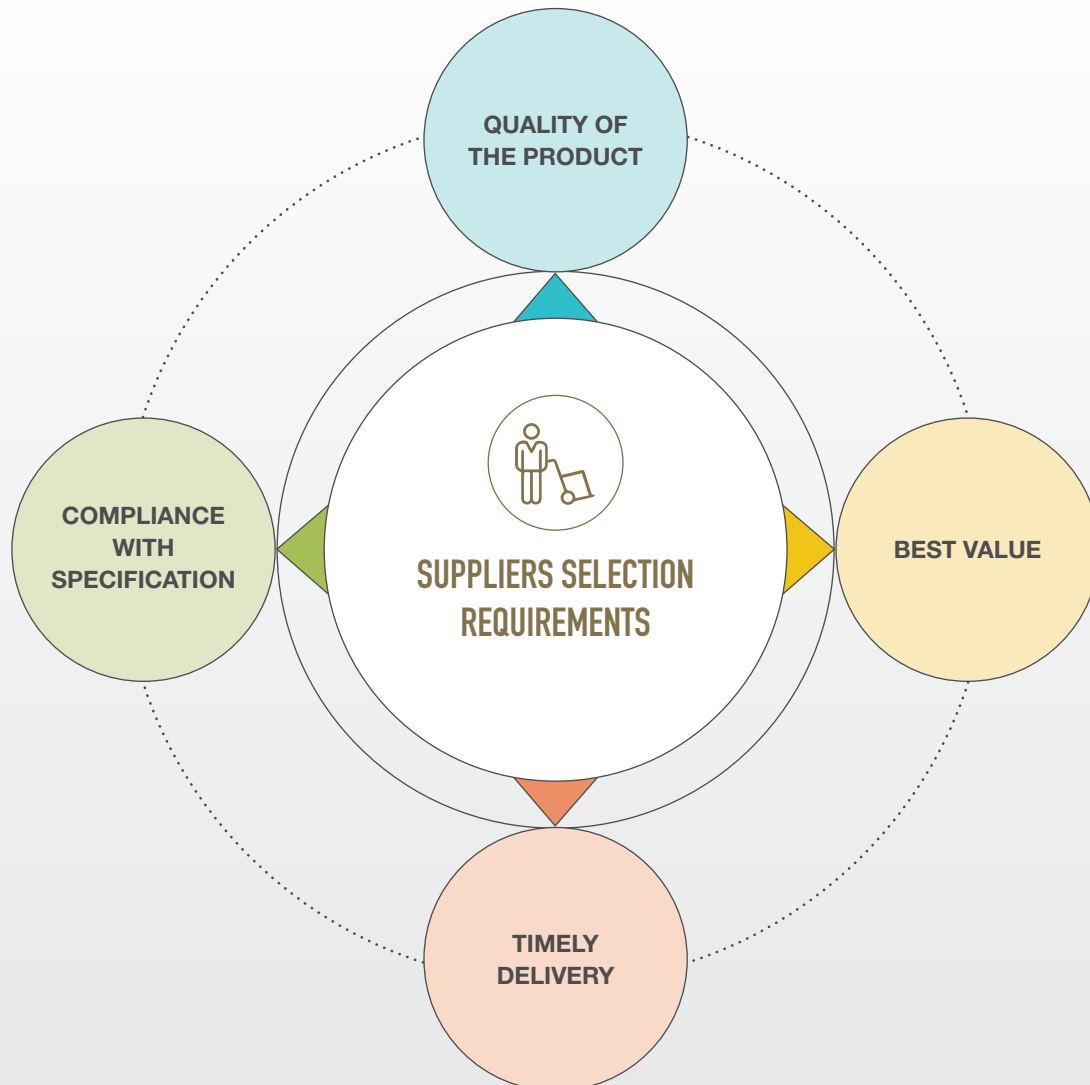
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ECONOMIC RESPONSIBILITY: LEADING BY EXAMPLE

SUSTAINABLE SUPPLY CHAIN

Matrix acknowledges that each procurement decision it makes has an impact on the environment and society. We practise a transparent procurement process that is fair for both parties. Although we do not have a formal policy on the hiring of local suppliers for the time being, it is our common practice to source locally whenever possible without compromising quality. More than 90% of our suppliers are local. Other factors are considered when selecting suppliers as highlighted in the chart below.



Incorporating Socio-environmental Factors into our Supply Chain Standard

Matrix incorporates aspects of safety, health and environment into its procurement processes. Contractors must submit a Project Safety, Health & Environmental Compliance Plan (PSHECP) and Emergency Response Procedures (ERP). These documents outline training, monitoring, reporting procedures, compliance with statutory regulations, standards and Code of Practices to be implemented throughout the contract period. Socio-environmental factors are also included in the screening of new suppliers and supply chain partners. Examples of these are summarised in the table below.

Aspect of Sustainability	Responsibility of Contractor
Security, Safety and Health Requirements	Contractors must comply with all statutory requirements and clauses under the: - Occupational Safety and Health Act and Regulations 1994 (OSHA). - Factory and Machinery Act 1967 (FMA). - CIDB Guidelines on First-Aid Facilities in the Workplace. - Matrix Site Security, Safety and Health Regulations for Sub-Contractors and workers.
Cleanliness and Noise Control	Contractors must: - Take the necessary precautions to overcome any nuisance and noise pollution resulting from their works on site. - Regularly maintain the cleanliness of work areas, storage areas and site offices. - Carry out daily site housekeeping and clear all construction debris resulting from their work. Surplus materials must be removed from the premises and disposed of properly.

Our procurement guidelines also include environmental protection. The Contractor is solely responsible for the sufficiency of precautions taken to protect the environment. The following requirements imposed by the relevant authorities must be complied with, in particular:

- **Environmental Quality Act 1974**

The Contractor must comply with all aspects of the Environmental Quality Act 1974 that are relevant to the design, construction, equipping and commissioning of the project.

- **Environmental Impact Assessment**

The contractor must follow the Environmental Impact Assessment (EIA) approval and incorporate all abatement and mitigation measures for environmental protection and environmental monitoring into the works as required by the Department of Environment (DOE).

- **Social obligations**

Workers must be given fair remuneration which at least covers their living wage, valid permit to work in accordance with Malaysian immigration and labour laws, and must not be exposed to hazards or risks. Contractors must not hire any underage workers or child labour as well as forced or compulsory labour.

We are pleased to report that there was no case of negative socio-economic impact recorded in our supply chain process during the year.

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At Matrix, environmental sustainability concerns conserving the environment by actively minimising our environmental impact through resource use optimisation. This requires the participation of all stakeholders including our employees, suppliers, contractors, customers and most importantly — *Matrix as a Company*.

We minimise our environmental impact by reducing energy use, waste, carbon emissions from transportation and raw materials handling. We also act as green advisors to help contractors, tenants and residents reduce their environmental footprint through day-to-day activities.

Environmental Management Systems (EMS)

Matrix’s EMS captures targets and actions relevant to sustainability strategies. It is reviewed and updated annually before being endorsed by the Board.

 ENVIRONMENTAL ASPECTS, IMPACTS AND ACTIONS Identifies our direct and indirect environmental impacts and sets out the steps we will take to reduce them	 LEGAL REQUIREMENTS Identify and access the applicable legal requirements related to our environmental aspects	 OBJECTIVES, TARGETS AND PROGRAMME Establishes measurable targets consistent with our sustainability policy and describes our plan to achieve them	 RESPONSIBILITY Describes who we establish, implement, maintain and improve the sustainability goals	 COMMUNICATION Describes how we will communicate our performance of sustainability goals with stakeholders and interested parties	 MONITORING PERFORMANCE Defines how we measure and report our sustainability performance
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Environmental Goals to be Achieved over time**ZERO CARBON**

- Develop more energy-efficient buildings
- Adopt renewable energy technologies in our developments

**SUSTAINABLE MATERIALS**

- Procuring and selling sustainable products that have low embodied energy

**ZERO WASTE**

- Reducing waste, reusing where possible and ultimately sending zero waste to landfill

**SUSTAINABLE TRANSPORT**

- Encourage low carbon modes of transport to reduce emissions

ENVIRONMENTAL POLICY

Matrix Group will undertake the proposed project in accordance to regulatory and environment requirements. Matrix is aware of the needs to maintain a high standard of the environmental quality in performing their task and is committed to ensure that continuous environmental management and protection is adopted as part of the organization policy to guarantee that the environment is well managed throughout the construction work.

MATRIX'S POLICY IS:

- To ensure that all staff are effective, efficient and consistent in the performance of their duties and responsibilities by providing requisite leadership, training, support and motivation.
- Establish and implement a meticulous system of environmental management for effective protection of the environment in all our project initiatives.
- Identify and adhere to all environmental laws, regulations and contractual requirements applicable to the company and its project activities.
- To continually improve and innovate to achieve the highest standards of work quality and services excellence.
- To continually improve environmental, safety and health management practices.
- Undertake necessary actions for waste management and pollution prevention and efficiently manage any adverse environmental impacts at all our project sites without delay.
- Cultivate environmental awareness amongst all employees on matters pertaining to environmental protection and management.

Matrix requires all its employees and contractors to strictly adhere to this policy at all times.

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INDUSTRIALISED BUILDING SYSTEM (IBS) CONSTRUCTION FOR A SUSTAINABLE DEVELOPMENT

**IBS IS DEFINED AS
A CONSTRUCTION
PROCESS THAT
UTILISES COMPONENTS
OR BUILDING SYSTEMS
WHICH INVOLVE
PREFABRICATED
COMPONENTS AND
ON-SITE INSTALLATION-
THE MALAYSIAN
CONSTRUCTION
INDUSTRY
DEVELOPMENT BOARD
(CIDB)**

We structurally categorise projects into groups such as precast concrete framing, panel and box systems, formwork systems, steel framing systems, prefabricated timber framing systems and block work systems.

Integrating IBS in construction can potentially contribute to different aspects of sustainable development and construction.

SUSTAINABLE BENEFITS OF IBS



SUSTAINABILITY IN THE CONTROLLED PRODUCTION ENVIRONMENT

IBS offers a controlled manufacturing environment that can reach areas that are often inaccessible by regular on-site construction. IBS makes it much easier to control workmanship performance and quality, ensuring tighter construction that reduces energy losses from thermal leakages.



IBS AND WASTE MINIMISATION

Through controlled production, IBS minimises waste as it involves several aspects of planning both in terms of materials and production management.



IBS AND BUILDING MATERIALS

IBS implements proper process control and planning that are crucial in managing prefabricated technologies such as Structural Insulated Panels (SIPS) that have great potential in fabricating energy-efficient buildings.



IBS AND LOGISTICS

IBS allows larger quantities of materials and components to be ordered which reduces the number of deliveries.



IBS AND ECONOMIC SUSTAINABILITY

The Malaysian Government's emphasis on reducing reliance on foreign labour and IBS's ability to deliver this goal are well documented.



IBS AND DELIVERY TIME

The IBS system increases construction speed and delivers a minimum of six months ahead of time.

GREEN BUILDING, ECOLOGICAL CONSTRUCTION

Our definition of green building goes beyond certification; it refers to a clean building, using natural materials. Eco-construction, also referred to as sustainable construction, introduces various possibilities of reducing the environmental impact of buildings. Rather than adopting a specific construction methodology across all projects, we bring together a set of techniques, materials and technologies. When properly integrated into a construction project, these methods can improve our environmental performance.

Matrix is committed to the sustainable design of its developments and landscapes using the basic principles of resource effectiveness, life cycle assessment, health, safety and environmental performance.



Optimise energy efficiency



Limit water consumption



Maximise use of recycled, recyclable and non-toxic materials



Generate as little waste as possible during the construction process and subsequent occupation

Our green buildings are constructed while respecting the environment and offering maximum comfort to occupants.

Recognition for Our Green Buildings



D'TEMPAT COUNTRY CLUB achieved a Gold Standard certification by the Green Building Index (GBI).



CHAMBERS @ KUALA LUMPUR has gone through the GBI Assessment during the fourth quarter of FY2018.



BANDAR SRI SENDAYAN was awarded Best Sustainable Township Development 2017 by Property Insight Prestigious Developer Awards.

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ENERGY MANAGEMENT

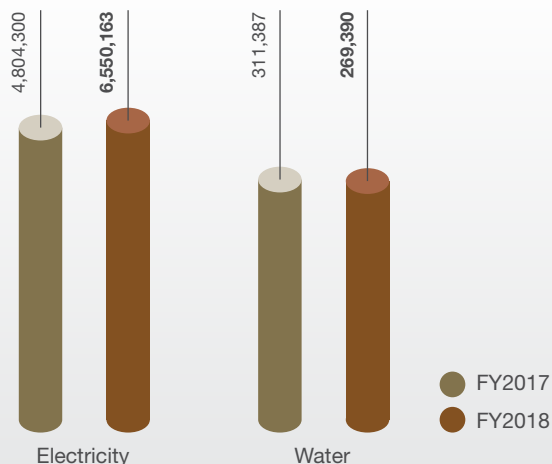
Greenhouse Gas (GHG) emissions resulting from operating our offices and business travel make up Matrix's most substantial environmental impacts. As we are committed to minimising the effect our operations have on the planet whenever possible, energy reduction and GHG emission targets have been set.

In 2017, we continued implementing energy-saving initiatives across our operations including:

- Installing energy-efficient LED and T5 fluorescent lamps with timer controls and occupancy or daylight sensors, and
- Replacing old chillers with more efficient alternatives.

Energy use is monitored and recorded in each of the offices. In FY2018, electricity consumption increased mainly due to additional employees being recruited for the opening of our new branch office, hotel as well as increase in students intake in MGS. The usage of water reported a slight reduction due to better water conservation and management initiatives undertaken, particularly MGS.

Electricity (kWh) and Water (m³) Use



Notwithstanding, Matrix has also upgraded its efforts in the energy conservation processes as summarised below.

ENERGY-SAVING HABITS AT MATRIX GROUP



Switching off all electronics at the end of the day and during weekends and holidays



Purchasing energy-saving equipment with lower running costs



Replacing light bulbs with energy-efficient LED equivalents



Investing in **timers, movement detectors** and **light level sensors** for MGS



Establishing a 'switch off' campaign to encourage employees to turn off lights and equipment that are not in use

Matrix Global Schools' Energy Conservation Efforts

 Except for our MGS boarding houses, the entire campus has a building management system that controls the timing and temperature of the air-conditioning.	 A minimal wastage policy is practised to reduce all excess bulbs by installing special LED lighting to conserve energy.	 A collaboration with a third party company aims to reduce energy usage by installing their recommended lights and devices. Is currently in progress.	 An automated shut-off has been installed for lights and air-conditioning that are not in use.	 Solar energy powers the hot water systems at the boarding house.	 A key card system has been introduced to minimise electricity wastage.
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OTHER PLANNED ENERGY-SAVING INITIATIVES BY MGS**ENISCOPE Energy Monitoring System**

Acknowledged by SIEMENS as the most cost-effective EMS employing British Technology with European and International Certification will be installed.

LED Lighting

High-efficiency LED replacements will reduce power consumption from 42w to 14w per light source in classrooms. Energy consumption for lighting classrooms has reduced by 61%, yet still meets International Standards for educational ambience.

INVERTEKS Drives

This British technology, which is installed on all water pumps and motors, is estimated to deliver electricity savings of 25%.

Air Conditioning Energy Saver (ACES)

ACES are to be installed on all air-conditioning units of 10,000 Btu or more on the premises. An estimated 75 units at MGS and 10 in gathering halls will deliver 20% savings.

VRF Solutions

MGS will study its existing system to determine its operational characteristics. Once areas for improvement and solutions have been identified, a minimum of 40% energy savings is targeted.

**Renewable Energy**

d'Tempat Country Club is fitted with a solar power system that requires little maintenance. The electricity generated is free and the system should last for over 20 years.

Solar water heaters also produce the hot water at d'Tempat Country Club and MGS' boarding houses. As both methods harness energy from the sun, no greenhouse gas emissions are produced.

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WASTE MANAGEMENT

We are committed to reducing waste in our daily operations across our portfolio from the design and construction to the daily management of our buildings. Appropriate waste and recycling facilities are provided to help us manage waste effectively. We engage with our contractors, tenants and customers in organising recycling and reuse campaigns.

We plan to develop a database that records and monitors waste generated at each project site as well as our corporate offices.

HOW MATRIX REDUCES WASTE



Solid Waste

Municipal solid waste is disposed of in legal dumpsites approved by the Perbadanan Pengurusan Sisa Pepejal dan Pembersihan Awam Negeri Sembilan (PPSPANS).

TYPES OF SOLID WASTE PRODUCED BY MATRIX

 CONCRETE	 ROCKS	 METAL	 WOOD
 GLASS	 SAND	 DUST	 RUBBISH FROM WORKERS' QUARTERS

Matrix forbids open burning to prevent soot and dust from affecting the air quality of the surrounding areas. A recycling centre is established at each project site for the recovery of reusable municipal waste such as glass, aluminium and plastic. Recycling waste helps minimise the volume of waste generated which reduces the burden on the local landfill.

4Rs (REDUCE, REUSE, RECYCLE AND RECREATE RESPONSIBLY)



WASTE RECYCLING INITIATIVES



Old timber is transformed into invaluable wood chippings



Old tiles and bricks are repurposed as building materials and road paving underlay



Excess or waste plasterboard is reused



All rubble is used as hardcore for concrete or screed flooring

We ensure that all timber and other natural materials are traceable and from sustainable sources. All relevant construction industry guidelines are adhered to with respect to the sourcing, utilisation and disposal of a wide range of building materials.



We strictly control our own waste management and adhere to sustainability guidelines in the treatment of waste.

CONSTRUCTION SITES

Contractors recycled their own waste such as timber pallets, broken tiles and bricks whenever possible.

D'TEMPAT COUNTRY CLUB AND D'SORA BOUTIQUE BUSINESS HOTEL

Recycle cooking oil and turn it into soap.

MATRIX GLOBAL SCHOOLS

Continued its waste separation initiative by signing a collaboration agreement with the Embassy of Japan for the proper disposal of waste. Waste is separated and collected by a contractor from the Embassy of Japan for disposal and recycling. Chemical waste from the science laboratory is discharged directly into its drainage which is equipped with a centralised neutraliser device.

Used cooking oil is a major contaminant in sewage today; it is insoluble in water and its residue makes wastewater purification expensive. It can also clog kitchen pipes and produces unpleasant odours if not disposed of properly.

d'Tempat Country Club and d'Sora Boutique Business Hotel collaborated with a third-party organisation to alleviate this problem and reduce oil waste. This third-party collects the used oil and transforms it into soap using a saponification process, which is a neutralisation reaction with sodium hydroxide.

SCHEDULED WASTE



All scheduled waste disposal complies with the Department of Environment (DOE) regulations



Environmental Quality (Scheduled Waste) Regulations, 2005 govern the transportation, handling, labelling and disposal of all scheduled wastes



Scheduled waste is disposed of at a DOE-licensed site



All used oil is stored in proper drums in a roofed shed



Used oils and oil filters are recycled by DOE-approved contractors

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Rocks crushing



Boulders retention wall



Pond decoration

WATER CONSERVATION THROUGH RAIN WATER HARVESTING

Rainwater harvesting is capturing and storing rain that falls on site. This can be a valuable way of reducing a building's use of municipal potable water without requiring the occupants to limit their water use.

Rainwater harvesting systems have been installed at a number of our developments including the Elymus, our Semi-detached Resort Homes, the Matrix Global Schools and d'Tempat Country Club. Rainwater falling on the terrace is collected through pipelines or drains. It is stored in tanks before being used for landscaping and flushing toilets.

Our efforts to minimise water use are not confined to offices and sites. We continue to promote water saving initiatives to our people. In 2017, push taps were installed at Matrix Global Schools' toilets to minimise water wastage.

ENVIRONMENTAL NOISE AND VIBRATION

Environmental noise is a major concern for the planning authorities, local residents and Matrix. Noise generated by construction equipment and moving vehicles during construction is troublesome with blasting work being a particular cause for concern. We adopt careful mitigation measures to deliver workable solutions from the master planning stage.

Matrix minimises its noise and vibrations affecting the surrounding environment by controlling the blasting impact according to DOE guidelines. We adhere to the authority specification on permissible noise and dust to minimise nuisance to neighbouring residents. Environmental protection measures undertaken prior and during blasting works include:

- Crushing rocks for use as road base foundation
- Stacking at slope area as retaining wall to prevent soil erosion
- Decorating the pond area inlet and outlet structure with boulders as part of landscape beautification works

NOISE MINIMISATION STRATEGIES EMPLOYED BY MATRIX



Landscaping



Screens



Slope management



Careful arrangement of the site



Machinery and heavy vehicles are maintained properly to keep noise within equipment manufacturers' specifications



Hoardings are installed along the site boundary and other noise-generating works are performed during the day



Construction activities, especially blasting works, are limited to between 10.00 a.m. and 5.00 p.m

Monitoring reports for noise and vibration levels are submitted to DOE Negeri Sembilan on a quarterly basis. We also notify the surrounding community before conducting any blasting work that might inconvenience them.

SOIL MANAGEMENT AND EROSION CONTROL

A well-structured soil has many stable aggregates of different sizes and many pores both within and between those aggregates. Maintaining a correct balance of air and water in the soil also allows seedlings and plants to grow easily. Poorly structured soil either does not have aggregates of many different sizes or the aggregates are packed tightly together with few pores.

Measure to Prevent Erosion on Site

STRUCTURAL PROTECTION MEASURES

SEDIMENT BASIN

Surface runoff and discharges that leave the site are first channelled into sediment basins before flowing to the receiving water bodies.

SEDIMENT FENCES

Sediment fences prevent mud/silt from entering the waterway.

TEMPORARY DRAINAGE

A temporary network of drainage systems is constructed around the project site to allow surface runoff water to flow out of the site more effectively.

CHECK DAMS

Check dams are placed at necessary intervals along the temporary drainage network system to reduce or divert water flow.

WASH TROUGHS

A wash trough is erected at each project site to wash the wheels of all vehicles and site machinery entering and exiting the site.

NON-STRUCTURAL PROTECTION MEASURES

HYDROSEEDING

Hydroseeding is carried out immediately at any cut slopes where works have been completed. The turfed slopes are watered and maintained to ensure continuous growth and to provide suitable protection to the cut slopes.

COMPACTION

Completed platforms are compacted to strengthen the soil particles and provide a sturdier foundation for the structural works. The cut and fill areas are raised slightly to minimise overland flow, which prevents erosion of the slopes.

Most of our construction sites have water retention ponds to treat and store storm water runoff. The water level of the retention ponds is controlled by a riser and orifice to retain a permanent pool of water and prevent flooding. Eventually, the water retained flows to a receiving water body.

CLIMATE CHANGE AND GREENHOUSE GAS (GHG) EMISSIONS

A greenhouse gas is any gaseous compound in the atmosphere that is capable of absorbing infrared radiation, thereby trapping and holding heat in the atmosphere.

Greenhouse gases are responsible for the greenhouse effect, which ultimately leads to global warming. Matrix is committed to monitoring its greenhouse gas emissions and doing everything possible to reduce them.

This is the first year that we have calculated our carbon emissions. We are reporting on available data gathered from various sites under the Group.

Matrix emissions accounting is based on the internationally-recognised GHG Protocol established by the World Business Council for Sustainable Development (WBCSD) and World Research Institute (WRI). Emissions accounting is based on the GHG Protocol classification of direct and indirect emissions.

Scope	Category	Indicators Measured
SCOPE 1	Direct GHG emissions	Diesel gensets
SCOPE 2	Indirect GHG emissions	Electricity
SCOPE 3	Other indirect GHG emissions	Air Travel

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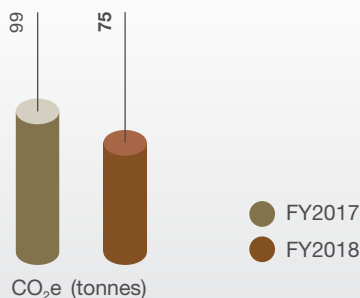
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Scope 1

Fuel purchases are monitored and recorded to calculate GHG emissions from diesel used by our generators. CO₂ emissions from the consumption of fuel were derived from the emission factor published by the IPCC Guidelines for National Greenhouse Gas Inventories.

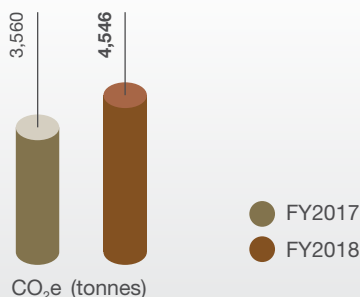
CO₂ Emissions (tonnes) From Diesel Usage



Scope 2

Matrix calculated emissions resulting from electricity consumption at various buildings and sites owned by the Group. The volume of CO₂ emissions from the use of electricity was derived using the emission factor published by the Malaysian Green Technology Corporation for the Peninsular Grid. The increase in the electricity consumption in FY2018 was due to the greater number of employees and students along with the opening of new branch offices and a hotel. Nevertheless, we take all possible steps to keep electricity usage to a minimum whenever possible.

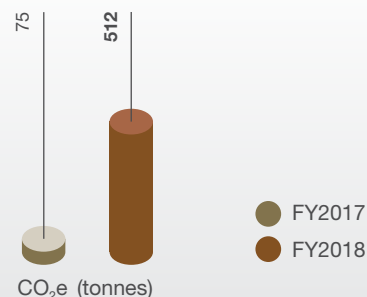
CO₂ Emissions (tonnes) From Electricity Usage



Scope 3

GHG emissions resulting from air travel were measured from point-to-point including the number of employees on board, distance and flight class. All short and long-haul flights were included in the GHG calculations. Online tools derived from the World Resource Institute (WRI) Greenhouse Gas Protocol have been used to estimate the CO₂ emissions from air travel. In FY2018, there was higher air travel incurred due to incentive overseas trips for all employees and directors of Matrix Group. The incentive overseas trips are given every alternate year as part of our employees' benefits.

CO₂ Emissions (tonnes) From Air Travel



ENVIRONMENTAL AWARENESS

Matrix conducts regular environmental training for its contractors and subcontractors during the development of each project. We familiarise them with our minimum environmental requirements including relevant legislation and best management practices.

TOPICS TYPICALLY COVERED FOR CONTRACTOR AND SUBCONTRACTOR TRAINING



Chemical handling and waste management



Emergency Response Training



Construction material management and wastage control



Environmental management techniques

ENVIRONMENTAL IMPACT FROM TRANSPORTATION

Matrix understands that transporting raw materials and large structures can impede traffic flow and hinder road users. Typically, transportation is outsourced for financial reasons and to reduce greenhouse gas emissions. Transportation to and from construction sites is normally scheduled to avoid peak hours. Construction vehicles must adhere to the recommended speed limit of 40 km/hr on site.

REDUCING DUST POLLUTION					
Earth is compacted and covered with a tarpaulin before being transported from project sites to reduce spillages.	Spillage boxes are installed in suppliers' concrete trucks to prevent spillages on the road.	Work tracks are cleaned with water bowlers to reduce dust.	Temporary wash troughs are placed at entrance and exit gateways of project sites to clean the tyres of construction vehicles.	Access roads are swept and cleaned regularly to remove fallen debris from construction vehicles to improve overall traffic safety.	Water is sprayed on roads to prevent dust pollution.

Adequate warning and traffic signs, lamp lights and barricades are clearly displayed with directional boards to ensure the safety of all parties especially in the presence of heavy vehicles. Flagmen are stationed at the entrance of nearby schools during school hours to direct lorry drivers.

ENVIRONMENTAL PROGRAMMES

Plant a Tree Programme

Matrix sponsored the 'Make a Pledge, Plant a Tree' programme organised by the Nilai Municipal Council. Held on 18 November 2017, the event was in collaboration with the Malaysian Institute of Planners (MIP) to promote a greener environment. A total of 250 tree saplings were planted that had been donated by 22 developers, consultants and individuals. The event was attended by approximately 300 people.

Organisations, communities and individuals joined together to green an urban park. More trees provided better shading and comfort while reducing carbon emissions.



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“My Earth, My Home” Charity Walk

The 11th “My Earth, My Home” Charity Walk was held in collaboration with the Malaysia Fo Guang Buddhist Association Seremban Branch. This annual charity walk promotes and raises awareness of environmental protection and preserving the earth.

Approximately 1,000 participants joined our employees for this charity walk at the d'Tempat Country Club, Bandar Sri Sendayan. The event commenced with a Zumba session at 6.30 AM on 18 June 2017, followed by a tree planting session. The 3-km walk was flagged off with the marching sound of 18 drums.



Malaysia National Environment Day 2017



Environmental preservation and conservation are in line with our tagline – Nurturing Environments, Enriching Lives. Matrix was the venue sponsor for the National Environment Day 2017 which was celebrated on 21 October 2017. With the theme “**Environment – Our Shared Responsibility**”, the ceremony was organised by the Department of Environment in collaboration with the Negeri Sembilan State Government and the Ministry of Natural Resources and Environment (NRE). The National Environment Day 2017 was celebrated in every state. The programme included the Environ Run and official mantra of “Collect e-Waste from Home”.

ENVIRONMENTAL COMPLIANCE

Matrix aims to comply with all environmental laws, regulations, standards and other requirements such as site permits to operate. Although exact requirements differ from project to project, the following general acts and regulations are adhered to.

EIA Order 2015	Environmental Quality Act 1974	Environmental Quality (Licensing) Regulations 1977	Environmental Quality (Clean Air) Regulations 2014
Environmental Quality (Compound of Offences) Rules 1978	Environmental Quality (Sewage) Regulations 2009	Environmental Quality (Motor Vehicle Noise) Regulations 1987	Environmental Quality (Prescribed Activities) (Environmental Impact Assessment) Order 2015
Environmental Quality (Scheduled Waste) Regulations 2005	Environmental Quality (Control Emission from Diesel Engines) Regulations 1995	Environmental Quality (Control of Emission from Petrol Engines) Regulations 1995	Environmental Quality (Compounding of Offences) (Open Burning) Rules 2000
Factories and Machinery (Noise Exposure) Regulations 1989 (DOSH)	Factories and Machinery (Safety, Health and Welfare) Regulations 1970 (DOSH)	Guidelines for Prevention and Control of Soil Erosion and Siltation Malaysia (DOE)	Urban Stormwater Management Manual or Manual Saliran Mesra Alam (MASMA) (D.I.D, 2012)

SOCIAL: SOCIETY



70.09% OF EXTERNAL AND 84.51% OF INTERNAL STAKEHOLDERS BELIEVE THAT **MATRIX GIVES BACK TO SOCIETY AND HELPS PEOPLE AT LARGE.**

As an active member of the community in Seremban, Matrix provides employment and other economic benefits. Matrix also builds relationships on trust such as social initiatives and other contributions for the benefit of the local community. Communities are part of the team and we work hard to make a difference through charitable donations and employee volunteerism.



**A TOTAL OF
RM586,286 WAS
DISBURSED IN FY2018 FOR
VARIOUS SPONSORSHIPS
AND CORPORATE
RESPONSIBILITY CAUSES.**

MATRIX CONCEPTS FOUNDATION

Matrix Concepts Foundation (MCF) was incorporated on 3 December 2013 as a non-profit corporation or a charitable trust. The main objective of the Foundation is to promote earth conservation, the advancement of education for needy students and relieve poverty within underprivileged communities irrespective of race, creed and religion. The trust fund is led by Dato' Logendran A/L K Narayanasamy, the Chairman of the MCF Committee.

PHILANTHROPY AND SOCIETY CARE

Refurbishment of Religious Centres

Matrix refurbished two suraus namely Surau An Nusrah and Surau Al-Ansar as well as Masjid Sheikh Haji Ahmad in 2017. This is part of our commitment to delivering a better community living environment for people living at and surrounding our developments.

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Providing Educational Support to Sekolah Kebangsaan (SK) Rendah Sendayan



Matrix sponsored 200 desks and chairs for Standards 1 and 2 in SK Rendah Sendayan. This furniture promoted a good learning experience as a lack of infrastructure can hinder a school's ability to provide a learning environment for its students. Matrix continues to support educational institutions in their delivery of a conducive teaching and learning environment for teachers and students.

Celebrating Deepavali with the Less Fortunate



DONATED
RM35,000 to **THE DIVINE LIFE SOCIETY SENAWANG** to fund Deepavali celebrations at ten kindergartens

DONATED
RM30,000 to **SHELTER HOME** for Abused Women and Children Seremban

Chinese New Year Cheer for Persatuan Kebajikan Orang-Orang Kurang Upaya Negeri Johor

Matrix shared the joy of Chinese New Year with residents of Persatuan Kebajikan Orang-Orang Kurang Upaya Negeri Johor. Matrix distributed *angpow* to the residents and centre caretakers. We also provided the centre with financial support, a washing machine and other items.

Persatuan Kebajikan Orang-Orang Kurang Upaya Negeri Johor is an association that houses the physically challenged. Approximately 10 carers look after 40 residents of different cultures.



NS Matrix 69th Agong Cup National Basketball Championships

Matrix continued its support of the local basketball team as sports is one of its CSR focus areas. NS Matrix Men's Basketball team won the champion's title twice in a row for two seasons in the 59th MABA/MATRIX Agong Cup National Basketball Championships at Gem-In Mall, Cyberjaya. Despite being 27-35 down after the first quarter against Melaka, they defended their title with a 78-64 win.

The team was invited to d'Tempat Country Club for an appreciation dinner on 8 January 2018. The men's team players were rewarded with RM100,000 each and a trip to Australia. The Team Leader and Coach were each rewarded with RM120,000.



RM5,000 was also given to each player from Seremban's non-Chinese basketball team that won the men's category of the 23rd MABA Cup. Players from the state women's team and the men's Pahang Matrix both emerged as 1st runners-up in their respective categories in Division 2. Each player was rewarded with RM5,000 and a trip to Bali, Indonesia.

Matrix Aids Pertubuhan Hospice for the 3rd Year



Matrix once again gave an annual grant to Pertubuhan Hospice Negeri Sembilan. The grant helped this non-profit organisation sustain its daily expenses in conjunction with the World Hospice and Palliative Care celebration.

A total of RM30,000 was handed over during their fundraising dinner at Seremban City Kingdom Ballroom. This contribution demonstrates our dedication to accelerating the standards and quality in the community and humanity.

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Matrix Participates in The Edge Kuala Lumpur Rat Race 2017

Matrix is a developer with a strong commitment to community enhancement. Once again, we participated in the Edge KL Rat Race 2017 as the Platinum sponsor. The race took place on 25 July 2017 at Padang Merbok, Kuala Lumpur.

Education is vital for our economic growth and this event allowed us to channel all funds raised to The Edge Education Foundation. A total of RM1.1 million was raised by 45 participating companies. This money will be used to fund education and skills development programmes.

Matrix was represented by five teams for the Open, Mixed and Senior categories. After the Race, Dato' (Ir.) Batumalai, our Independent Non-Executive Director, was rewarded for being the most senior runner at an age of 70 years.



Resource Learning Hub in Bandar Sri Sendayan

Garden in a library was the hallmark and concept of the new resource hub situated at SJK(T) Ladang Bkt Bertam, Bandar Sri Sendayan. Matrix's new resource hub is a learning space. Books, digital repositories and six computers converge to create meeting places for students' discussion and intellectual reflection. Hopefully, this resource hub will help students adapt to a modernised learning environment and improve their educational outcome.



A Day with Darul Asnaf Seri Tanjung in Ramadhan

Ramadhan is a time for giving and introspection. Matrix hosted Majlis Berbuka Puasa with 41 orphans from Darul Asnaf Seri Tanjung Kuala Pilah at d'Tempat Country Club, Bandar Sri Sendayan on 20 June 2017. This programme is part of Matrix's CSR initiative to celebrate underprivileged orphans and give back to the community by reaching out to those in need during the holy month of Ramadhan.

Hari Raya goody bags and *duit raya* were given to the children and teachers from Darul Asnaf Seri Tanjung.



Diva Aidilfitri Celebration With the Less Fortunate

The Diva Aidilfitri Celebration was held on 14 June 2017 at d'Tempat Country Club in collaboration with Radio Televisyen Malaysia (RTM). 40 less fortunate children and caregivers from Rumah Sentuhan Buda, Kuala Lumpur were invited to the celebration. Children were entertained with performances while enjoying a sumptuous meal at the Tarbus Food Promotion by the poolside. Each child was presented with a gift and *duit raya*.

Welcoming Ramadhan: *Bubur Lambuk* Give Away

On 26 May 2017, d'Tempat Country Club distributed 1,000 packs of *bubur lambuk* to the public at Masjid Hussain in Seremban 2 and Masjid Negeri after Friday Prayer.

d'Tempat Country Club chefs followed a special recipe that included various herbs and spices such as cinnamon, cloves, star anise and black pepper. Its delicious taste was infused with fresh coconut milk with generous pieces of chicken and dried shrimps.

Staff later distributed packs of the tasty porridge to those people who had surrounded the distribution, eagerly awaiting their share.



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Pledge to Soo Ewe Jin (SEJ) Scholarship

Matrix pledged RM50,000 to the scholarship in memory of Star Columnist, Soo Ewe Jin. As a leading property and community developer, Matrix has always supported enriching the community in the field of education. The SEJ scholarship funds one graduate in pursuing a Bachelor in Communications (Journalism) degree at Universiti Sains Malaysia (USM) every year.

Scholarships play an important role in making college or university more accessible and affordable. They pave the way for students to be successful in their higher education. Hopefully, journalism students can use their degrees for the betterment of our greater society and economy.

The late Soo Ewe Jin continues to give back to society. The SEJ Scholarship was established on 8 April 2017 and the funds are under the STAR Education Fund and Yayasan Universiti Sains Malaysia (USM).

Matrix's SJK Tamil Bandar Sri Sendayan is now Fully Operational



In 2009, it was announced that SJK(T) Ladang Bukit Bertam situated in an oil palm plantation was closing due to a single-digit enrolment. Matrix took the initiatives to build a new school in Bandar Sri Sendayan which was completed last year. This 90-year old school was then relocated from Rantau to this new school build with excellent facilities, which include auditorium and indoor garden in the library. It is now fully operational with 186 students enrolled for the 2017 academic year.

The overall expenses of this new 6-acre Tamil school were approximately RM10 million: comprising RM5 million for the land and RM5 million for construction.

ETHICAL BUSINESS CONDUCT



We are committed to integrity and ethics and business must be conducted transparently. Our commitment to sound legal and ethical business practices is reiterated in our business conduct policy statement. Honesty and integrity promote a positive work environment that increases the confidence of all stakeholders.

Anti-Bribery and Corruption

Our anti-bribery and corruption policy ensures that business is conducted fairly, ethically and legally throughout operations. The policy reflects the importance of individual accountability, oversight, integrity leadership and transparency. Every employee is made aware of this policy through various training programmes. Clauses on anti-bribery and corruption are also included in the Employee Handbook as well as in the Code of Conduct for Employees and Directors.

Corruption in any form is forbidden including bribery, whether direct or indirect, regardless of the amount. Employees must follow the highest standards of integrity in all business dealings. The Board of Directors oversees our compliance with anti-corruption policies and compliance. Every employee is responsible for preventing and reporting instances of bribery, suspicious activity or wrongdoing which may lead to bribery using our whistleblowing channels.

A keen understanding of corruption risk exposure is the cornerstone of an effective anti-corruption compliance programme. Corruption risks, including bribery, are an important element in Matrix' risk register. This helps the Company to properly design mitigation strategies and strategically deploy resources to combat potential instances of bribery, corruption and fraud. This is especially important for operations deemed to be of 'high risk'.

We are pleased to report that, no incidence of corruption were reported during the year.

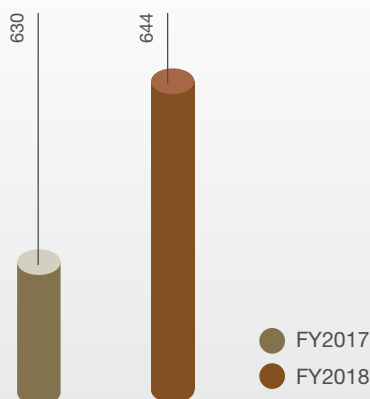
SOCIAL: LABOUR PRACTICES AND DECENT WORK

A WORKFORCE THAT REFLECTS OUR DIVERSE SOCIETY

Matrix fosters a diverse and dynamic workforce at all levels of the organisation. The diversity of our employees continues to be essential to our success. The Group had 644 employees as at the end of the FY2018. We remain committed to providing our employees with a workplace that fosters a culture of inclusion, equity and respect for all.

We have taken note that the turnover rate has increased from 2.6% to 3.2% on a year-on-year comparison. The higher turnover rate mainly affect the lower ranking employees such as. site and sales staff which are more volatile in nature. Moving forward, Matrix intends to adopt a more stringent recruitment control to screen workers. Upon recruitment, training programmers will be conducted to better equip them with the right skills and attitude to face the steep challenges.

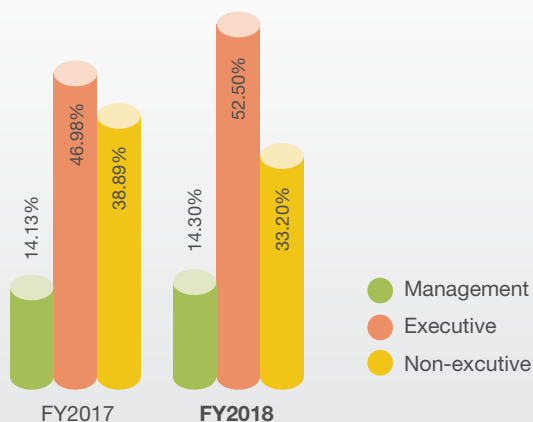
Total Workforce Strength



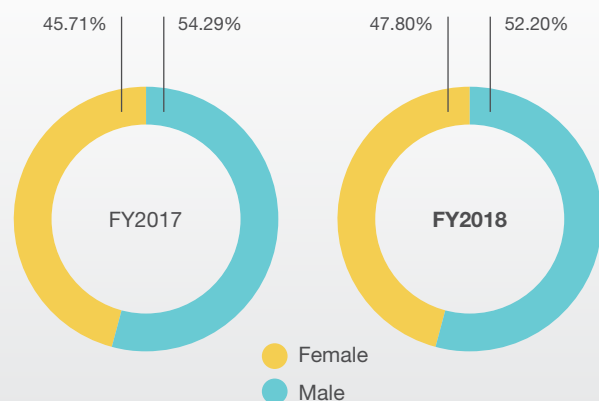
Workforce Breakdown by Ethnicity

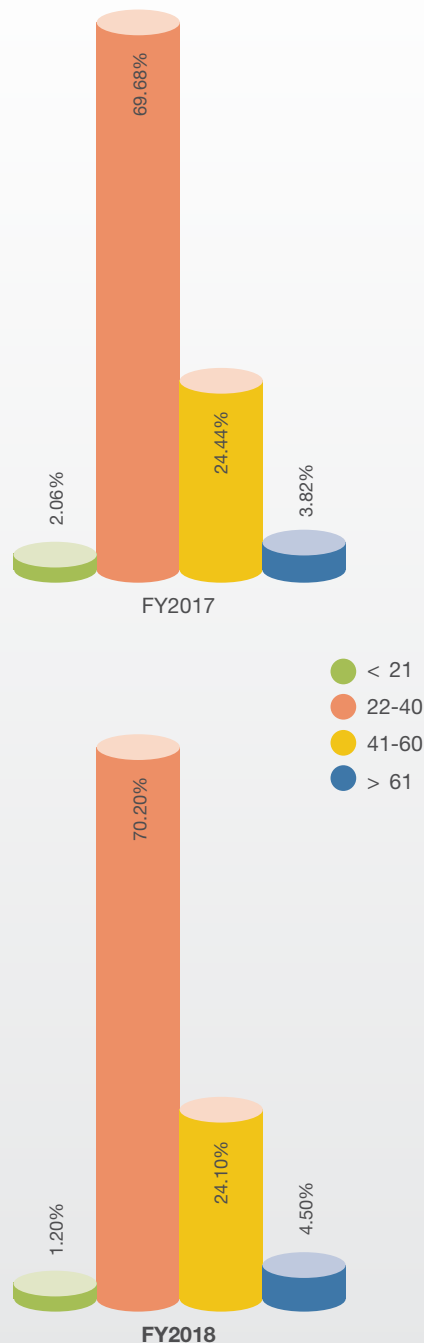


Workforce Breakdown by Employment Category



Workforce Breakdown by Gender



Workforce Breakdown by Age Group**BENEFITS AND REWARDS**

As a family, we believe that those who contribute to our success should share in the rewards. Rewards are both monetary and non-monetary. Our fair remuneration system ensures an equal ratio of 1:1 between male and female employee.



Matrix complies with all applicable laws, agreements and industry standards on working hours and compensation. Other customary benefits are usually included in our employees' benefits package in addition to fixed salaries and variable remuneration. According to comparative analysis, Matrix offers some of the most attractive benefits within the industry. Our pay scale is at the 75th percentile, which exceeds the market rate.

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SOCIAL: LABOUR PRACTICES AND DECENT WORK

TYPICAL COMPONENT OF OUR BENEFITS PACKAGE



LEAVE:

- Annual
- Medical
- Prolonged illness
- Study
- Maternity
- Marriage
- Paternity
- Compassionate
- Calamity



ALLOWANCES & REIMBURSEMENT:

- Overtime allowance
- Transfer allowance & reimbursement
- Outstation allowance
- Overseas travel expenses reimbursement
- Outstation travel expenses reimbursement
- Professional membership reimbursement
- Duty allowance



GENERAL BENEFITS:

- Medical and personal accident insurance
- Medical and dental benefits
- Retrenchment benefits
- Staff housing loan and study loan
- Club membership at d'Tempat Country Club
- School fee waiver at Matrix Global Schools
- Employee Share Option Scheme (ESOS)
- Overseas incentive trips

TRAINING AND DEVELOPMENT

By investing in our employees, we not only build careers, we drive progress. When one person grows, we all grow. Matrix invested more than RM141,329 in employee development in FY2018. On average, each employee attended 5.32 hours of training per year as compared with the previous year of 4.0 hours.

	FY2017	FY2018
Average hours of training per year per employee	4.0	5.32
Total invested in training (RM)	114,693.40	141,329.69

CIDB Green Card

Workplace safety is of primary concern in our construction sites. Occupational Safety and Health (OSH) training is vital to reduce workplace accidents.

The CIDB Green Card is an integrated programme involving the registration and accreditation of construction personnel. It raises safety levels on construction sites by improving workers' safety knowledge and awareness in the workplace. Green Card Training is mandatory safety training for our construction workers.

Geosynthetics – Innovative Solutions in Green Engineering

Matrix invited ACE Geosynthetics from Taiwan to present a seminar on sustainable geosynthetics and green technology. The seminar consisted of a presentation and dialogue sessions. The seminar was held at MIS Auditorium, Matrix Global Schools, Bandar Sri Sendayan on 9 September 2017.

Geosynthetics are materials which facilitate cost effective building, environmental, transportation and other construction projects. ACE Geosynthetics is a world-class manufacturer of a wide range of geosynthetics and provides various aspects of eco-friendly engineering solutions.

Topics benefiting the Company in terms of sustainability and operational management included:

- Land recovery possibilities by using slopes stabilisation and vegetation on the steep slopes;
- Geosynthetics and solutions to build ponds and water features;
- Geosynthetics treatment for soft ground in roadworks to save costs; and
- Coastal protection using geosynthetics for long-term sustainability.

HEALTH AND SAFETY

Our Health and Safety Policy guides our Health and Safety team in the protection of employees, tenants, contractors and communities on our premises. We oversee and monitor health and safety performance across our supply chain. We have made provisions, planned and reviewed all health and safety precautions that are required by law.

Matrix adheres to the following acts, regulations and guidelines for a safer work environment:

- Occupational Safety & Health Act (OSHA) 1994 with Regulations
- Factory & Machinery Act 1967 with Regulations
- OHSAS 18001: Occupational Safety & Health (OSH) Management System
- MS 1722: Occupational Safety & Health (OSH) Management System
- Occupational Safety Health & Environment (OSHE) Management System

The hospitality wing, d'Tempat Country Club and d'Sora Boutique Business Hotel, also operates in accordance with the Occupational Safety and Health 1994, Act 514.

Matrix operates in a diverse nature of business. The risks and most effective ways of mitigating them vary depending on the type of activity. Each business area manages health and safety in a manner that is appropriate to their type of work and the risks they face. However, safety induction training is compulsory for all new employees.

SAFETY TOPICS BRIEFED TO ALL NEW SITE EMPLOYEES

		
Occupational Safety and Health Act and other safety & health legislation	Company safety policies, rules and procedures	Potential hazards
		
Project safety plan	Fire provisions	Welfare provisions
		
Emergency procedures	Personal Protective Equipment (PPE)	General responsibilities of employees in keeping the workplace safe
		
Housekeeping	Accident reporting procedure	

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Visitors to our properties must wear appropriate PPE according to each site's guidelines.

HEALTH & SAFETY INITIATIVES HELD



Fire drills



Larva siding



Site safety inspection
and safety campaigns



Safety toolbox meetings



Fogging



Safety induction



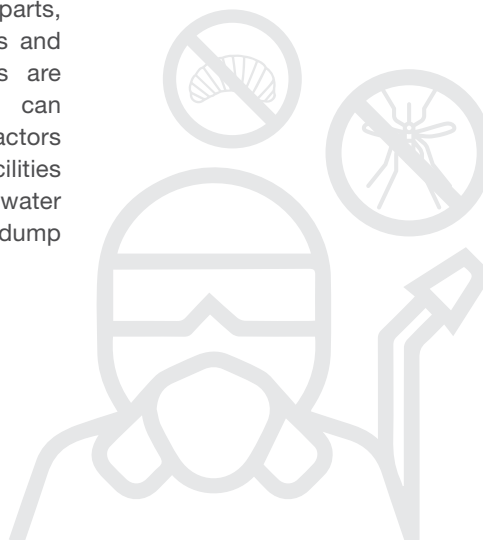
Gotong-royong to clean the compound surrounding
the company, machinery and equipment inspection

VECTOR CONTROL

All contractors are required to prevent construction sites from becoming breeding grounds for mosquitos. Potential aedes hotspots are monitored daily at construction sites and workers quarters. Immediate action is taken to destroy any breeding grounds found.

Larviciding and fogging are conducted regularly and more frequently during outbreaks of dengue fever. Contractors with insufficient manpower must engage reliable and experienced Pest Control Operators.

Any unused machinery parts, formwork, steel bars, used tyres and other water-bearing receptacles are discarded before mosquitos can breed. Matrix ensures its contractors establish proper sanitary facilities for their workers to prevent water pollution. Wastes at temporary dump areas must be removed regularly.



Our Safety Performance

Indicator	FY2016	FY2017	FY2018
Fatality Cases	0	0	0
Lost Workday Cases (LWC)	0	1	0
Restricted Workday Cases (RWC)	0	0	1
First Aid Cases (FAC)	0	0	1
Near Miss Cases	0	0	0
Dangerous Occurrence Cases	0	0	0
Fire Cases	0	0	0
Total Safe Man-hours Worked	1,953,878	3,867,558	3,908,100

Matrix Safety and Health Governance

Each operations site has its own safety committee with balanced employer and employee representatives.



There is a Safety and Health Committee at every site of our operations. The Committee meets quarterly as required by law. Each Committee has a chairman, two secretaries, as well as employer and employee representatives.

Site	Chairman	Secretary	Employer Representatives	Employee Representatives
Residensi SIGC	1	2	2	3
Ara Precinct 1	1	2	3	3
SD2A Resort Homes	1	2	2	2
SL1 Resort Homes	1	2	3	3
Sek. Ren. Kebangsaan	1	2	2	2
Nusari Mosque	1	2	2	3
Ara Precinct 1B	1	2	3	3
Suriaman 2A	1	2	2	3
Suriaman Biz	1	2	2	3
Suriaman 2	1	2	2	3
Tiara Sendayan Precinct 9 & Tiara Biz	1	2	3	4
SMP2B	1	2	2	2
Sendayan Tech Park	1	2	2	2

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SOCIAL: LABOUR PRACTICES AND DECENT WORK

EMPLOYEE ENGAGEMENT

An engaged workforce is a productive workforce. When a company commands the loyalty and trust of employees, this can cascade down to customers, which is crucial in a customer-facing business such as Matrix.

Employee engagement is beyond satisfaction; it is the emotional commitment our employees have to the Company and its goals. A wide range of events is organised to create a culture of belonging. These events encourage employees to become involved in our journey and feel like they are a part of the Company.

Annual Dinner 2018

Matrix Annual Dinner 2018 was held on 11 February 2018 to celebrate the Company's 21st anniversary. The event was held at d'Tempat Country Club, Bandar Sri Sendayan. A total of 1,245 participants were present including VIPs, employees, subcontractors, suppliers and other invited guests.



Toastmasters Meetings



Toastmasters meetings are held on every first and third Tuesday of the month at d'Tempat Country Club, Bandar Sri Sendayan. These meetings empower individuals to develop communication and leadership skills, resulting in greater self-confidence and personal growth.

NOTICE PERIOD

Any operational changes occurring that may potentially affect our employees are communicated throughout the Company via email or other means of communication. We acknowledge the importance of two-way dialogue between the management and employees. Employees are given an average of one month's notice for any operational changes that affect their working arrangements.

SOCIAL: HUMAN RIGHTS



As a responsible company, Matrix has the responsibility and commitment to respect human rights. This commitment applies throughout the Group and across all operations. A strong emphasis is placed on how we interact with communities, employees' rights and supply chain conditions.

Matrix is committed to respecting human rights as set out in the Universal Declaration of Human Rights and the International Labour Organisation core conventions. Human Rights within Matrix focus on four key areas. All employees are well aware of their rights and are constantly trained on how to exercise their rights in the workplace.

We assess the potential environmental, health and community impacts of our operations. Our established community feedback procedures allow people living close to our operations to raise concerns about the impact of our activities and rectify any issues.

COMMUNITIES



We aim to keep our employees, contractors and sites safe while respecting the rights of local communities with regards to safety and security.

SAFETY AND SECURITY



HUMAN RIGHTS FOCUS AREAS



EMPLOYEES RIGHTS

We respect the rights of our employees, indigenous people surrounding our projects, contractors and supply chain workers including freedom of association, non-discrimination, equal opportunity, conditions of work, attractive remuneration as well as forced and child labour.



SUPPLY CHAIN

We seek to work with suppliers and contractors who contribute to sustainable development and are economically, environmentally and socially responsible.

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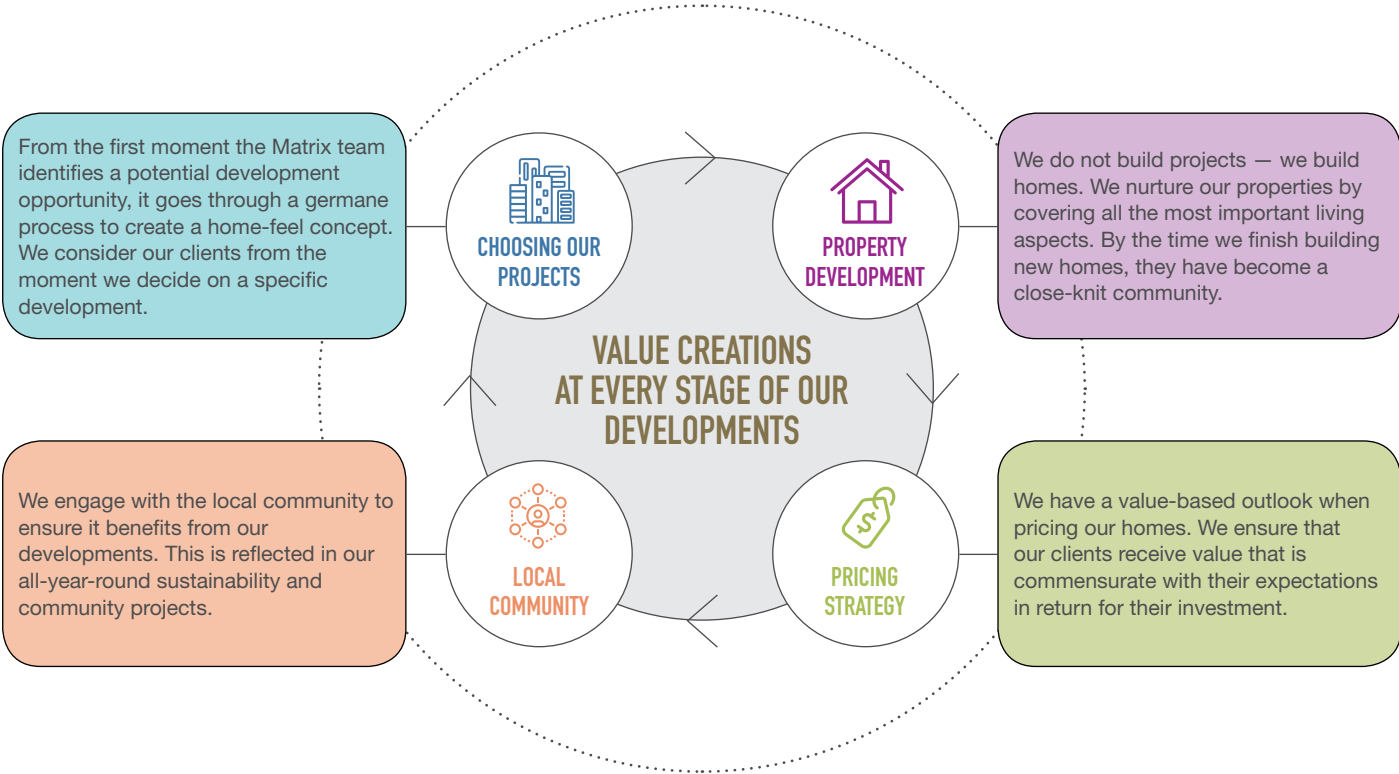
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SOCIAL: PRODUCT RESPONSIBILITY

Matrix and its subsidiaries are committed to providing the highest quality for project management and construction of property development works to its customers. We comply with all applicable requirements and aim for the continual improvement of our process and quality management system.



PRIORITISING QUALITY

Matrix prioritises quality workmanship to deliver quality lifestyle homes within a community-centric environment at affordable prices. We work with the best contractors who share our vision of construction excellence by only engaging those who are ISO 9001 certified.

With a reputation for quality and excellence, we do not just build houses, we create homes – beautiful, comfortable properties designed with our customers in mind. This is achieved by taking great care to build new communities that are sensitive to the local area and ideally suited to the needs of the local market. We believe that the best solutions are local solutions.

We volunteer to undergo stringent evaluations to raise our own standards including the Quality Assessment System in Construction (QLASSIC) and the Construction Industry Development Board (CIDB) evaluation methods.

Project	Qlassic Assessment Scores
Hijayu 3	71.3%
Suriaman 3	68.0%



BANDAR SRI SENDAYAN – A SAFE CITY

A Safe City roundtable discussion was held on 19 February 2017. Matrix and the Malaysia Crime Prevention Foundation (MCPF) recommended safety precautions to prevent crime to residents of Bandar Sri Sendayan (BSS).

The conference discussed improving safety in the BSS residential area. Matrix will continue to work with the Polis DiRaja Malaysia (PDRM) on improving safety in the township.

CUSTOMERS FIRST

Matrix strives to deliver an exceptional experience to all homebuyers, tenants and residents. We will continue in this endeavour by:

- Delivering excellent customer service
- Creating strong, happy and successful communities
- Providing the types of homes people want

Providing the best service, assistance and solutions possible to property buyers while balancing the company's best interests is a Key Performance Indicator (KPI) of all employees.

Our Sales and Marketing team conducts regular customer satisfaction surveys. Customers and purchasers are asked to rate our performance across four categories of timeliness and reliability, quality, responsiveness and communication. The results demonstrate that our customers and purchasers are satisfied with their experience with us.



An appreciation dinner was hosted by Matrix on 19 May 2017 at d'Tempat Country Club to thank and appreciate loyal customers for their continuous support and trust. Dinner invitations were extended to all customers, their families and friends.

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SOCIAL: PRODUCT RESPONSIBILITY

EXCELLENT CUSTOMER MARKETING

Matrix conducts socially responsible marketing and communication, either at the corporate level or at each project entry. We consider what is in the best interest of the relevant stakeholders, namely the current and potential customers, the community and society as a whole. The marketing paraphernalia is clear, accurate and informative. Our projects are showcased at Matrix Galleria which is located at d'Tempat Country Club and other precincts in Bandar Sri Sendayan. The respective Matrix Galleria at the various precincts allow us to promote our projects and act as an information centre catering for current and prospective customers and investors. Our sales personnel are customer-centric and are trained to attend to any queries pertaining to our projects and developments.

There has been no incidence of non-compliance with regards to our marketing practices and provision of information to our customers.

CUSTOMER PRIVACY

Pursuant to the requirements of the Personal Data Protection Act 2010 (PDPA 2010), a Notice on Personal Data Protection was released to Matrix's existing and potential customers. It requested the right to use, collect, process, record, hold, store, share and disclose their personal data in accordance with the Act. In the notice, it is mentioned that Matrix will keep and process customers' data in a secure manner. Matrix provides appropriate administrative security safeguards to ensure personal data is not misused. Its systems also prevent any unauthorised processing of customers' personal data. There was no confidentiality and privacy breach cases reported during the year.

BUILDING HOMES BEYOND BRICKS AND MORTAR

Beyond building brick walls, Matrix also earnestly promotes Seremban township's community engagement activities, which began in the early days of the development.



77.35% OF EXTERNAL AND 79.58% OF
INTERNAL STAKEHOLDERS BELIEVE THAT
**MATRIX NOT ONLY CONSTRUCTS
HOMES BUT BUILDS COMMUNITIES.**

Sports Day with IPD Seremban

A sports day with Seremban District Police Headquarters (IPD Seremban) was held on 16 April 2017 at d'Tempat Country Club. Hari Sukan Dua Penjuru IPD Seremban & Matrix 2017 was in celebration of the 210th Royal Malaysian Police Day. This event is an initiative that strengthens the bond between IPD Seremban and Matrix. We were happy to celebrate the many great years of working together in maintaining a safe and harmonious township in Bandar Sri Sendayan.



Lite it Up for Malaysia



Matrix hosted an illuminating event featuring LED displays in the spirit of Malaysia's 60th National Independence Day. The event was held from 6:00 pm to 10:00 pm daily from 26 August 2017 to 10 September 2017 at Residensi SIGC, Seremban. Interesting and fun activities included special guest appearances from Harith Iskander, winner of 2016 Laugh Factory's Funniest Person in the World Asia's Best Stand-up Comedian and Chef Wan, a famous local celebrity chef.

The public was invited to experience the magical event and enjoy the deliciously well-known Hj Samuri Satay Kajang at SIGC Pavilion every Saturday.



Matrix Celebrates 60th Independence Day

Like every year, Matrix took part in the Independence Day Marching Event at Seremban City Council to commemorate Malaysia's independence on 31 August 2017. 68 candidates from Matrix headquarters, d'Tempat Country Club and Matrix Global Schools represented the Company. The event was attended by 110 contingents comprising public servants, uniformed bodies, school and university students, non-governmental organisations and private sector companies.

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SOCIAL: PRODUCT RESPONSIBILITY

Club Open Day

d'Tempat Country Club opened its doors and welcomed everyone to a fiesta of fun-filled activities on 26 November 2017. The inaugural Club Open Day invited everyone to experience a multitude of activities that had been planned for the day. Pool activities such as a giant bubble float, floats for rent and a huge bouncy castle were enjoyed by adults and children.



The Sports and Recreation team also filled the day with exciting activities such as zumba, cardio and a sports championship. Other attractions included a Backyard Sale by the poolside, performances by local artistes and a flash mob.



Celebrating Raya

Matrix shared the joy of Aidilfitri by hosting a special Hari Raya celebration. Guests were surprised with a special appearance by Siti Nordiana, a popular local celebrity, born and bred in Sendayan. The celebration was held on 9 July 2017 at d'Tempat Country Club.

Fun and exciting activities were lined up for the guests including a wayang kulit gallery and performance, cultural dance, gasing painting and *ketupat* weaving.



Mid-Autumn Celebration



d'Tempat Country Club hosted a Mid-Autumn Celebration on 30 September 2017. Residents and community members within Sendayan vicinity and the larger Seremban City were invited to this joyous occasion. Highlights of the evening included a special appearance by the Moon Goddess and Jade Rabbit. Fun fair games were carried out by the Club's Sports and Recreation team. All visitors were also treated to a food fair of various local favourites.

Seremban Half Marathon 2017

More than 10,000 marathon runners took part in Seremban's 30th half marathon. Held in Negeri Sembilan, this is the country's oldest half marathon. As a main sponsor of the race, Matrix was represented by 10 runners from Matrix Global Schools, d'Tempat Country Club and Matrix headquarters. The runners took part in the 21km and 10km races in both the male and female categories.

Our contributions were channelled to charitable organisations including Yayasan Tunku Naquiyuddin and Yayasan Tunku Nurul Hayati which houses 40 underprivileged children.



Christmas Merryland with Kidzania @ Bandar Sri Sendayan



Matrix collaborated with Kidzania to bring the famous KIDZANIA GO. Children experienced role-playing professions together with stunning decorations paired with exciting performances and activities.

Adorned with lights and beautiful decorations, Matrix hosted fun-filled activities and attractions for residents and the public such as Christmas tree performances, Butterfly Ballet, LED Ballerina, creative workshops and DIY souvenirs.

Welcoming the New Year with Matrix

d'Tempat Country Club hosted a New Year's Eve Gala Celebration and Countdown Party on 31 December 2017 with a fireworks display. We are dedicated to continue creating unforgettable experiences at Bandar Sri Sendayan and believe every year should be memorable for all residents and the community.



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