



NEGARAKU



CCM DUOPHARMA
BIOTECH BERHAD
(524271-W)

CREATING OPPORTUNITIES

SUSTAINABILITY REPORT 2016



TABLE OF CONTENTS



4	Our Approach to Reporting
5	About Us
6	At a Glance
7	Message from Our Chairman
9	Where we are in Our Sustainability Journey
11	Our Recognition
12	Valuing Our Stakeholders
13	Good Corporate Governance
15	Economic
20	Environmental
24	Social: Society
31	Social: Labour Practices
39	Social: Product Responsibility
43	We Welcome Your Feedback

DECISIVE STRATEGY

Our strategy for long-term growth captures our full potential to optimise sustainable results and enhance innovation, delivering competitive advantage that will strengthen the Company for now and for the future.





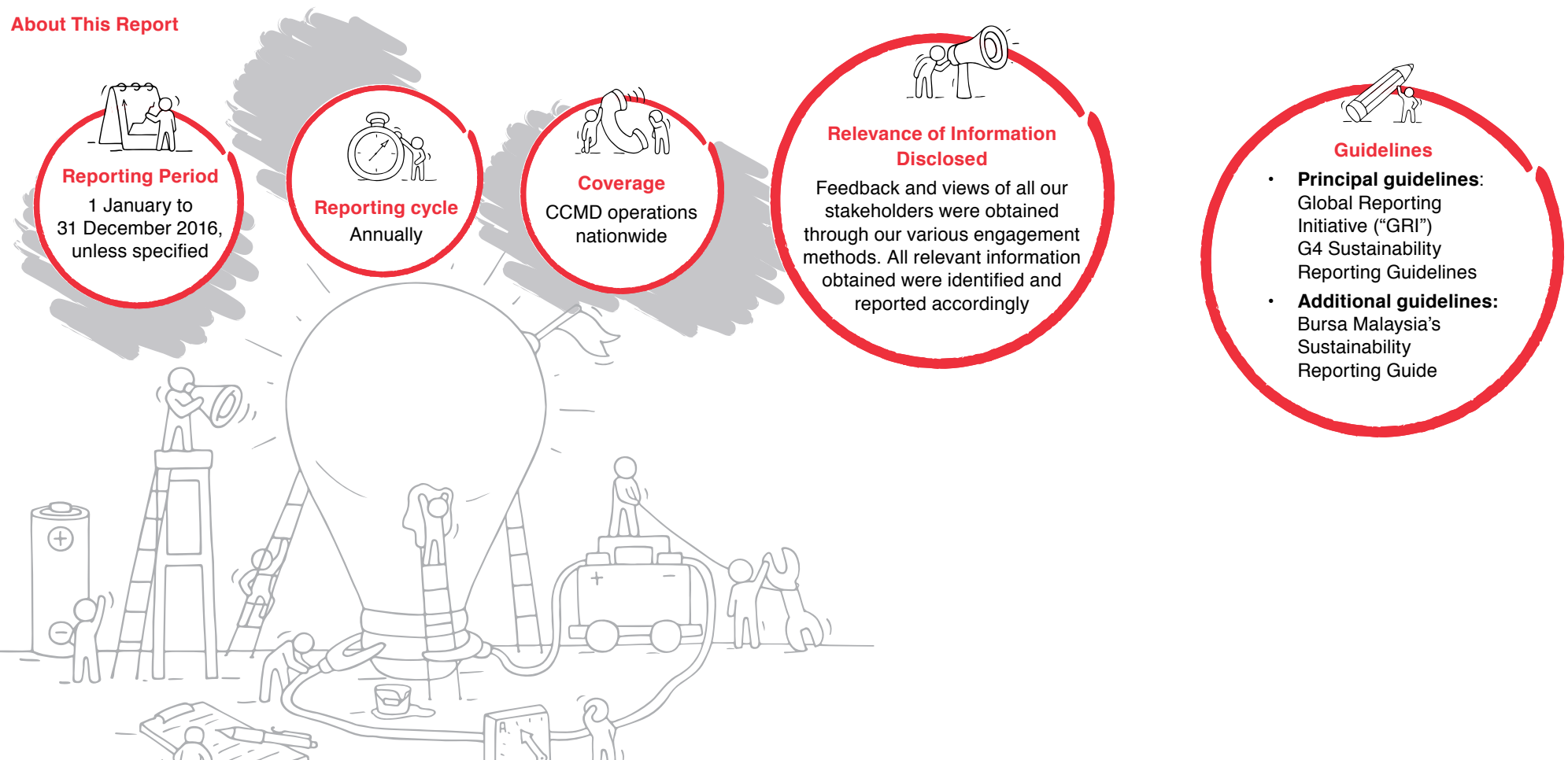
OUR APPROACH TO REPORTING

This is the second standalone Sustainability Report produced by CCM Duopharma Biotech Berhad ("CCMD") which covers its responsibilities to its stakeholders and the contributions made to sustainable development.

CCMD continued its commitment to providing detailed disclosure with indicators and clear performance trends. In this report, data and statistics of company performance have been tracked to date.

This Sustainability Report is consistent with the Annual Report and other publications including the corporate website and previous Sustainability Report. Other material issues such as detailed corporate governance, data on internal operations and business activities are reported elsewhere, such as the Annual Report, and are not repeated here.

About This Report



ABOUT US

CCM Duopharma Biotech Berhad (“CCMD”) is a subsidiary of Chemical Company of Malaysia Berhad (“CCM”) that has seven pharmaceutical units under its umbrella. The CCMD Group includes Duopharma (M) Sdn. Bhd., CCM Pharmaceuticals Sdn. Bhd., CCM Pharma Sdn. Bhd., Innovax Sdn. Bhd., Upha Pharmaceutical Manufacturing (M) Sdn. Bhd., CCM International (Philippines) Inc. and CCM Pharmaceuticals (S) Pte. Ltd.

CCMD is engaged in the development, manufacturing and marketing of generic drugs and branded pharmaceutical products. It is a leading pharmaceutical manufacturer in Malaysia that offers a wide range of products in the form of tablets, capsules, syrup, oral antibiotic, creams, hemodialysis solutions, sterile irrigation solutions, sterile powder injectables, small volume injectables, dental cartridges and eye drop preparations.

Its manufacturing facilities are located in the state of Selangor Darul Ehsan in Bangi, Klang and Glenmarie. It also boasts of a RM10 million hi-tech research and development (“R&D”) centre to facilitate CCMD’s manufacturing of new and innovative pharmaceutical products.

OUR VISION

Enhancing Quality of Life

OUR MISSION

To be a responsible company committed to enhancing quality of life by providing sustainable solutions based on innovative sciences.

OUR CORE VALUES



AT A GLANCE

Our Financial and Sustainability Indicators

CONSOLIDATED BALANCE SHEET

(RM'000)	2016	2015
Non-current assets	295,281	279,100
Current assets	366,182	354,346
Total assets	661,463	633,446
Current liabilities	103,156	74,712
Financed by:		
Share capital	139,478	139,478
Non-distributable reserves	193,772	193,483
Retained profits	121,266	116,757
Shareholders' funds	454,516	449,718
Deferred tax liabilities	11,993	5,207
Loan and borrowing	91,798	103,809

CONSOLIDATED INCOME STATEMENT

(RM'000)	2016	2015
Turnover	312,940	269,794
Profit before taxation	31,479	47,829
Taxation	(4,653)	(11,438)
Profit after taxation	26,826	36,391
Profit attributable to shareholders	26,826	36,391
Dividends	(22,317)	(31,383)
Transfer to retained profits	4,509	5,008

CARBON DIOXIDE EMISSIONS (CO₂e)

CO ₂ e (METRIC TONNES)	2016	2015
CCMD	17,290	19,032

TOTAL RECORDABLE CASE FREQUENCY ("TRCF")

KEY AREAS	2016	2015
No. of Fatality Cases	0	0
No. of Fines or Penalty	2	0
No. of Lost Time Injury ("LTI") cases	0	2
No. of Recordable Cases	1	3
Lost Time Injury Frequency ("LTIF")	0	0.72
Total Recordable Case Frequency ("TRCF")	0.30	1.08
All Incidents	30	24
No. of Near Miss Cases	5	5

MESSAGE FROM OUR CHAIRMAN



DATO' HAJAH NORMALA BINTI ABDUL SAMAD
Chairman

Dear Shareholders,

CCMD is a bold, global pharmaceutical company focusing on innovation and bringing to market treatments that improve lives, every day. This focus is driven by our deep engagement with healthcare providers and customers to fully understand the innovation they need for their patients.

We are mindful of our impact on the world around us. We have a deep commitment to the health, safety and well-being of the people who put their trust in our products and the global communities in which we operate. We also ensure our scientific contributions reflect our commitment to safe, healthy workplaces, strong communities and responsible, ethical business practices in everything we do – from research and development to manufacturing and distribution.

MESSAGE FROM OUR CHAIRMAN

We remain focused on sustainable business practices including offering needed products that have environmental, health and safety design considerations. We remain the largest pharmaceutical manufacturer in Malaysia following good manufacturing practices. Our range of almost 300 Halal certified products includes those that can be purchased over the counter. In 1999, we were the first pharmaceutical company to obtain the renowned 'Halal Malaysia' certification for our range of health supplements under the brands *CHAMPS*, *Flavettes*, *Proviton* and *Naturalle*.

In 2016, we continued to manage our environmental impact by improving energy and water efficiency while reducing waste. Our sustainability commitment also covers our responsibility to the most important asset of our company which is each and every individual employee. We are committed to providing a safe and healthy workplace for all employees. We promise more than a job — we offer a promising career to each employee so that they can achieve their full potential.

The Company works closely with its supply chains to improve integrated sustainability processes. We place great emphasis on executing our social responsibility principles within the industry. CCMD engages with a whole manner of industry players such as business partners, hospitals, patients, doctors, medical experts and healthcare providers.

At CCMD, we live and breathe our sustainable business values. These values are kept in mind when performing all aspects of our business to ensure we maintain the excellent reputation that we have built. In collaboration with our stakeholders and with the support of our associates, I am confident that we can improve our sustainability efforts further. These efforts should create shared value for our company and society, and positively affect the quality of life of people we touch.

I would like to thank all employees across the company for their unwavering efforts to reinforce CCMD's position as a sustainability leader in this industry and integrating our priorities across all aspects of our business. This passion will continue to resonate as we prepare for a new phase in how we live our commitment to operational excellence, social responsibility and an improved quality of life.

Thank you.

Dato' Hajah Normala binti Abdul Samad
Chairman

WHERE WE ARE IN OUR SUSTAINABILITY JOURNEY

Sustainability Policy

In furtherance of our vision of enhancing quality of life, the CCM Group of Companies is committed towards achieving sustainability that will benefit our stakeholders, the environment, our people and the communities in the territories in which we operate.

In achieving this, we shall:-



1 Ensure that our activities, products and services are, so far as is practicable, safe to the environment and the health of the people;



2 Be committed towards the prevention of injury, ill health and pollution as well as towards environmental conservation;



3 Comply with all applicable statutory, regulatory and business requirements in the territories that we operate;



4 Optimising the use of natural resources to reduce our carbon footprint and as far as practicable, practice energy efficiency throughout all our plants and facilities;



5 Be committed towards full conformance to applicable quality, safety, health and environmental international standards;



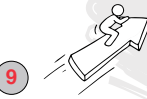
6 Operate in an open, transparent and accountable manner;



7 Cultivate a diverse, inclusive and respectful workplace;



8 Work closely with our stakeholders and local communities to further improve their quality of life;



9 Define our sustainability goals, objectives and targets and measure our sustainability performance against agreed targets;



10 Provide, as far as practicable, the appropriate resources in order to achieve our sustainability goals, objectives and targets;



11 Continually review and improve our sustainability performance by encouraging innovative thinking and monitoring global economic, social and environmental trends, best practices, challenges and opportunities;



12 Communicate this Policy to all relevant parties including our stakeholders, customers, employees and the local communities in which we operate.

Everyone in CCMD is accountable and responsible for the successful application of and compliance with the Policy.

Corporate Responsibility Policy

It is the policy of CCMD to be a responsible corporate organisation. We recognise the importance to integrate our business values and operations to meet the expectation of our shareholders.

- We are committed to manage our business in the highest standard of integrity and corporate governance practices and demonstrate these responsibilities through our actions and within our corporate policies.
- We are committed to protecting the health and safety of all individuals affected by our activities including our employees, contractors and the public by providing a safe and healthy working environment.
- We are committed to providing equal opportunity in all aspects of employment and ensure that employees are treated fairly and given the opportunity to grow with the company.
- We will strive to provide our customers with products and services that are hallmarked by integrity, quality and care.
- We will actively assess and manage the environmental impact of all of our operations.
- We will continue to develop and participate in community programmes which enhances the quality of life especially those related to healthcare, education, sports and the environment.

WHERE WE ARE IN OUR SUSTAINABILITY JOURNEY

CCM's Three-year Sustainability Roadmap (2015 to 2017)

YEAR 1 2015

- Obtain commitment from leadership and management
- Realign internal structure
- Perform gap analysis
- Build capacity by raising awareness as well as conducting training and projects
- Develop framework for sustainable use of human capital
- Reporting

YEAR 2 2016

- Continue awareness campaigns to develop sustainability culture
- Intensify capacity building through training and projects
- Implement framework for sustainable use of human capital
- Monitor and communicate results and advantages
- Reporting

YEAR 3 2017

- Maintain capacity built via an agreed framework
- Monitor, sustain and communicate
- Continuously improve work culture
- Adopt a healthy and safe work culture
- Adopt Halal values/Integrity in our work culture

In this report, we highlight the progress we have made towards achieving these goals. Our achievements in 2016 are summarised in the table below, some of which have been deferred from 2015.

Commitment in 2016

Continuing the awareness campaign to develop sustainability culture

Intensifying capacity building through training and project implementation

Implementing a framework for sustainable use of human capital

Monitoring and communicating results and advantages gained

Reporting

Achievements

- 8 Sustainability Awareness 101 sessions which included briefings on Halal matters were conducted in 2016, reaching out to an additional 184 employees. Total number of employees briefed stands at 668
- SHE Week activities

- Conducted 2 Lean Six Sigma Green Belt classes
- Conducted 5 OE-QC Tools training classes
- First Aid / Firefighting Trainings
- ISO 9001 Training

Projects on human resource optimisation were conducted

Same as "Reporting" section

- Monthly reporting at internal Group Management Committee meetings
- Monthly communication via internal Sustainability News
- Real-time up-to-date news through Berita Kimia Facebook page
- Ongoing updates via CCM Intranet
- Quarterly Townhalls
- External reporting via the Sustainability Report

OUR RECOGNITION

Awards	Award Provider	Date Received
Best Brand in Malaysia	International Congress of the Economic Relations' Development in the Health Field with the Focus on Islamic Countries	22 Feb 2016
Pharmaceutical Company of the Year – Generic Market	Frost & Sullivan	14 Apr 2016
Most Wanted Garlic Supplement – <i>Natural</i> Garlic	Watsons' Health & Beauty Award 2016	3 Jun 2016
Most Wanted Chewable Vitamin C – <i>Flavettes</i> Vitamin C 500mg	Watsons' Health & Beauty Award 2016	3 Jun 2016
Best In Sustainability Reporting (RM500 million – RM950 million Market Cap)	Focus Malaysia	14 Oct 2016
HR Asia Best Companies to Work for in Asia 2016	HR Asia	29 Oct 2016
3 rd Placing Excellence Award for Top Corporate Governance and Performance (Special Category) for Market Cap Between RM300 million to RM1 billion	Minority Shareholder Watchdog Group ("MSWG")	15 Dec 2016
Merit Award for Best Annual General Meeting (Market Cap Below RM300 million)	MSWG	15 Dec 2016

**CCMD Named as
Pharmaceutical Company
of the Year -
Generics Market**

CCMD was awarded the Frost & Sullivan Malaysia Excellence Award 'Pharmaceutical Company of the Year - Generics Market'. This is the second time CCMD has been honoured with this award, the first being in 2013.

This achievement acknowledges our hard work towards becoming the leading pharmaceutical company in Malaysia and ASEAN. It demonstrates our relentless commitment to delivering quality and innovative healthcare products.

The award by Frost & Sullivan is one of 38 prestigious titles that celebrate the best-in-class companies. Companies that demonstrate excellence in the automation and electronics; automotive; chemicals; energy; environment and building; healthcare; information and communication technologies; and logistics industries are acknowledged.



VALUING OUR STAKEHOLDERS

As Malaysia's largest generic pharmaceutical manufacturer and being listed on the Main Market of Bursa Malaysia, we play an important role in advancing the pharmaceuticals arena of the country. We make this happen through delivering our commitment in enhancing the quality of life for all Malaysians. As CCMD forges ahead, we will continue to strive for innovation and this is only possible when we understand our stakeholders' needs.

CCMD believes that business is strengthened by the level of engagement it has with the communities in which it operates, as well as the various internal and external stakeholders in social, environmental and governance matters. We foster and maintain ties with our suppliers and external manufacturers who help us make our products; our customers who purchase our products; the doctors, nurses, patients and consumers who use them; regulatory bodies who guide us and our own employees as well as shareholders.

The salient issues for each stakeholder group and our engagement with each during 2016 are presented below:-

Stakeholder Group	Areas of Interest	Addressing Their Interests
Shareholders and investors	CCMD's business direction and key corporate developments	<ul style="list-style-type: none"> • Announcements on Bursa Malaysia and our corporate website • Investor roadshows, updates and briefings for fund managers • Annual general meeting • Annual report
Communities and public	<ul style="list-style-type: none"> • Transparent and quality products and services • Community development and enrichment • Reaching out to the community 	<ul style="list-style-type: none"> • Reaching out through engagement sessions such as roadshows, seminars, exhibitions and get-together events • Halal Workshop and Symposium • Continuous Medical Education ("CME") sessions for medical fraternity • Community programmes • Philanthropy and donations
Customers and consumers including patients, nurses, doctors and medical practitioners	<ul style="list-style-type: none"> • Safe products and services • Quality management • Compliance status of the company 	<ul style="list-style-type: none"> • Up-to-date safety and quality certifications • Zero cases of product safety non-compliance • Accurate description of our products • Continuous Medical Education ("CME") sessions for medical fraternity • In house Pharmacovigilance unit
Industry peers	<ul style="list-style-type: none"> • Industry developments • Relevant laws and regulations 	<ul style="list-style-type: none"> • Participation in industry forums, conferences, dialogue, exhibitions and both local and international networking events • Membership in Malaysian Organisation of Pharmaceutical Industries ("MOPI")
Government and regulatory authorities	<ul style="list-style-type: none"> • Compliance • Nation building • Helping the government achieve its goals 	<ul style="list-style-type: none"> • Supporting the National Agendas, namely the Halal Agenda initiatives and the Bumiputera Agenda • Meetings, dialogues and updates • Good representation in trade councils and associations
Employees	<ul style="list-style-type: none"> • Career development • Competitive remuneration • Work-life balance 	<ul style="list-style-type: none"> • Regular communication through email, townhalls, company intranet, up-to-date Berita Kimia Facebook and in person • Structured and customised training programme that meet individuals' needs • Regular benefit benchmarking exercise performed by Group Human Resources • Various engagement activities such as family days, festive celebrations, sports and charities
Suppliers	<ul style="list-style-type: none"> • Fair procurement • Transparency • Suppliers' development 	<ul style="list-style-type: none"> • Bumiputera Vendor Development Programme • Group procurement policy and procurement system • Implementation of e-bidding system

GOOD CORPORATE GOVERNANCE



Ethics and Business Integrity

Conducting business with integrity is fundamental to a successful mission and strong corporate values are essential to providing employees with quality of life. Unwavering ethical and legal standards empower employees to conduct business the right way — with clients, customers and everyone with whom we do business in the communities we serve. CCMD's ethical principles are based on trust, respect, honesty and integrity.

CCMD's Code of Business Ethics is the reference document that guides action and inspires choices. Applying to every employee throughout CCMD's nationwide operations, it brings the corporate ethical principles into the daily professional lives of all employees. This code applies to all officers and directors and each recruit is briefed when joining the company.

The Code of Business Ethics sets out the rules of conduct that are expected of our employees. It is available in English and Bahasa Malaysia medium.

Risk Management

CCMD faces a broad spectrum of risks as well as opportunities in its businesses and operations. We have established an effective risk management programme and control systems to assess and mitigate these risks and help the Company meet its business objectives.

We have developed and maintain a risk management culture through leadership, education, communication and consultation. This risk-based approach is effectively embedded in its business processes and operations.





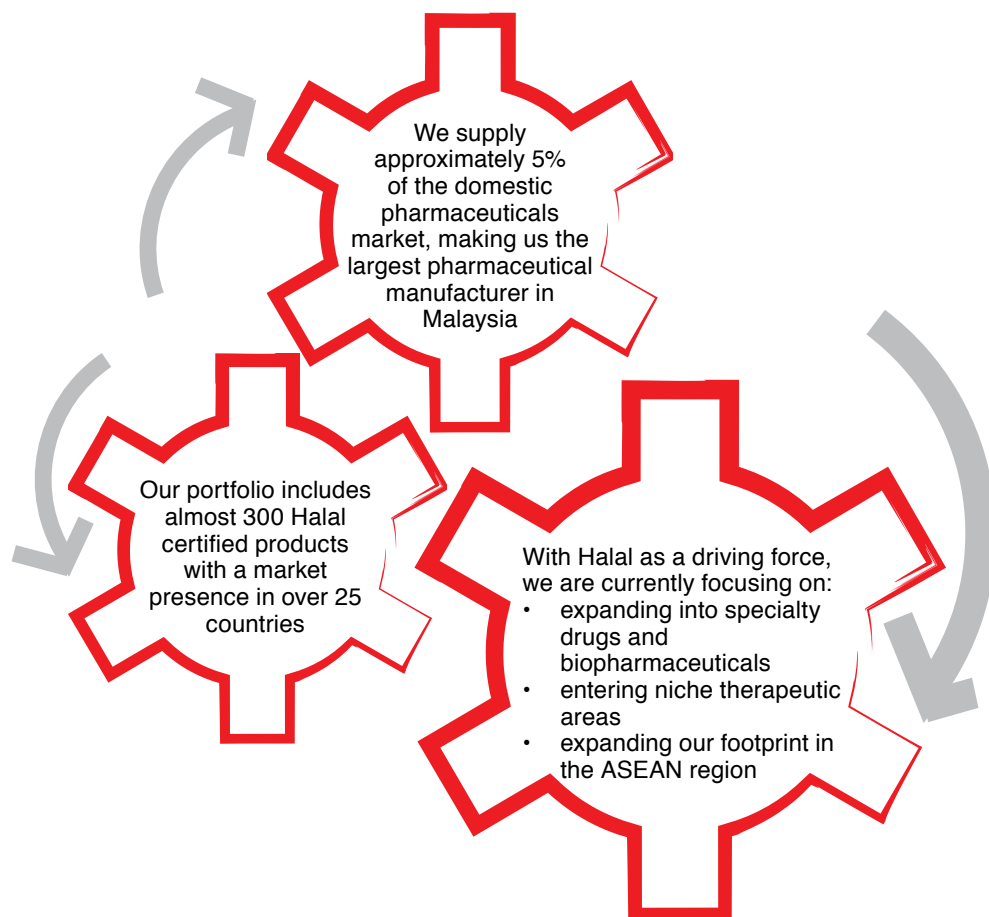
DELIVERING PROMISE

We possess the agility to identify and anticipate market shifts as we are optimised for operational efficiency to respond quickly and successfully to customer needs.

ECONOMIC

CCMD is a subsidiary of CCM which is a government-linked company. It is presently the largest manufacturer of generic pharmaceuticals in Malaysia. Operating in this growing sector helps to boost the Malaysian economy. It is also a highly transformative industry in terms of income generation, job creation and export earnings. While creating jobs, our operations also contribute to the overall well-being of communities, individual self-esteem and quality of life to achieve inclusive and sustainable development.

Our Roles in Advancing the Pharmaceuticals Industry and the Nation's Economy



Our Track Record

- 1st Small Volume Injectable (“SVI”) plant
- 1st Dental Cartridge facility
- 1st Halal Softgel for pharmaceutical products
- 1st state-of-the-art IBC Pharma System
- 1st local pharmaceutical company to set up a Pharmacovigilance system
- World’s 1st Halal pharmaceuticals certification based on MS 2424:2012 Halal Pharmaceuticals Standard - OTC in 2013 and Prescriptive Medicine in 2016
- Malaysian Ministry of Health, World Health Organisation and European PIC/S-compliant
- Kingdom of Saudi Arabia Food and Drug Authority (“KSA FDA”) registration
- Australian Therapeutic Goods Administration (“TGA”) registration
- 2013 & 2016 Frost & Sullivan Malaysia Pharmaceutical Company of the Year (Generic Drugs Category)
- 1st local pharmaceutical company to jointly develop biosimilars
- 1st local pharmaceutical company to launch a biosimilar Insulin
- Good Distribution Practice for Medical Device (“GDPMD”)
- ISO 13485 on Medical Device

ECONOMIC

Our Contribution to the Halal Sector

We help bolster industry efforts on the national Halal agenda through our active involvement in developing standards for pharmaceutical products. We played an active role in developing the Halal strategic document for the 11th Malaysia Plan. We participated in various workshops and technical working groups led by Jabatan Kemajuan Islam Malaysia (“JAKIM”) and the Halal Industry Development Corporation (“HDC”).

Together with the respective authorities and government agencies, we contributed to the development of the world’s first Halal Pharmaceutical Standard, MS2424:2012. We also helped drive the Halal pharmaceuticals sector with our role as a member of:

- the Technical Committee for Halal Pharmaceuticals chaired by the Department of Standards Malaysia, Ministry of Science, Technology and Innovation (“MOSTI”)
- the Technical committee for Halal Pharmaceuticals under the Dasar Ubat Nasional (“DUNas”) chaired by Pharmaceuticals Services Division, Ministry of Health

Our General Manager of Group Halal and Government Relations is a member of the “Halal Professional Board” which was established by the Government of Malaysia since 2015 under the august office of Jabatan Kemajuan Islam Malaysia (“JAKIM”). She was a panelist on ‘Engaging with Consumers & Halal Markets’ during the Selangor International Halal Conference on 20 and 21 October 2016.

CCMD has actively organised seminars, talks and discussions on Halal awareness since 2007. We held a Halal Pharmaceuticals workshop in Kota Bharu, Kelantan on 3 December 2016. We organised a Halal symposium entitled ‘Malaysia Global Leadership in Halal Pharmaceuticals’ on 21 December 2016 for 200 delegates from the pharmacy fraternity. Held in collaboration with Jabatan Kemajuan Islam Malaysia (“JAKIM”), Halal Industry Development Corporation (“HDC”), Standards Malaysia, Ministry of Defence (“MinDef”) and Malaysian Pharmaceutical Society (“MPS”). The symposium aimed to:

- provide an overview of the concepts and needs of Halal pharmaceuticals;
- highlight the Shariah Compliant Pharmacy Practice;
- present the current research and development conducted for Halal Pharmaceuticals;
- provide an insight on Malaysia’s Halal certification process; and
- discuss the potential of Halal pharmaceuticals becoming the new frontier for the Halal industry and Malaysia’s aspiration to be the global Halal hub.

We will continue to raise awareness of Halal pharmaceuticals to ensure Muslims have the option for Halal medicines, vitamins and health supplements whilst at the same time able to meet their Islamic obligations.

We also encourage employees to stay abreast of Halal developments by attending talks by industry experts at the World Halal Conference. Topics included Halal vaccinations and the impact of ASEAN harmonisation on improving the Halal status of the pharmaceutical industry.

We also conducted Celik Halal Train-the-Trainer (“TTT”) sessions in order to reach out to the staff so as to increase their knowledge and understanding of CCM’s Halal initiatives and its journey and achievements thus far.

CCM’s top management also participated in the annual JAKIM International Halal Certification Bodies Convention with CCM’s Halal Assurance Management System, which was officiated in March 2016.

ECONOMIC

Malaysian Organisation of Pharmaceutical Industries

Our Pharmaceuticals Division serves as an Executive Council member of the Malaysian Organisation of Pharmaceutical Industries (“MOPI”). We share our expertise and know-how to work together with MOPI in overseeing the regulations and development of the pharmaceutical industry to ensure all Malaysians have access to affordable quality medicines.

Participation in the Minggu Saham Amanah Malaysia (“MSAM”)

MSAM by Permodalan Nasional Berhad (“PNB”) was introduced on 20 April 2000 following the success of ‘*Minggu Pelaburan Bersama PNB*’ in 1999. MSAM educates members of the public on investment and encourages them to actively participate in the country’s unit trust industry.

Since its introduction, it has reached out to more than 3.2 million visitors from Malaysia. MSAM 2016, themed ‘*Pelaburan Untuk 1Malaysia*’ was held from 20 to 28 April 2016 in Tapah, Perak Darul Ridzuan.

In conjunction with the event, CCMD used its brand, *Flavettes* to sponsor the CCM Inter-school Showdown programme for the fifth consecutive year. More than 7,200 secondary school students from 24 schools in the state of Perak took part in the event that exposed them to the ‘trading race’, a game that simulates trading on the Malaysian Stock Exchange.

Engagement with Our Supply Chain Partners

With our businesses in more than 25 countries around the world, we engage a broad base of global suppliers. We believe our values should be adopted by all business partners throughout the entire supply chain. Suppliers are expected to operate in a responsible and ethical manner while minimising their environmental impact and maximising their societal benefit.

Suppliers are expected to understand and commit to the principles outlined in our Supplier Code of Conduct. We have adopted a zero-tolerance policy against forced labour, child labour and any forms of discrimination. We will not knowingly do business with companies that benefit in any way from exploiting their workers.

We are committed to operating a collaborative, sustainable supply chain where our partners support us in the delivery of efficient, innovative and sustainable products to our customers. We scrutinise all aspects when procuring products and materials to ensure they are sourced or manufactured responsibly and sustainably using accountable suppliers.

Innovation & Quality Convention

CCM Group’s 21st CCM Innovation & Quality Convention was held on 22 September 2016 as a platform for employees to share their experiences and successes in Operational Excellence (“OE”) projects implementation. CCMD sent their teams to join other teams across the CCM Group to present their OE projects in a friendly competition for the best OE improvement teams. Our employees demonstrated their knowledge and skills by applying OE tools such as the Lean Six Sigma and Plan-Do-Check-Act methodologies on how to improve efficiency and effectiveness in their work.

The projects were evaluated by a panel of judges based on the following criteria:

- Project selection and definition
- Root Cause / Improvement Opportunity Analysis
- Creative and Innovative Solutions and Implementation
- Results and Impact of the Project
- Monitoring and Sustainability
- Presentation
- Best Teamwork
- Most Customer Focused

The team “Innovative Bees” from our Research & Development arm, Innovax Sdn. Bhd. emerged as the winning team with their project on the reduction of the product development cycle time to enable CCMD to release its products to market more quickly.

ECONOMIC

Bumiputera Vendor Development Programme (“BVDP”)

To support the Government’s efforts to create a “Bumiputera Commercial and Industrial Community” (Masyarakat Perniagaan dan Perindustrian Bumiputera) under the “Majlis Ekonomi Bumiputera” (“MEB”), CCMD jointly established the Bumiputera Vendor Development Programme (“BVDP”) with CCM to develop its own pool of capable Bumiputera vendors to tap into the game-changing opportunities for Bumiputeras in Halal pharmaceuticals. Through Halal Pharmaceuticals, CCMD hopes to spur the Bumiputera Agenda by providing opportunities for and strengthening the competitiveness of Bumiputera entrepreneurs in the industry.

We strongly believe that our Bumiputera entrepreneurs have the knowledge and experience on Halal matters and they will be the key driving force behind the Halal Pharmaceuticals ecosystem, making Malaysia the global thought leader for this industry through the convergence of minds – Shariah and Science, opening opportunities for R&D in terms of products, services and also in developing key reference documents.

A workshop, themed “*Spurring the Bumiputera Agenda through BVDP*” which involved pocket-talks, knowledge-sharing sessions and business clinics was organised to serve as a valuable platform for our BVDP participants to gain beneficial insights on various areas including business facilitation and enablement. A series of pocket-talks were presented by the Technical Agencies of the Ministry of International Trade and Industry (“MITI”) with topics including technology commercialisation, enterprise innovation & intervention programme (“EIIP”) and ideal technology partners for SMEs as well as an overview of Halal logistics. The participants also had the privilege of having Dr Nor Fuad Abdul Hamid, Director, Vendor Section, Bumiputera Entrepreneur and SME Division, MITI and Dato’ Husni Salleh, Chief Executive Officer of TERAJU sharing their knowledge and experience, together with the aspiration of their respective organisations to bring Bumiputera entrepreneurs to the next level and become champions in their respective fields.

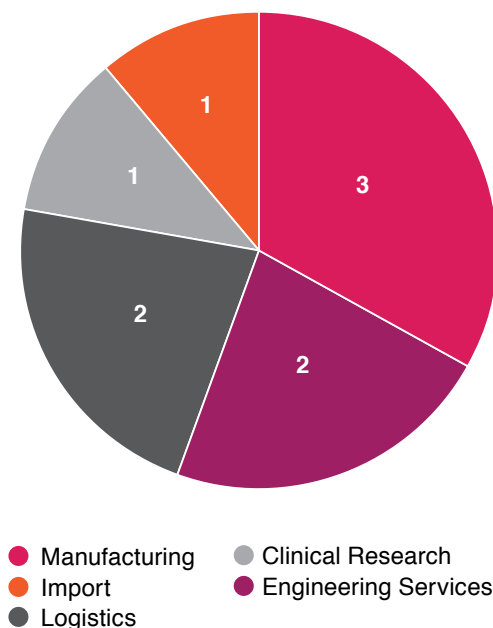
CCM BVDP is aligned with our vision of ‘Enhancing Quality of Life’ by supporting local businesses and expanding our business which ultimately contributes to the economic growth of the communities where we operate.

The programme is for three years, subject to the speed of their development. Vendors are guided in developing and supplying products and services to our exact specifications. Their business competency programme performance is also evaluated.

CCM signed an MoU with SME Bank in June 2015, to market its existing or customised financing scheme to Small and Medium Enterprises within our business ecosystem. This agreement allows our vendors to subscribe to the financial assistance available under this scheme. SME Bank provides preferential terms to our contractors, vendors and suppliers when considering their financing applications. CCM also works with CEDAR (“Centre For Entrepreneur Development And Research”), a subsidiary of SME Bank to assist our *Bumiputera* vendors in entrepreneur development and offer entrepreneurship training, conferences and seminars. CEDAR also allows our vendors to access its training infrastructure, knowledge and skills that will help in their development.

9 vendors have been appointed to date for CCMD as below:-

CCMD’s BVDP Vendors Appointed by Industry



DISCIPLINED GROWTH

We pursue sustainable growth strategies and optimise resources that leads to all round stakeholder development instead of only profits for the Company.



ENVIRONMENTAL

We have established a Safety, Health and Environment (“SHE”) committee in our operations to ensure that we operate in a safe and sustainable manner while complying with our internal and external regulations. The Environmental Performance Monitoring Committees (“EPMC”) convene regularly (monthly or quarterly as required) to review the environmental performance of each aspect such as effluents, emissions and scheduled waste of their respective operations. The composition of these committees and their activities adhere to the Malaysian Government guidelines on ‘Guided Self-Regulation’.

We have established a Safety, Health and Environment (“SHE”) committee in our operations to ensure that we operate in a safe and sustainable manner while complying with our internal and external regulations.

Energy

We understand that energy efficiency benefits business operations, the country and the world. There are numerous advantages to minimising our energy usage such as:-

- Lowering our operating costs;
- Reducing fossil fuels usage;
- Reducing our carbon footprint; and
- Enhancing quality of life of all our stakeholders.

CCMD aims to minimise its energy usage throughout all its operations. Energy-saving lightbulbs are used whenever possible and our Procurement department considers energy efficiency procedures when procuring new equipment.

CCMD uses large amounts of energy in its manufacturing processes with a majority of it in the form of purchased electricity. A summary of our energy used by fuel type is presented below:-

Breakdown of Energy from 2014 to 2016

Indicator	Unit	2014	2015	2016
Electricity Consumption (Energy)	MWh	27,598.44	31,193.51	28,292.72
Fuel Oil	Litres	-	-	-
Diesel Oil	Litres	111,800	110,080	119,600
Natural Gas	Sm ³	-	-	-

ENVIRONMENTAL

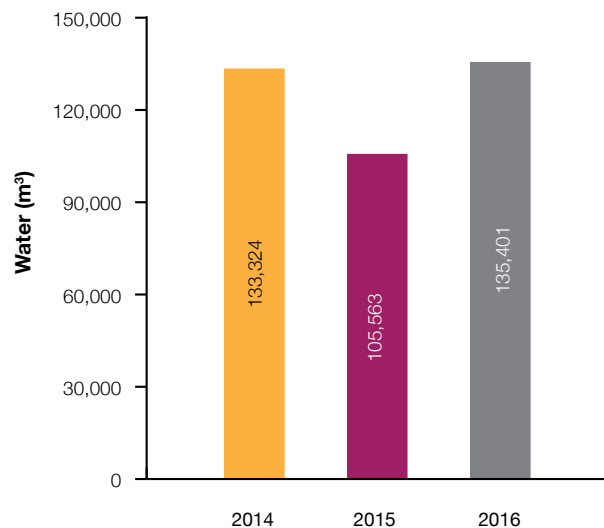
Water and Wastewater Management

Managing water efficiently at our operations involves:

- Ensuring our wastewater discharges comply with local and national standards, as well as internal company requirements;
- Understanding and reducing our operational water footprint;
- Publicly reporting our water use and goals;
- Advocating an effective water policy; and
- Encouraging and empowering our employees to be water stewards at home, at work and in their local communities.

Wastewater from our plants is managed and treated to meet regulatory standards and minimise its environmental impact. We meet all the requirements of the Department of Environment ("DOE") guide on safe water discharge based on criteria established in accordance with stringent regulatory review processes. This approach ensures our discharges do not adversely affect human health or the environment.

Total Water Consumption by Year



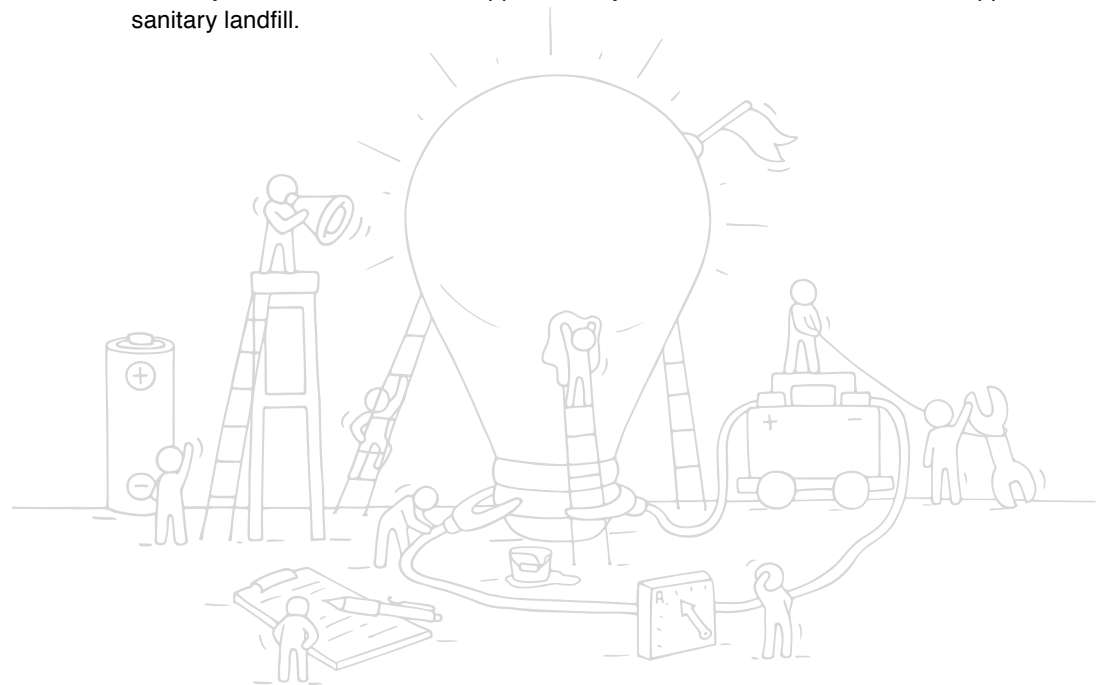
Waste Management

The proper management of materials and waste at our plants is important to our local communities and is the focus of our environmental permits and other regulatory requirements.

We avoid using hazardous materials. We re-use or recycle non-hazardous materials and prevent waste from being generated in the first place. When prevention, reuse and recycling are impractical, we apply controls and treatment technologies to minimise the impact on human health and the environment.

Solid Waste

We manage our solid waste responsibly and perform 3R ("Reuse, Reduce and Recycle") initiatives throughout the CCM Group. Recyclable materials were segregated and sent to a recycler or returned to the suppliers. Only unusable waste is destined for approved sanitary landfill.



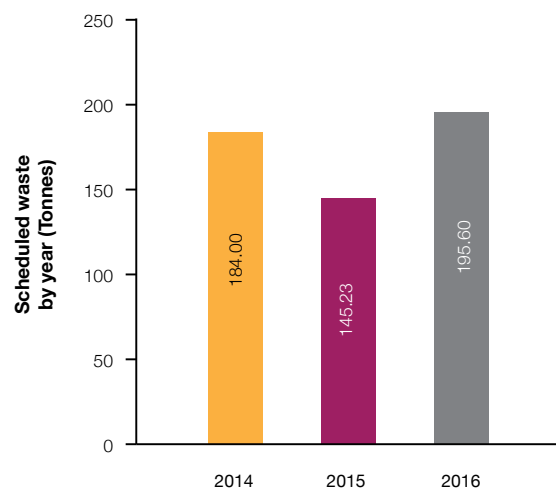
ENVIRONMENTAL

Scheduled Waste

All scheduled waste is sent for treatment by a waste contractor that has been approved by the Department of Environment.

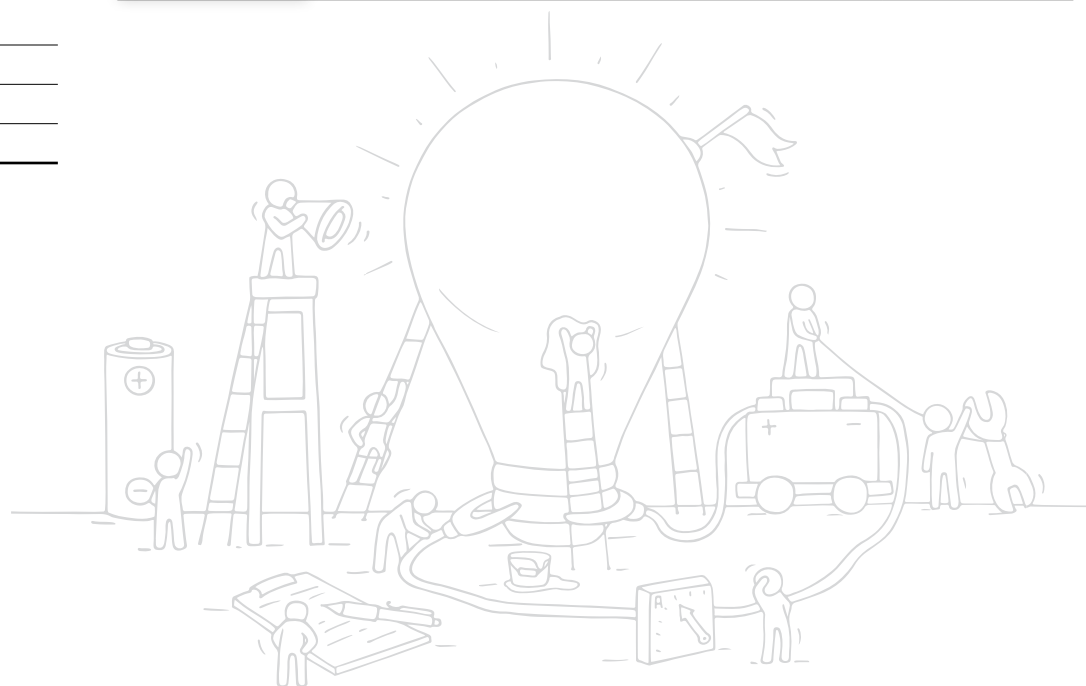
The list of scheduled waste with their codes is presented below:

SW Code	Description
SW 109	Waste containing mercury or its compound
SW 204	Sludges containing one or several metals including chromium, copper, nickel, zinc, lead, cadmium, aluminium, tin, vanadium and beryllium
SW 306	Spent hydraulic oil
SW 322	Waste of non-halogenated organic solvents
SW 323	Waste of halogenated organic solvents
SW 401	Spent alkalis containing heavy metals
SW 405	Waste arising from the preparation and production of pharmaceutical product
SW 410	Rags, plastics, papers or filters contaminated with scheduled wastes
SW 429	Chemicals that are discarded or off-specification
SW 430	Obsolete laboratory chemicals



Effluents & Emissions Performance

Parameter	Unit	2014	2015	2016
Aquatic Effluents Discharge	m ³	17,089	11,196	9,381
Average COD level	(mgs/lit) ppm	244	280	212
Atmospheric Emissions CO ₂ eq	tonnes	16,854	19,032	17,291



DEDICATED TEAM

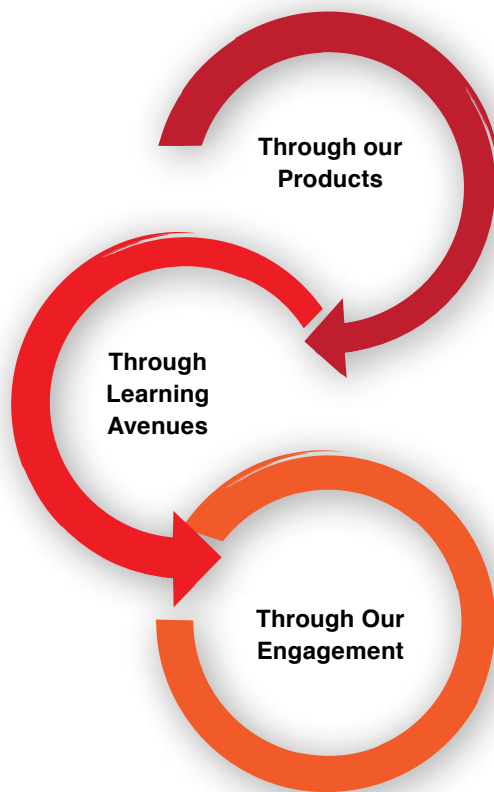
Our commitment to nurturing talent helps us attract only the best people of diverse skills and backgrounds to our business who are dedicated to pursue our shared goals and purpose.



SOCIAL: SOCIETY

What makes our community programmes unique is the value we add to society. The mechanisms for adding these values to society are presented in the illustration below.

How We Add Values to the Society



Healthcare

Building Love Starts Young with CHAMPS

An estimated 47,000 cases of autism were reported in Malaysia in 2013 with a forecast 3% annual increase. Raising an autistic child can be a constant challenge for caregivers and families as they are affected emotionally and the rising cost of therapy places a strain on families' finances. Families also face social stigmas and misconceptions that often leave their child vulnerable to rejection and bullying.

CCMD launched the 'Building Love Starts Young' campaign through one of its established brands, *CHAMPS* with the objective of ending misconceptions and raising awareness of autism to children and the public. We organised this event in collaboration with the National Autism Society of Malaysia ("NASOM").

NASOM provides continuous support for people with autism by providing treatment, education and welfare while helping them to be accepted in society. It also provides assistance and advice to the families concerned. Currently, NASOM has 20 centres across Malaysia that support hundreds of schoolchildren and students between the ages of 3 and 36 years.

CHAMPS, our popular brand in health supplements for children, believes that nurturing love from as young as three years can mould a child's perception and influence how they interact with their autistic peers. The *CHAMPS* 'Building Love Starts Young' campaign was launched at IOI City Mall, Putrajaya on 7 April 2016 by YB Datuk Hajah Azizah Datuk Seri Panglima Haji Mohd Dun, Deputy Minister, Ministry of Women, Family and Community Development and witnessed by CCM Chairman, YB Dato' Hajah Normala Abdul Samad and Tuan Haji Bistamam Sibul Abdul Rahman, Chairman of NASOM.

We pledged to contribute 50 sen to NASOM for every bottle of *CHAMPS* Vitamin C sold during the campaign which ran from April to June 2016. This campaign raised a total of RM44,217.50 which was presented to NASOM on 26 August 2016.



SOCIAL: SOCIETY



Umar Hasfizar

Eighteen-year-old Umar Hasfizar was one of the beneficiaries of NASOM's early intervention programme. Umar was diagnosed with autism when he was two years old after showing distinctive signs: he avoided eye contact and had difficulty interacting with others.

Umar was accepted into NASOM's early intervention programme at the age of three and has since shown impressive development. With help from teachers and peers, he assimilated well into the mainstream school system. He sat for his SPM examinations in 2015 with satisfactory results. A gifted musician, Umar has performed locally and abroad with his most recent soundtrack used in a local film, Redha.



Supportive Care for Parkinson's Disease

Parkinson's disease ("PD") is a debilitating progressive disease of the nervous system marked by tremor, muscular rigidity and slow, imprecise movement. It mainly affects middle-aged and elderly people and is most common for those aged 60 and above. Although there are no official statistics, between 15,000 and 20,000 patients are estimated to have this disease in Malaysia. The number of patients is expected to rise as the proportion of elderly people increases.

With no known cure, PD takes a toll on a patient's mobility day by day. It is also difficult to diagnose and treat as no two cases are exactly alike. Some develop clear symptoms such as gait problems and trembling hands from the beginning but others never do. Patients may visit many physicians trying to get answers for their condition. Some withdraw from society for fear of being stigmatised or feeling embarrassed.

"We are grateful to NASOM for providing a strong support system and essential facilities to help us raise our autistic child. We are also fortunate to have the backing of corporations such as CCM who subsidise 50 percent of our fees which would have otherwise cost RM1,000 to RM2,000 per month in private centres."

HASFIZAL MUKHTAR

Umar's father



As a leading manufacturer of pharmaceuticals, we take on the responsible role of fighting this disease, providing patient care and boosting morale. We contributed RM100,000 to the Perak Parkinson's Association ("PPA") in April 2016 for 40 representatives, including local medical professionals, to participate in the World Parkinson Congress ("WPC") that was held in Portland, Oregon, USA in September 2016.

The PPA was established in December 2012 with 220 members comprising patients, caregivers and volunteers to improve the quality of life of PD patients by:-

- creating links with global key experts;
- opening up opportunities for our medical fraternity to gain greater understanding of the disease; and
- raising awareness, accessibility of treatment and timely diagnosis.

Our sponsorship will enable the delegates to interact with global professionals at the congress and obtain first-hand information on researching, treating, diagnosing and living with Parkinson's disease.

SOCIAL: SOCIETY



Improving Diabetes Treatment

Diabetes causes a person's blood sugar level to become too high. Worryingly, 3.5 million or 17.5 percent of Malaysian citizens aged 18 years and above have this disease — the highest number in ASEAN. The numbers are growing exponentially and are forecast to exceed 4.5 million by 2020, with those aged between 17 and 35 increasing by 300 percent over the last 15 years.

Diabetes is a lifelong and costly burden growing by pandemic proportions. We envisage how this could strain and burden the nation's healthcare expenditure. We ventured into a collaboration with Biocon Ltd., a leading biopharmaceutical manufacturer, as its marketing partner with exclusive licensing and distribution rights to market, sell and distribute their range of biosimilar insulin products in Malaysia, Singapore and Brunei to improve diabetes management and provide affordable insulin therapy.

CCMD launched *Basalog*® on 13 November 2016 with the introduction of the first insulin glargine biosimilar in Malaysia. *Basalog*® is approved by the National Pharmaceutical Regulatory Agency ("NPRA") and has passed strenuous international tests and approvals in highly-regulated markets such as Japan. Treatment with *Basalog*® is more competitively priced and can ensure blood sugar levels remain constant for up to 24 hours for both Type 1 and Type 2 diabetes.

Self-Help Medical Assistance for Pilgrims

The Hajj is the largest annual pilgrimage and one of the five pillars of Islam. Every adult must perform this spiritual pilgrimage at least once in their lives if they are physically and financially able to do so.

Health plays a major role in fulfilling the physically and mentally demanding requirements of the Hajj. With approximately 3.7 million attending this mass gathering, the risk of contracting an infectious disease is high.

As the pioneer in the production of Halal certified pharmaceuticals, CCM is well positioned to aid the wellness of pilgrims with its wide range of quality products. In 2016, we continued our pledge in support of Hajj pilgrims for the 13th consecutive year under the *Program Sahabat Korporat Tabung Haji*. CCM has contributed over RM9 million and 454,000 health kits since the introduction of this programme.



"This Hajj is certainly a special one for us as this is our first time. Just like all pilgrims, we hope to fulfil this religious obligation to the best of our ability regardless of our age. We're glad to receive the medical essentials from CCM. In fact, we ourselves are frequent users of their products as they are trusted in quality and most importantly, Halal certified."

EN. NORIZAM BIN BESAR

Hajj participant performing
pilgrimage with his wife

In 2016, we equipped 25,000 pilgrims with health kits comprising Halal certified products worth RM589,000. Each health kit contained *Uphamol* 650mg which provides a safe and effective relief from headaches, pain or fever; *Dermoplex* Antiseptic Cream to prevent infection and help heal minor cuts and burns, rashes, blisters, sunburn, insect bites and stings; *Donna* Glucosamine for effective muscular and joint pain relief; and *Beacolytic Elixir* 60ml to facilitate expectoration by reducing phlegm in a wet cough.

Aligned with our vision of 'Enhancing Quality of Life', we are honoured to support the pilgrims in their Hajj and hope these health kits can reduce infections and manage their simple ailments so that they can enjoy a stress-free spiritual journey.



SOCIAL: SOCIETY

Education

CCM PINTAR PROGRAMME

Promoting Intelligence, Nurturing Talent and Advocating Responsibility ("PINTAR") is a school adoption programme inspired by Khazanah Nasional. Run by Government Linked Companies ("GLCs") and some private corporations in Malaysia, the PINTAR Foundation aims to improve socio-economic standards through educational achievement. It redefines school adoption programmes in line with the Government's call for sustainable development as highlighted in the Ninth Malaysia Plan and the 2006 Budget for public-private partnerships. The programme raises awareness of the power of academic excellence to break out from the cycle of poverty to students from low-income households.

CCMD jointly involved with CCM in the PINTAR programme since 2007 and have adopted 15 schools to date. Our involvement focuses on increasing the English proficiency of students and providing funding to support their teaching and learning aids.

The PINTAR programme not only focuses on academia but also introduces modules and curricula that make learning fun for children. The CCM PINTAR Programme entails activities such as storytelling, public speaking, games and quizzes to spark students' interest in English, boost their confidence and improve their English proficiency.

The CCM PINTAR Programme has touched more than 8,800 lives including students, teachers, parents and community members in the surrounding areas where the adopted schools are located.



The CCM PINTAR Programme has helped bring about a much-needed change in perception not only in the students but the parents as well. Previously, the community here did not see the benefit of learning a foreign language.

**PUAN SITI ROFEAH BINTI
A. JALIL**

Retired Headmistress
SK Kongkong Laut

SK Kongkong Laut

English proficiency was uncommon among students of SK Kongkong Laut, a rural school in a small Malay fishing village in Pasir Gudang, Johor. The academic performance of students in this school has improved drastically after we adopted the school under our PINTAR programme in 2012. Since then, the majority of the students have shown tremendous improvement in their English proficiency with more achieving grade A's in their examinations. The school also recorded a 100 percent pass rate in their English language examinations.



Muhammad Amir Amirul bin Azhar

Amir Amirul was a former student of SK Padang Garong who went through the CCM PINTAR programme. He has made tremendous improvement to his English and was awarded the Anugerah Juara Bestari in 2015 for his commendable achievement in his academic and co-curriculum activities. The CCM PINTAR programme also develops, nurtures and inculcates confidence in his development and he continued these traits to improve and enhance his capabilities. As an upcoming athlete in squash, he won the Championship title for under 12 at the MSSM 2015 Squash Championship and the Technifibre British Junior Open 2016.

SOCIAL: SOCIETY

CCM Jalinan Antara Universiti Dan Industri ("JATI")

CCM JATI is a collaboration between CCM and public universities. Introduced in 2011, the programme trains and grooms pharmacy undergraduates on entrepreneurship in community retail pharmacies. We have been working with five local universities: Universiti Sains Malaysia ("USM"), Universiti Teknologi Mara ("UiTM"), Universiti Malaysia Sabah ("UMS"), International Islamic University Malaysia ("IIUM") and Universiti Kebangsaan Malaysia ("UKM").

This three-year capacity building programme provides pharmacy undergraduates with a holistic industry overview, developing entrepreneurial capabilities as they venture into working life. These undergraduates are exposed to marketing, business management and hands-on retailing through interaction with CCM professionals and training sessions. The programme addresses rising unemployment levels in pharmacy graduates. More than 1,000 graduates are expected to enter the sector each year, adding to more than 12,000 pharmacists already in Malaysia.

This industry-university collaboration also promotes community pharmacies in rural locations. The programme also nurture *Bumiputera* entrepreneurs in line with the Government initiatives to address the uneven distribution of *Bumiputera* pharmacists and increase their participation in the sector.



Each year, 50 pharmacy undergraduates are selected to enrol under this programme. Since its inception, more than 200 students had successfully undergone the programme. We hope to develop 500 successful and competitive entrepreneurs in community pharmaceutical retail by 2020.

Numerous sales and promotion activities were organised including car boot sales, CME Roadshows, Pharmaceutical Industry Student Adoption ("PISA") as well as bazaars and roadshows.

From 29 to 30 October 2016, a CCM JATI Day Out programme was held at Cherengin Hills Convention and Spa Resort at Janda Baik, Pahang Darul Makmur. Participating undergraduates from UiTM, UKM, USM, IIUM and UMS attended the two-day activity that highlights the mechanism of the project, knowledge on Halal and entrepreneurship training by CEDAR.

"Entrepreneurship is an important skill for all students today and we are proud to partner with CCM to help us imbue these values in our undergraduates. The programme is also a great platform for our students to gain early exposure and establish relationships with experts in the field. Through this collaboration, we are confident of developing successful and enterprising graduates."

**PROF DATUK SRI DR ZALEHA
KAMARUDDIN**

IIUM Rector



CEO @Faculty Programme

CEO @Faculty Programme ("CFP") is an initiative implemented by the Ministry of Higher Education in line with the Malaysia Education Blueprint 2015-2025 (Higher Education). The main objective of this programme is to intensify industrial sector participation in the system of higher education by sharing the experiences and expertise of industry leaders.

CFP encourages exceptional and notable CEOs from the industry to share their experiences and knowledge in steering an organisation to success. CFP provides students with an opportunity to obtain first-hand knowledge from renowned public sector leaders as well as icons of MNCs and GLCs.

CCMD's Chief Executive Officer was appointed to the CFP initiative at Universiti Kebangsaan Malaysia. In December 2016, he delivered his first knowledge sharing session to more than 200 undergraduates. The session was positively reviewed by all undergraduates who described him as an inspiring and motivating leader.



SOCIAL: SOCIETY



Sports

CCM Develops World-class Golfers

On 19 January 2016, CCMD joined its parent company, CCM in its support for Professional Golf of Malaysia ("PGM") with a pledge for an additional RM1 million to develop world-class golfers. The funding will be allocated over three years, beginning with the 2016 PGM CCM Rahman Putra Championship. CCM first became the title sponsors of this championship in 2011 with an identical contribution spanning five years. A total of RM2 million had been contributed to date and we are proud to work with PGM in discovering local sporting talents.

Malaysian golfing standards have improved under PGM's guidance with golfers currently winning international tournaments. Local talents competed against top international players in the PGM Closed Championship and Asian Development Tour ("ADT") tournaments. The ranking of our professional players improved significantly and we hope our sponsorship will help produce a world-class Malaysian golf champion in the near future.

We are delighted to witness the growth of these players with some competing internationally at the Rio Olympic

"The continued support of organisations such as CCM has been an important factor in the success PGM has enjoyed over the past years. Through their contributions, we are able to provide our homegrown talents with the perfect platform to showcase and develop their skills locally and abroad."

**YABHG TUN AHMAD
SARJI ABDUL HAMID**

PGM Chairman

Games in 2016. With hard work, passion and continuous support, we are confident they can gain international recognition, making Malaysia proud.

The PGM CCM Rahman Putra Championship was held at Kelab Rahman Putra Malaysia in Sungai Buloh from 27 to 30 January 2016. Danny Chia, Nicholas Fung, R. Nachimuthu and other top players competed against their international professional counterparts. The tournament was co-sanctioned with the Asian Development Tour. Six winners gained world-ranking points and cash prizes amounting to RM200,000.

Other Community Programmes

Reaching Out to the Homeless

CCM collaborated with the Republic of Cheras ("ROC") for one of its corporate responsibility activities under the Healthy Living Programme ("HLP"). In the late evening of 24 September 2016, 36 of our employees led by CCMD's Chief Executive Officer, distributed packed foods and toiletries to the homeless along Jalan Hang Lekiu and Jalan Tunku Abdul Rahman in Kuala Lumpur. We are proud that our employees came together to do good deeds for those less fortunate.



Launching of Cancer Care Franchise

CCMD launched the Cancer Care Franchise on 25 August 2016. Also known as ACE, an acronym for Accessibility, Commitment and Excellence, it aims to work towards our commitment to:-

- raise awareness for the early detection of cancer; and
- increase accessibility to cheaper, yet high quality and effective generic cancer care medications to ease the socio-economic burden of cancer patients.

The Cancer Care Franchise also carried out the following key activities:-

- Donated RM10,000 towards a cookbook for cancer patients and caregivers by the National Cancer Society Malaysia that was launched on 27 August 2016;
- Manned an exhibition booth and sponsored delegates to attend the Malaysia Oncological Society Annual Scientific Meeting in November 2016;
- Published an educational article on the differences between generic/biosimilar and innovator medication in Health Today Magazine in November 2016;
- Collaborated with the National Cancer Council Malaysia ("MAKNA") for the Lavender Ribbon campaign to produce educational booklets for patients and caregivers under a three-year project.

SOCIAL: SOCIETY

YAYASAN CCM

Yayasan CCM under the CCM Group ceased its offer of scholarships to the public in 2013. It now focuses on scholarships for CCM employee's children who qualify for entry to local public universities for their tertiary education. One CCMD's employee's children out of a total of 4 were awarded the scholarships to pursue their education.

Majlis Berbuka Puasa with the Less Fortunate

We organised a series of *Majlis Berbuka Puasa* at our sites in Klang and Bangi during the fasting month. Orphans and students from the CCM PINTAR Programme joined the event as part of our community engagement initiatives.



Visit to CRIBS Foundation in the Philippines

On 24 November 2016, our employees from our Philippines office took part in their first CR project at the CRIBS Foundation (Creative Responsive Infants by Sharing), a non-profit organisation for young abandoned children and also victims of sexual abuse.

The foundation provides a nurturing and therapeutic environment that promotes healing and recovery, allowing each child to join the mainstream community with dignity when they grow up. With the theme, 'Every Child is a Champ', our employees entertained the children with games and helped feed the toddlers. Though the visit was a short one, our employees were inspired as they knew they had touched their lives and made the children happy.



Upholding Integrity

Integrity is one of CCMD's Core Values and we take pride in conducting business honestly and ethically. We introduced a Whistleblowing Policy as part of best practices in good corporate governance. This policy encourages the reporting of any major concerns over any wrongdoing such as unlawful conduct, financial malpractice or dangers to the public or environment.

The Whistle-blowing Policy clearly states that the whistle-blower should be able to raise any concerns without fear of victimisation, recrimination or discrimination. The CCMD integrity hotline provides a formal channel for these concerns to be reported so they can be properly addressed. The hotline can be accessed at www.ccmbherhad.com/ccm-integrity-hotline.

CCMD also complies with the anti-corruption laws of all countries in which it operates. The Group is also guided by its own Code of Conduct which contains a comprehensive policy on corruption and gifts.

As a rule, gifts should not be accepted if they compromise the individual's judgment. Gifts may also be in the form of lavish or frequent entertainment. Should there be any instances where rejecting a gift could be deemed as impolite and detrimental to the relationship, the employee is required to inform his immediate superiors and declare the gifts by filing the appropriate form.

On 30 November 2016, CCMD joined the CCM Group fourth Integrity Day that further demonstrates our commitment to upholding high integrity, governance and transparency in our business operations. Employees were given an opportunity to participate in an interactive forum session while some of their invited employees' children visited our plant in Bangi with children from KL Krash Pad. CCM Group Managing Director also shared his views on integrity during his interview that was broadcast on MACC FM radio.

SOCIAL: LABOUR PRACTICES

We create an environment where all employees are treated with respect and dignity regardless of wherever we operate.

Responsibility drives our business strategy and we believe in setting an example when it comes to employee relations. Equal and fair employment practices are the standards and we encourage our employees to adopt healthy habits and improve their wellbeing. We invest in their professional advancement and prioritise their safety and welfare.

Our multi-generational workforce finds common ground via the CCM Group Core Values, PETIRR: Passion, Excellence, Teamwork, Integrity, Responsible and Respect. We create an environment where all employees are treated with respect and dignity regardless of wherever we operate.

Employee Engagement

Keeping our employees engaged with the company and encouraging them to stay connected with their colleagues and communities are essential components of CCMD's people strategy.

We know there is a strong business benefit when employees are engaged in their work and encouraged to be creative and innovative. A more engaged workforce helps us to attract and retain the talent we need to be an industry leader.

Timely and transparent communication with our workforce is important and we do so through a variety of interactive forums, from our company intranet to executive chats and departmental meetings. In recent years, our social media applications such as the Berita Kimia page on Facebook have been the most effective way of reaching out to employees. We are diversifying the methods we use to reach employees, recognising that we must utilise different platforms to connect with different employees who are geographically scattered.

Our annual employee engagement survey is a key element in gauging how employees feel connected and motivated. It is also a method to ensure we deliver our promises so that all employees can perform to the best of their abilities. The survey encompasses a wide range of topics. The participation rate for our latest survey was 98 percent, which demonstrates our employees' willingness to share their opinions with us. Our performance compares favourably against the high-performance norm.

Regular Engagement Sessions Held in 2016

Type of Engagement	Activities in 2016
Festive Celebrations	CCMD celebrated major festivals including <i>Hari Raya</i> , Chinese New Year and Deepavali. The respective sites held their activities with potluck and "Open Houses" of the department.
CCMD Team Building	Annual teambuilding encourages employees to communicate openly and effectively with the management and each other. The activity boosts employees' motivation and builds their trust. In 2016, 155 CCMD employees participated in a teambuilding exercise, themed "Together We Shine" from 8 to 10 April 2016 in Melaka.
CCMD Makan Kecil	CCMD held its <i>Makan Kecil</i> , or mini dinners, for employees at the respective sites. <i>Makan Kecil</i> sessions help motivate employees and show appreciation for their contribution and unfailing support for the company.
HR Knowledge Sharing	A biannual HR knowledge-sharing day is held to brief employees on the Company's performance and future plans. The session is conducted in a casual setting to encourage employees to discuss their work-related concerns. Their feedback was recorded for our continuous improvement to ensure that we remain an employer of choice.
Annual Dinner	CCMD employees participated in the CCM Group Kelab Sukan CCM Annual Dinner to encourage interaction and engagement among fellow colleagues across the CCM Group on 3 December with the theme <i>Japan Night!</i> at the Setia City Convention Centre.
Quarterly Townhalls	CCMD conducted quarterly Townhall sessions at all its sites. The sessions, which act as a communication platform between the Management and employees, were well attended. Employees were given the opportunity to pose any questions related to the company or their work, generally.

SOCIAL: LABOUR PRACTICES

Kelab Sukan CCM

The CCM Group's Kelab Sukan CCM ("KSCCM") consists of a President, a Deputy President, a Secretary, an Assistant Secretary, a Treasurer and 24 employees from various businesses as its Committee Members.

KSCCM acts as an informal platform for employees to come together and interact on matters outside of normal business. The office bearers were elected in April and will serve for a year until they relinquish their positions at the next election.



Activities in 2016

Activities	Date
Bubur Lambuk	24 Jun
Fishing Competition	30 Jul
High-tea and Education Excellence Awards and the launch of Japanese theme	3 Sep
Sports Carnival	8 Oct - 12 Nov
Diwali Fun with Murukku	25 Oct
Sports Carnival Closing and Fun Run	12 Nov
Annual Dinner	3 Dec



Local Hiring

Our presence benefits communities in many ways and we consider local development as being instrumental in a sustainable and competitive company. We ensure our operations provide local people with clear benefits, particularly for the long-term, wherever they are based.

CCMD hires local employees for job openings whenever possible. Our human resources implements local hiring strategies that build community relations. Currently, 95.5 percent of our workforce is Malaysian.



SOCIAL: LABOUR PRACTICES

Rewarding Our Employees

Recognising that hard work and innovation keeps us ahead of the competition, we reward our employees for their contributions to CCMD's success. We implemented the minimum wage prior to it becoming mandatory on 1 January 2016. All of our employees receive fair compensation, benefits and saving plans tailored to the local marketplace as part of our attractive compensation package.

Examples of Benefits Offered to Employees

Employer contributions to the Employee Provident Fund that are higher than the market

Meal subsidies at canteens at our sites

Car and housing loan interest subsidy

Staff purchases and highly attractive medical and hospitalisation benefits

Group term life insurance

Long Service Awards

The annual Long Service Awards provide us with an opportunity to recognise individuals with many dedicated years of service. The awards recognise and acknowledge employees who have worked for 10, 15, 20, 25, 30, 35 and 40 years.

The CCM Group is proud of its highly competent and satisfied workforce, which is affirmed by an increasing number of recipients receiving the Long Service Awards each year. CCMD has 3 employees receiving the impressive 40 years of service award as our token of recognition and appreciation for their dedication and loyalty to the company.

In 2016, a total of 126 CCMD employees received the award which was held on 18 November 2016 at the DoubleTree by Hilton, Kuala Lumpur.

Skim Latihan 1Malaysia Programme

CCM is committed to play its role in national human capital development through collaboration with its parent company, Permodalan Nasional Berhad under the Skim Latihan 1Malaysia ("SL1M") programme. The SL1M initiative aims to enhance the employability of graduates and provide on-the-job training within the CCM Group. In 2016, CCMD took in 7 trainees under this scheme with 3 of them being absorbed into the CCMD workforce in 2017.

Training and Development

In the current challenging business economy, CCMD recognises the need to proactively develop its resources and competence base to meet the requirements of a rapidly-changing business environment.

We are acutely aware that people learn in a variety of ways; the development opportunities and methods offered within the company vary, accordingly too. Most learning happens while on the job, especially when performing new challenging tasks. Employees also learn from more experienced colleagues through mentoring or by being coached in realising their own potential. At times, formal training is provided for employees to develop themselves further.

Operational Excellence

CCMD has always believed in Total Quality Management via an Operational Excellence culture with Quality People and Quality Processes delivering Quality Products and Quality Services to its customers. The programme relies on the CCM Group's Lean Six Sigma programme that started in May 2012, expanding further in 2015 to include Quality Control ("QC") and other Operational Excellence ("OE") tools.

In 2016, we continued with our capacity building in this area with training on Lean Six Sigma and QC Tools and the Plan-Do-Check-Act ("PDCA") improvement methodologies. Five OE-QC Tools classes were conducted in CCM Group with an additional 19 of our employees trained. Two Lean Six Sigma Green Belt classes were also conducted by the CCM Group, and a total of 14 employees from CCMD were trained and passed the Lean Six Sigma Green Belt examinations. Four of CCMD's employees were certified as CCM Lean Six Sigma Green Belts and one employee was certified as a CCM Lean Six Sigma Black Belt.



SOCIAL: LABOUR PRACTICES

As of 31 December 2016, a total of 107 OE projects Group-wide of which 46 projects were from CCMD had been registered (both on-going and completed) in all areas of operations. These projects comprise areas such as plant operations and maintenance; supply chain management including logistics and warehousing; sales and marketing; as well as support services such as finance, human resource and information technology. In 2016, the CCM Group's Lean Six Sigma programme contributed savings of RM19.6 million with RM9.75 million being in CCMD. All in all, the programme has generated annualised savings amounting to RM85 million with RM36.09 million in CCMD since June 2012.

CCMD strives to nurture an OE culture and a mind-set of continuous improvement in all its employees to strengthen internal processes and efficiencies that will ultimately enable us to sustain our market leadership position and business growth.



my Career Acceleration Programme

The my Career Acceleration Programme ("myCAP") was launched by CCM in 2013. This programme is conducted with the Department of Skills Development ("DSD"), an agency under the Ministry of Human Resources.

myCAP is an upward mobility programme, aligned with the Performance Management and Delivery Unit ("PEMANDU") Workforce Transformation Roadmap to transform the Malaysian workforce. This structured development programme is exclusively for the Group's non-executive employees. It is designed to strengthen their skills, competencies and capabilities in order to promote greater career growth and mobility. This avenue allows us to deliver our commitment by recognising the contribution of employees, nurturing their strengths while providing opportunities to excel.

myCAP provides the necessary resources, skills and knowledge for employees to develop their leadership attributes. It also promotes network opportunities to ensure employees can fulfil their career aspirations.

myCAP comprises behavioural development, internal certification and the myCAP education sponsorship programme. In 2016, training programmes conducted for participants included Take Charge!, CCM Core Values and Excellent Communication Skills with neuro-linguistic programming.

A total of 21 CCMD employees joined the myCAP programme and all were certified with the Sijil Kemahiran Malaysia ("SKM") in 2016.

SOCIAL: LABOUR PRACTICES

my Millennial Apprentice Programme

CCM's my Millennial Apprentice Programme ("myMAP") which was previously known as the Graduate Trainee Program ("GTP") was introduced in 2014 to transform the company into a talent-powered organisation that enhances the quality of lives in Malaysia.

This customised talent development programme targets the new generation of graduates in the market. It aims to attract graduates from different disciplines – from health and life sciences to engineering. We offer the successful candidates an 18-month programme to assess their capabilities and talents before they are accepted with permanent placements. We attract candidates during our recruitment drive locally and overseas in countries such as the UK and Australia.

Candidates selected for myMAP receive a blend of classroom training, real-life work assignments and special projects as part of the accelerated career programme. Candidates are required to present their experiences and projects assigned to them to the senior management who then give feedback on their performances.

Graduates recruited in the myMAP programme are exposed to different departments on a job rotation basis. Our diverse array of business areas makes this learning objective even more effective.

myMAP nurtures career growth and self-development throughout the programme. The Company benefits from new hires who provide fresh business perspectives while retaining its core values.

CCMD has to date, recruited 12 of the participants into its workforce since 2015.

Collective Bargaining

Company sites are free to establish an employee representation structure or framework with management providing support for employees choosing to establish these structures.

We allow employees' views to be heard at the workplace on issues that affect them. We fully support employees' rights to bargain collectively and allow them to join a union of their choice.

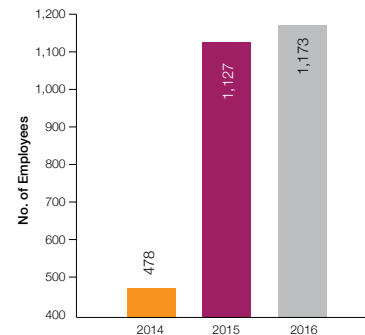
We work closely with the National Union of Petroleum and Chemical Industry Workers Peninsular Malaysia. Through this union, employees exercise their rights to be informed and included in the decision-making process. Employees are happier when they can protect their rights and interests. This approach provides a greater sense of work ownership and we openly encourage transparency and openness in the workplace.

Diversity

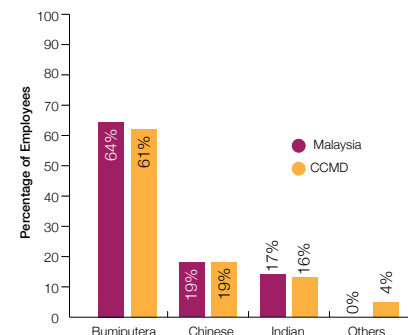
CCMD understands that recruiting from a diverse pool of candidates means a more qualified workforce. Diversity brings together people with various skills, creativity and knowledge for effective productivity. A diverse group has increased adaptability, a variety of viewpoints on an issue and innovation.

All races and age groups are well represented with men slightly outnumbering women. Our diversity indicators are presented in the charts below.

Total Number of Employees

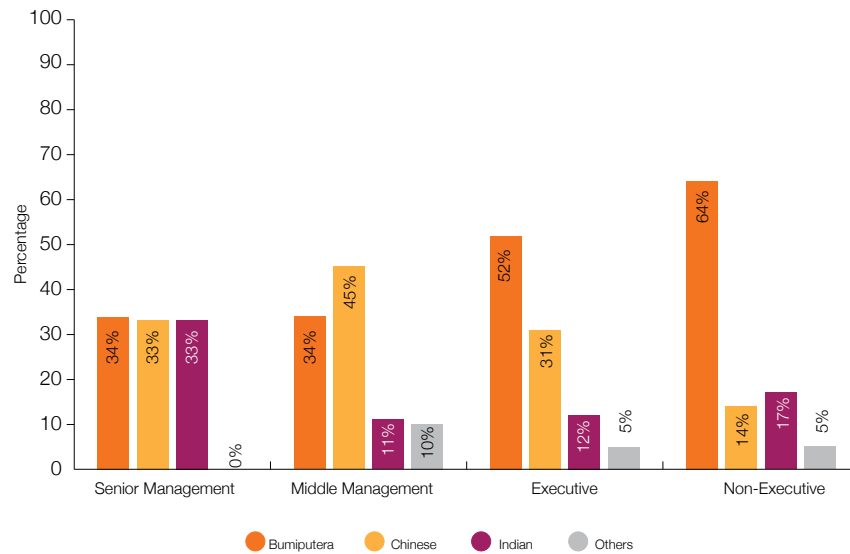


Ethnicity

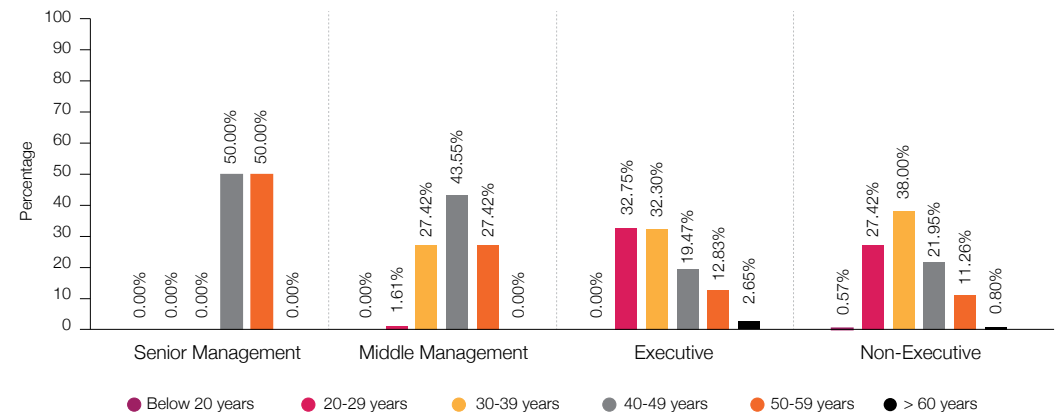


SOCIAL: LABOUR PRACTICES

Breakdown by Ethnicity



Breakdown by Age



Breakdown by Gender



Occupational Safety and Health

Occupational Health and Safety (“OHS”) is one of our highest priorities and we remain focused on our long-term objective of “zero accidents.” We work continuously to improve occupational safety levels through awareness-raising training events; investments to improve technical safety; and by monitoring the strict compliance with our Safety, Health and Environment (“SHE”) Standards. We also improve OHS with our contractors by monitoring their OSH performance with monthly updates.

SOCIAL: LABOUR PRACTICES

SHE Committee

We have established safety and health committees in all our sites as required by DOSH regulations. The committee consists of a Chairman, Secretary and both employer and employee representatives.



The committee is responsible for monitoring the company's safety performance and compliance. It meets quarterly to discuss safety matters and formulate safety initiatives.

Safety and Health Programmes

We are committed to providing all employees and site visitors with a clean, safe and healthy work environment. To achieve this goal, we must recognise a shared responsibility; follow all safety rules and practices; cooperate with government officials who enforce safety legislation; take the necessary steps to protect ourselves and fellow employees; attend required safety training and immediately report all accidents, injuries and unsafe practices or conditions.

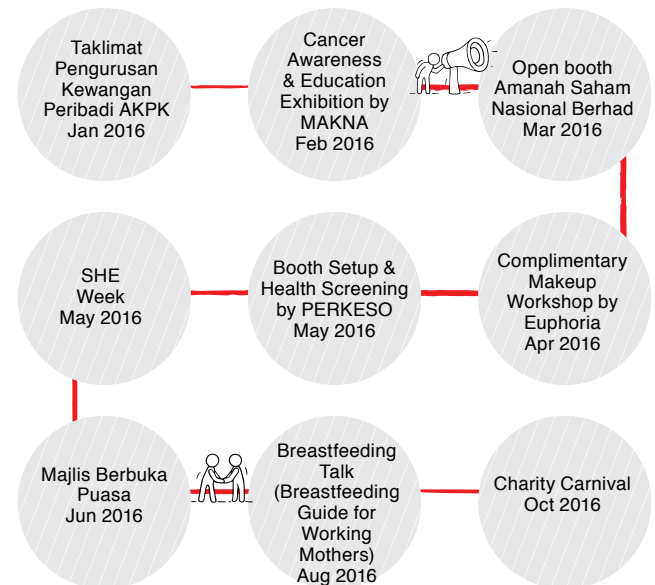
In 2016, the following initiatives were held:

- Training on reporting of unsafe conditions and acts
- Awareness session on fire hydrants with BOMBA
- SHE Week
- SHE Charade
- SHE training such as Hazard Identification, Risk Assessment and Risk Control ("HIRARC"), first aid, emergency response team ("ERT") and Personal Protective Equipment ("PPE")

Healthy Living Programme ("HLP")

HLP is an in-house programme that conducts various Safety, Health and Environment activities and adopts our Core Values as an engagement initiative. It collaborates with NGOs such as Majlis Kanser Nasional ("MAKNA") as well as Pertubuhan Keselamatan Sosial ("PERKESO") and other regulatory agencies. HLP hosts activities that benefit our workforce such as awareness talks, exhibitions, annual health screenings, medical examinations and community activities.

HLP Activities in 2016



SOCIAL: LABOUR PRACTICES

CCM Group SHE Week

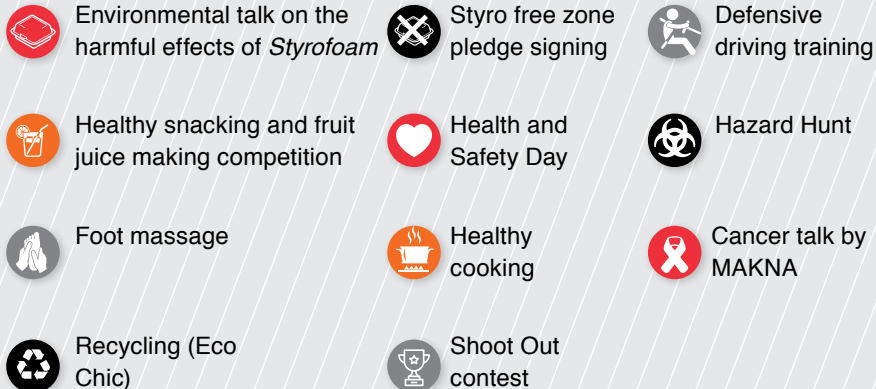
CCMD participated in the CCM Group SHE Week that was held from 16 to 20 May 2016. All CCM employees were encouraged to participate in the activities that aimed to increase their awareness of the importance of a healthy and sustainable working life.

The event was launched on 16 May 2016 at the premises of CCM Chemicals business in Shah Alam. We invited En. Ahmad Kahar Abu Bakar, Timbalan Pengarah DOSH Selangor who officiated the event on behalf of En. Abdul Kahar Husain, the Pengarah DOSH. The event was also graced by the CCM Chairman, YB Dato' Hajah Normala Abdul Samad.

Informative booths were also set up by Jabatan Bomba, DOSH, Tun Hussein Onn National Eye Hospital ("THONEH") with their displays on matters relating to SHE. Various activities were also held such as a blood donation, bone density checks and blood checks.

The entire week was filled with SHE related activities throughout the entire Group with talks, activities, programmes and contests to ensure good participation and engagement from all employees.

Key Activities Held During SHE Week



Prevention and Eradication of Drug, Alcohol and Substance Abuse ("PEDAS")

We prohibit individuals from abusing illegal drugs, alcohol and substances in the workplace. Appropriate action will be taken against anyone who presents himself at work under the influence of illegal substances or possesses, distributes or sells illegal drugs in the workplace.

Our PEDAS policy offers a helping hand to those who need it while sending a clear message that illegal drug use, alcohol and substance abuse are totally unacceptable.

Supervisors overseeing an employee who has an alcohol, drug or other substance abuse problem are encouraged to:

- Offer personal advice;
- Counsel the employee;
- Encourage him/her to seek professional help; and
- Advise him or her of the available resources for getting help.

The implementation of this policy is a prime consideration in the management of occupational safety and health related activities in the Group.

Safety and Health Performance

	2014	2015	2016
Number of incidents	31	24	30
Number of LTIs ("Lost Time Injury")	1	2	0
Non Recordable Incidents	28	21	29
Recordable Incidents	3	3	1
TRCF ("Total Recordable Case Frequency")	0.85	1.08	0.3

SOCIAL: PRODUCT RESPONSIBILITY

We prioritise product responsibility when dealing with the many aspects of corporate responsibility. As a manufacturer of pharmaceutical products, we emphasise our responsibility for the safety of our products.

Quality Assurance and Product Safety are at the core of everything we do. Our Quality Policy governs all actions and procedures to guarantee the quality and safety of our products. The policy outlines our commitment to building trust by offering products and services that match customers' expectations and comply with all internal and external safety, regulatory and quality requirements.

We strive to provide our customers with products and services that are hallmarked by integrity, quality and care. Our operations are certified with ISO standards, which reflect our true commitment to delivering safe products. These quality and safety standards are summarised below:-

Quality and Safety

Responsibility and caring are integral parts of everything we do with product safety being considered in all our activities. Our responsibility for the safety, quality and uncompromised compliance with requirements extends through all the phases and functions included in research and development, procurement, manufacturing, marketing and communications.

The legal and regulatory requirements by healthcare authorities, the primary purpose of which is to ensure patient safety, guide our activities in everything we do. We also adhere to the commonly agreed codes applied by our industry internationally. We have an ethical duty to test our drugs and medicines rigorously before releasing them into the market.

Company	Certification	Date of Certification/ Recertification	Expiry Date
Innovax Sdn. Bhd.	MS ISO/IEC 17025 General requirements for the competence of testing and calibration laboratories	18 Jan 2010	18 Jan 2019
Duopharma (M) Sdn. Bhd.	ISO 9001 : 2008 Quality Management Systems	2 May 2014	1 May 2017
Duopharma (M) Sdn. Bhd.	ISO 13485 : 2003 Quality Management System for Manufacture of Medical Devices	1 Jul 2014	30 Jun 2017
UPHA Pharmaceuticals Manufacturing (M) Sdn. Bhd.	ISO 9001 : 2008 Quality Management Systems	22 Apr 2015	21 Apr 2018
UPHA Pharmaceuticals Manufacturing (M) Sdn. Bhd.	Good Distribution Practice for Medical Device ("GDPMD") 15 04 91615 001	29 Apr 2015	28 Apr 2018

SOCIAL: PRODUCT RESPONSIBILITY

Our Commitment to Continuous Innovation

We work with universities as well as third party research and formulation organisations to develop new generics, improve our portfolio and explore niche therapeutic areas.

Our continuous commitment to Enhancing Quality of Life spurred us to devise a pharmacovigilance system to monitor our products, the first in a local pharmaceutical company in Malaysia.

We aim to be a market leader in the biotherapeutic sector. We continue to focus on high-end speciality drugs and biologics, specifically erythropoietin ("EPO") and insulin through strategic partnerships with two pharmaceutical companies: PanGen Biotech Inc in South Korea and Biocon Ltd in India.

CCMD is also a local and regional pioneer in the development of biosimilars to meet the changing global demand for alternative and competitive pharmaceutical products for the treatment of diabetes, renal care and oncology products.

Pharmacovigilance

Pharmacovigilance ("PV") is the practice of monitoring the effects of medical drugs so as to identify and evaluate previously unreported adverse reactions. It is the pharmacological science relating to the collection, detection, assessment, monitoring, and prevention of adverse effects with pharmaceutical products. Also known as drug safety, it plays a vitally important role in assessing the risk and benefits of pharmaceutical products to ensure that they are safe for use in patients.

A PV System consists of the following:-

- i. Collection and management of data on product safety, including individual adverse drug reaction ("ADR") which come to the knowledge of the company or organisation;
- ii. Submission of product safety information e.g. ADR reports, Periodic Safety Update Reports ("PSUR")/ Periodic Benefit-Risk Evaluation Reports ("PBRER"), post registration study reports and risk management plans ("RMP") to the national drug authority in a timely manner;
- iii. Data evaluation and decision making with regards to safety issues;
- iv. Action to protect public health (including regulatory action to make changes to the product dossier/ information leaflets/labels); and
- v. Communication with stakeholders and the public.

We established the PV system in August 2014 under the care of the Regulatory Affairs/Pharmacovigilance Department at our Bangi facility for this monitoring to ensure our products are safe for our stakeholders.

Responsible Marketing and Advertising

CCMD's marketing code of conduct follows the Malaysian Organisation of Pharmaceutical Industries ("MOPI") Code of Pharmaceutical Marketing Practices, which was first adopted in 2014.

As a matter of policy, all promotional information must be clear, legible, accurate, balanced, fair and complete. Recipients must be able to read the information and draw their own conclusions about the product. The Code also stipulates a minimum font size for all printed promotional materials so that they can be read easily by people of all ages.

We promote our products to healthcare professionals with substantiated information about the product's usage, safety and effectiveness. Promotional materials encourage the correct use of products and do not exaggerate on their properties. All benefits and risks are disclosed when promoting prescriptive medicines.

Any statements highlighting side effects are based on specific data approved by the National Pharmaceutical Regulatory Agency ("NPRA"). All marketing and promotional materials with the indication of brand name are submitted to the Medicine Advertisements Board ("MAB") for prior approval. Approvals for the distribution of marketing materials will expire after two years and will not be renewed. We only release advertisements featuring products that have been registered with NPRA.

SOCIAL: PRODUCT RESPONSIBILITY

Halal – Integrity and Partnership that You Can Trust

Halal certification manifests our products' high safety, efficacy, quality and hygiene. Complementing our vision and mission, we aspire to perform the *fardh kifayah* collective obligation by making Halal products available to everyone worldwide.

Halal Policy

As a responsible corporate citizen, CCM Group of Companies is committed to contribute to society by providing high quality products whilst creating value for our stakeholders.

We recognise that in addition to providing assurance to Muslims, Halal certification also benefits everyone, as the products would have strictly adhered to stringent Islamic requirements which have high standards of safety, efficacy, quality and hygiene conditions.

- We are committed to manufacture, import and distribute consumable products which are in compliance with the requirements of the authorised Islamic certification bodies and other related regulatory bodies.
- We will ensure that the non-consumable products which we manufacture, import and distribute meet the same high standards of safety, efficacy, quality and hygiene conditions.
- We will ensure that our production and supply chain processes adhere to the safety, efficacy, quality and hygiene standards set by authorised Islamic certification bodies and other related regulatory bodies.

- We will actively and continuously assess and manage our operations to be consistently in compliance with relevant applicable standards as set by authorised Islamic certification bodies and other related regulatory bodies.
- We will strive to optimise our Halal positioning as an edge in creating value for all our stakeholders.

Being Halal Compliant

Our Halal Policy serves as the guiding principle. Every effort is made to infuse Halal as part of our daily operations at every level of our employees with a strong notion of ***“Halal Built-in, Not Tested For”***. Our continuous commitment to the Halal aspect in the industries we operate in and our aim to play an integral part in promoting and creating Halal awareness as part of its **Fardh Kifayah** (collective obligation/duty) for the benefit of the ummah.

The underlying principle of ***“Halal Built In, Not Tested For”*** in CCM's business conducts and practices are encompassed in its aspiration to ensure the ***Halalan Toyyiban*** aspect of its products which are ***not only permissible but also Wholesome, Safe for Use, Effective, of High Quality and Hygienic to Enhance the Quality of Life*** within a ***Manageable Cost of Living*** for everyone. Our Halal certified pharmaceutical products are made available to consumers so as to empower them to make more informed choices on their uses from an Islamic perspective.

We have established a ***Halal Assurance Management System*** that further affirmed CCM's commitment and assurance to ensure that all our products do not only benefit Muslims by virtue of its confirmation of permissibility, but would also benefit everyone as it also attests that our products are ***WHOLESOME, SAFE FOR USE, EFFECTIVE, of HIGH QUALITY and HYGIENIC.***

CCM plays an important role in developing Halal standards for several of its manufactured products. We work closely with the following key Halal industry organisations to ensure that our products meet the *Thoyyiba*, or wholesomely good, aspects of “Safe for Use & Effective, of High Quality & Hygienic”:

- Department of Islamic Development Malaysia (“JAKIM”)
- Halal Industry Development Corporation (“HDC”)
- Department of Standards Malaysia
- SIRIM

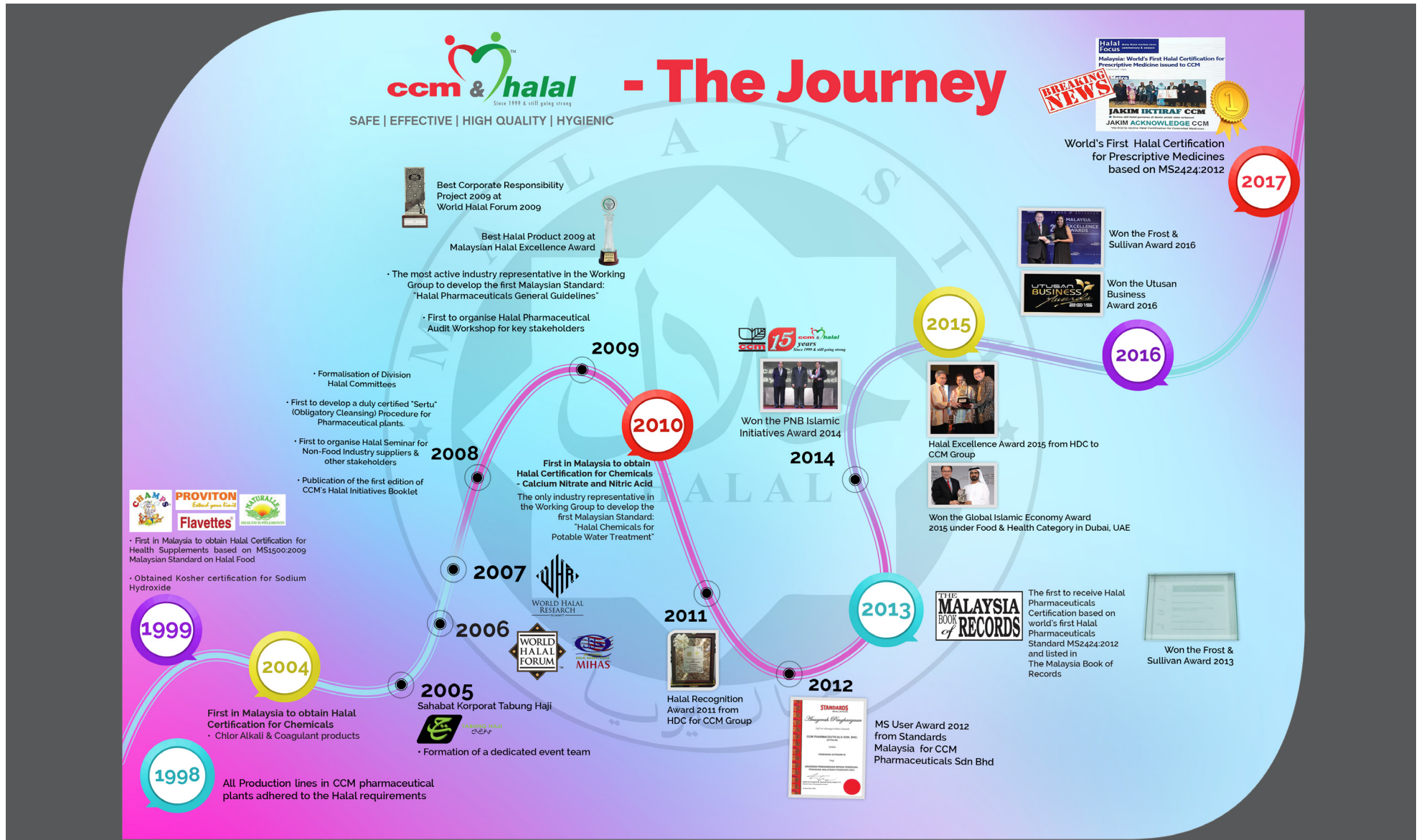
These standards help alleviate challenges from the expanding Halal industry and differing regulatory requirements in various countries.

Championing Halal in Malaysia

- The largest Halal certified pharmaceutical manufacturer in Malaysia following good manufacturing practices.
- Wide range of almost 300 Halal certified products including over-the-counter and prescriptive medicines.
- 1st pharmaceutical company to obtain the renowned ‘Halal Malaysia’ certification in 1999 for its range of health supplements under the brands *CHAMPS*, *Flavettes*, *Proviton* and *Naturalle*.
- World's 1st Halal Pharmaceuticals Certification based on MS2424: 2012 Halal Pharmaceuticals Standard - OTC in 2013 and Prescriptive Medicine in 2016.

SOCIAL: PRODUCT RESPONSIBILITY

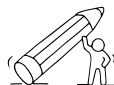
Our Halal Journey





CCM DUOPHARMA
BIOTECH BERHAD
(524271-W)

WE WELCOME YOUR FEEDBACK



CCMD's 2016 Sustainability Report is available to all stakeholders in digital format and can be downloaded from our corporate website. We welcome your feedback on this report and our sustainability efforts. Please feel free to contact us at:-

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NEGARAKU