



CREATING OPPORTUNITIES, GROWING VALUE

Sustainability Report 2020



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Creating Opportunities, Growing Value

The cover for our Sustainability Report reflects the focus that we place on our key roles and purpose in the Malaysian capital market. The deliberately minimalistic approach allows our mission statement to stand out apart from any distractions, while the figurative bull and bear reflect the symbols long associated with the stock market. Overall, the cover reflects our continuing value creation efforts regardless of the market conditions.



The Integrated Annual Report is available online at: <https://bursa.listedcompany.com/ar.html>

Navigation



Refer to our Sustainability Policy



Connect to more information within this report or our Integrated Annual Report (IAR)



Connect to more information online

ABOUT THIS REPORT

This Sustainability Report 2020 marks our tenth standalone report dedicated to sustainability matters since 2011 to communicate the efforts and progress made in our sustainability journey.

While this is the tenth standalone report, Bursa Malaysia has been reporting on sustainability issues within our annual report since 2006. This report is designed to provide concise, relevant and useful information to our various stakeholders on the steps we take to continuously integrate sustainability into our business.

Bursa Malaysia Berhad's (Bursa Malaysia) Sustainability Report 2020 is issued together with our Integrated Annual Report 2020 which is available online. This report should be read in conjunction with the sustainability-related disclosures on our corporate website.

Reporting Standards

This report has been prepared in accordance with the framework and guidance provided by the Global Reporting Initiative (GRI) Standards: Core option, as in previous years. This report also meets the GRI principles for defining report content:

- **Stakeholder Inclusiveness:** Being responsive to stakeholder expectations and interests;
- **Sustainability Context:** Presenting performance in the wider context of sustainability;
- **Materiality:** Focusing on issues in which we can create the most impact, and which are of critical importance to our business and stakeholders; and
- **Completeness:** Including all information that are of significant economic, environmental and social impact to enable stakeholders to assess our performance.

Our GRI Content Index on pages 81 to 86 provides a full list of our GRI disclosures.

Our report is also consistent with the following frameworks and guidelines:

- Bursa Malaysia Securities Berhad Main Market Listing Requirements (MMLR)
- FTSE4Good Bursa Malaysia (F4GBM) Index criteria
- World Federation of Exchanges (WFE) Sustainability Principles
- The Ten Principles of the United Nations Global Compact (UNGC)

Reporting Scope and Boundaries

This report covers the sustainability matters for Bursa Malaysia across all our entities and operations in Malaysia from 1 January to 31 December 2020, unless otherwise stated.

To better align our sustainability agenda with Bursa Malaysia's overall strategic vision, we have reviewed and updated our Material Matters in 2020 which are outlined on page 71. All Material Matters and the corresponding topic boundaries within the reporting period have been covered in this report. Note that this report is not intended to estimate or cover future impacts relating to the Material Matters.

Assurance

To ensure the accuracy and integrity of our disclosures, this report has been validated by Bursa Malaysia's Internal Audit team and reviewed by the Audit Committee. We aim to obtain external assurance of our Sustainability Report in the coming years.

Contact Us

We welcome the valuable feedback of our stakeholders as we continuously strive to better ourselves and contribute to a more sustainable future. Any comments and queries may be addressed to:

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A MESSAGE FROM OUR CHAIRMAN AND CEO

Tan Sri Abdul Wahid Omar

Chairman



Datuk Muhamad Umar Swift

Chief Executive Officer

An object at rest will remain at rest unless it is acted on by a net external force

Newton's First Law of Motion

Dear Stakeholders,

The observation made by Sir Isaac Newton over 300 years ago has been instrumental in many scientific discoveries and modern inventions we have today. There is also an important life lesson here - you have to make change to see change. Climate patterns are becoming more erratic, global biodiversity is declining rapidly and the socioeconomic impacts from the COVID-19 pandemic continue to deepen. Given the unprecedented challenges, there is an urgent need to work together to undertake swift, concerted actions to protect our planet and societies and build a sustainable future. If we don't act now, the repercussions of inaction can potentially be consequential for us, and generations to come.

A Message from Our Chairman and CEO

Addressing the challenges posed by the pandemic is clearly an immediate priority, and our road to recovery extends beyond vaccination. In the face of these challenges, we remain committed to doing our part to advance the sustainable development agenda.

To this end, we are pleased to share Bursa Malaysia's Sustainability Report 2020 detailing our sustainability progress, performance and initiatives for the year ended 31 December 2020. While the full details of our approach to addressing sustainability and our performance can be found in other chapters of this report, allow us to highlight our key progress, priorities and plans moving forward.

New Sustainability Roadmap

In 2020, we developed a new Sustainability Roadmap that outlines our sustainability priorities over the next three years, holistically covering aspects of the development of the capital market, workplace and our communities. As an Exchange, we recognise we have the capacity to enact positive changes in our ecosystem.

Moving forward, we are strengthening our efforts in assisting our public listed companies (PLCs) to navigate the complex landscape of corporate sustainability while working closely with investor groups to improve availability and quality of environment, social and governance (ESG) information. Further, we also aim to facilitate more ESG-themed investment products in our marketplace to drive the reorientation of capital towards sustainable businesses, assets and solutions that can benefit the planet and society.

Climate Stewardship

Since the adoption of the landmark Paris Agreement five years ago to combat climate change, we have seen significant shifts in technological advancements, policy actions, business practices and investment patterns. However, more needs to be done to ensure we do not surpass the irreversible climate tipping points.

As a supporter of the Task Force on Climate-related Financial Disclosure (TCFD) recommendations, we are committed to progressively enhance our reporting capabilities and transparency on climate-related governance, strategy, risk and metrics. In 2020, Bursa Malaysia became a member of the Sustainable Stock Exchanges (SSE) Initiative Climate Disclosure Advisory Group to collectively create a TCFD model reporting

guidance to drive global alignment on climate-related disclosures among companies. The model guidance is targeted to be issued during the next United Nations Climate Summit (COP26) to be held in Glasgow, Scotland in November 2021.

We will also continue to play an active role to advance the climate finance agenda in Malaysia through the Joint Committee on Climate Change¹ (JC3). Further, to support the transition towards a low carbon economy, we aim to reduce greenhouse gas (GHG) emissions along our value chain in the coming years through a wide range of actions to improve energy efficiency and carbon management.

Stakeholder Education

We strive to provide a wide range of education programmes that are aligned with the needs of our stakeholder groups. In response to the spread of the COVID-19, we moved our programmes online to ensure the safety of our participants. In June 2020, we added Bursa Academy to our suite of educational platforms that includes BURSASUSTAIN and BursaMKTPLC. With Bursa Academy, we hope to expand on our investor education initiatives to provide a holistic learning experience that caters to the differing needs and expectations of our retail investors and the wider public on financial literacy and investing. In 2020, more than 250,000 individuals participated in our various webinars, workshops and events that were organised throughout the year.

In a world that is constantly changing, engaging and multi-dimensional learning is key to creating an effective and accessible capital market ecosystem. With the shift to e-learning becoming more prevalent, we will continue to leverage on all our educational digital platforms to deliver high quality learning programmes and reach out to wider demographic groups in the future.

Walking The Talk On Anti-Corruption

The negative impacts of corruption cannot be overstated. It erodes trust, stifles innovation and increases economic inequality. We have a zero-tolerance stance to fraud, bribery and corruption in all its forms. In 2020, we enhanced our anti-corruption related policies and procedures and developed our Organisational Anti-Corruption Plan (OACP) as part of broader efforts to further strengthen governance, integrity and anti-corruption controls within our organisation.

¹ Established in September 2019, JC3 aims to support collaborative actions for building climate resilience of the financial sector in Malaysia.

A Message from Our Chairman and CEO

In addition to internal efforts, we continued our series of anti-corruption thematic workshops in 2020 to help our PLCs comply with the provisions of section 17A of the Malaysian Anti-Corruption Commission (MACC) Act 2009 as well as Bursa Malaysia Securities Listing Requirements¹ pertaining to anti-corruption which came into effect on 1 June 2020.

Advancing Gender Equality

Gender equality is paramount in building an inclusive society. We are proud to support the Women's Empowerment Principles (WEPs) and we actively seek new opportunities to empower women at our workplace, the broader marketplace as well as the wider community. We are delighted that Bursa Malaysia is included in the Bloomberg Gender-Equality Index (GEI), which recognises companies committed to transparency in gender reporting and advancing women's equality across the globe.

In conjunction with the SSE's Ring the Bell for Gender Equality held in March 2020, we launched the 'Equality for Equity' campaign to raise awareness about the gender investing gap. In Malaysia, women only make up 39% of retail investor accounts in our Securities Market as at end 2020. We hope to encourage more women to start or ramp up their investing journey and help secure their financial wellbeing. We recognise there is much work ahead to close this gap and we will continue to develop targeted education programmes to encourage more women investors to learn and seize the opportunities offered in our various markets.

Helping Our Communities

Undoubtedly, the COVID-19 pandemic has had a major impact on the lives and livelihoods of our communities, especially the more vulnerable segments of the population. Thus, we also recognised the need to enhance community-based interventions to help those in need as well as to create a more resilient society. To guide our future community investment efforts, we have developed a new Corporate Social Responsibility (CSR) Plan that comprises specific strategies across responsible consumption and production, financial literacy and poverty alleviation over the next three years. Furthermore, Bursa Malaysia has pledged to contribute 1% of our Profit After Tax for 2020 towards CSR projects that can benefit communities in need and create positive change.

Joined United Nations Global Compact

In December 2020, we became a participant of United Nations Global Compact (UNGC), widely recognised as the world's largest voluntary corporate sustainability initiative, to expand on our sustainability commitments. As a signatory, we support the Ten Principles of UNGC on human rights, labour, environment and anti-corruption. This sustainability report serves as our Communication on Progress (CoP) for these principles. As part of our ongoing commitments to work closely with industry groups, we signed a memorandum of understanding with UNGC Malaysia and Brunei to develop common plans of action in advancing the corporate sustainability agenda to achieve the United Nations Sustainable Development Goals (SDGs).

Moving Forward

The year 2020 has been a challenging one on many fronts. As we focus on facilitating recovery and growth, we remain steadfast in our commitment to advance the sustainable development agenda and we will continue to intensify our efforts to promote sustainable business practices.

Finally, we would like to thank our employees and all our stakeholders for their continuous support to Bursa Malaysia. We hope to work closely with all of you towards a more resilient, sustainable and healthier future.

Please stay safe, and thank you.

Tan Sri Abdul Wahid Omar

Chairman

Datuk Muhamad Umar Swift

Chief Executive Officer



WHO WE ARE

Bursa Malaysia or the Exchange, incorporated in 1976, is an exchange holding company that has been publicly listed on the Malaysian bourse since 2005. Today, the Exchange is one of the most vibrant and diverse marketplaces in ASEAN, facilitating trade in both conventional and Islamic securities and derivatives.

Our strategic location in the heart of ASEAN also makes the Exchange a key beneficiary and enabler of the region's rapid growth and development.

Bursa Malaysia has grown from strength to strength since its listing and is currently home to the largest number of public listed companies (PLCs) in ASEAN. Our PLCs are listed across three markets namely the Main Market, the ACE Market and the LEAP Market, each of which has been tailored to support the development of our PLCs depending on their size, fundraising requirements and listing objectives.

Bursa Malaysia is also renowned for its pioneering innovations in niche markets, especially in palm oil-based derivative products and the Islamic capital market. Our Crude Palm Oil Futures (FCPO) serves as a global price benchmark for the commodity, while innovations such as our Bursa Suq Al-Sila' (BSAS) commodity Murabahah trading platform and Bursa Malaysia-i Shariah-compliant securities trading platform are world's firsts in the Islamic capital market. These innovations offer unique value creation opportunities for our stakeholders and create strategic linkages to exchanges in key destinations.

Last but not least, Bursa Malaysia is also driving the sustainability agenda by encouraging the adoption and integration of sustainable and responsible principles in our marketplace. Our PLCs are required to make sustainability-related disclosures in their annual reports as required by our Main Market and ACE Market Listing Requirements and we support their efforts to do so through our sustainability education and promotion efforts.

Meanwhile, our globally benchmarked FTSE4Good Bursa Malaysia (F4GBM) Index, which was introduced in 2014 continues to play an important role in recognising companies that demonstrate strong environmental, social and governance practices and disclosures. Collectively, these initiatives have injected greater awareness of the importance of sustainability and globally-accepted best practices into our marketplace and transformed it into a vibrant and attractive destination for global investors.



Let's talk about our roles

1 Market Operator

We facilitate secure and easy access to investment and fundraising by providing reliable and resilient market infrastructure and ensuring accessibility to our products and services.

2 Frontline Market Regulator

We ensure that our PLCs, intermediaries and regulated persons discharge their regulatory obligations to uphold investor protection, market integrity and stability.

3 Influencer

We are a standard setter in the areas of corporate governance and sustainability, with the aim of building a strong sustainability culture across the Malaysian capital market. We strive to serve as an exemplary model of sound corporate governance to our stakeholders.

4 Shareholder Value Creator

We build sustainable value for our shareholders through capital preservation and appreciation.

¹ For Main, ACE and LEAP Markets

Who We Are

Our Products and Services

Bursa Malaysia is an integrated exchange with diversified offerings. Our marketplace provides investors and traders of differing objectives and risk appetites with the opportunities and avenues they need to grow their investments, as well as hedging tools to manage their portfolios. Our products and services comprise the following:

- the Main Market for established issuers
- the ACE Market for corporations with growth potential under a sponsor-driven regime
- the LEAP Market for emerging small and medium enterprises under an advisor-driven market for sophisticated investors
- Equity-linked and fixed income products
- Derivative products covering commodities, equities and financials
- End-to-end Shariah-compliant trading and investing through Bursa Malaysia-i platform
- Bursa Suq Al-Sila¹, a Shariah-compliant commodity Murabahah trading platform
- the Labuan International Financial Exchange (LFX)

As an end-to-end facilitator of trading, we also provide other value-added services and platforms including:

- Post-trade such as clearing, settlement and depository services
- Technology infrastructure and services to support market operations
- Information services, including market data and indices, to improve the visibility of our PLCs and help investors make informed investment decisions
- BursaMKTPLC, an online platform that provides investors and traders with the information they need to analyse, invest and trade
- BURSASUSTAIN, a microsite with a repository of information on corporate governance, sustainability and responsible investment
- Bursa Academy, a one-stop e-learning platform complementing our education initiatives that offers informal but comprehensive learning experiences covering all our markets
- Bursa Anywhere, the first mobile application in ASEAN that gives retail investors the freedom of managing their Central Depository System accounts from their mobile devices

Our Markets

As at 31 December 2020



Securities Market

We operate the securities market in Malaysia that facilitates the buying and selling of equities and equity-related products. Our securities market comprises three individual markets:

Main Market **767** PLCs ACE Market **135** PLCs LEAP Market **34** PLCs

Together, these markets cover 21 sectors and 50 economic activities. Our products include:

891 Structured Warrants	204 Warrants ¹	17 REITs	7 Foreign Listings	20 ETFs	1 SPAC ²	4 ETBS
1 Stapled Securities	1 Closed-End Fund ²	41 Malaysian Government Securities	35 Malaysian Government Investment Issues			

Market Capitalisation **RM1.8 trillion**



Islamic Capital Market

We offer diverse Shariah-compliant products and services. Bursa Malaysia-i is a comprehensive end-to-end Shariah-compliant securities exchange platform while the BSAS platform facilitates Shariah-compliant liquidity management.

Our Shariah-compliant securities are a subset of our Securities Market and comprise the following:

742 i-Stocks	6 i-ETFs	4 i-REITs ³	4 ETBS
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Derivatives Market

We offer 16 derivative products covering commodities, equities and financial instruments.

8 Commodity Derivatives

4 Equity Derivatives

4 Financial Derivatives



Offshore

We operate the LFX which is based in Labuan.

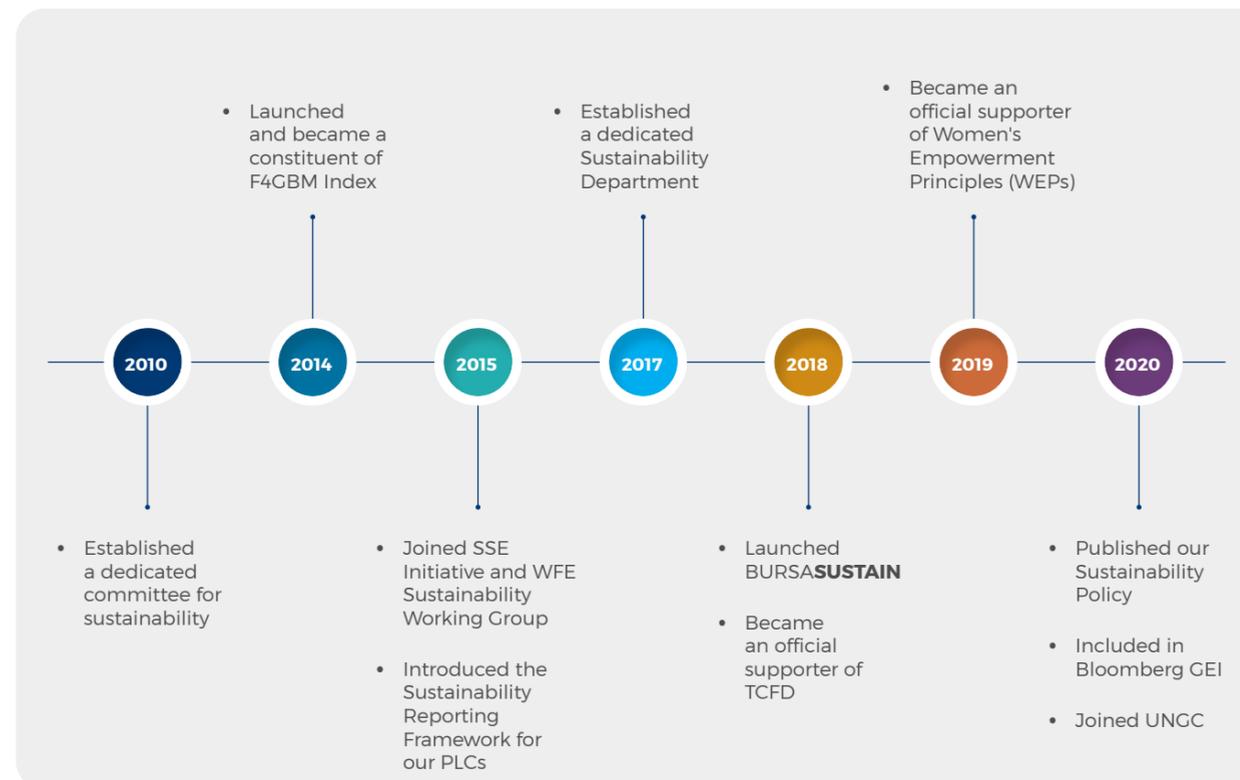
Market Capitalisation **USD23.7 billion**

17 Bond Listings

9 Sukuk Listings



OUR JOURNEY AND MAJOR MILESTONES



Achievements in 2020



FTSE4Good

Bursa Malaysia included in the F4GBM Index for the seventh year



Bursa Malaysia included in the Bloomberg Gender-Equality Index (GEI)

Memberships and Signatories



¹ Including one Foreign Warrant
² Included in the Main Market PLCs count
³ Including one Stapled Securities



SUSTAINABILITY HIGHLIGHTS

As 2020 came to an end, it also marked the completion of our Sustainability Roadmap 2019-2020. The Roadmap focused on five strategies that were supported by two key enablers. The strategies and enablers were interconnected and aimed to address the Priority Areas and Material Matters that we had identified in 2018 (refer to SR2019). The table below is a summary of what we have achieved under each strategy:

Strategy	Progress in 2020
To elevate the quality of sustainability practices and reporting among PLCs	<ul style="list-style-type: none"> Increase of F4GBM Index constituents from 56 in 2018 to 75 in 2020. Improved average CG Score (under the Malaysia-ASEAN CG Scorecard by MSWG) for the Top 100 Malaysian PLCs from 80.4 in 2015 to 98.4 in 2019. 300 PLCs whose sustainability disclosures were reviewed, showed marked improvements in both average compliance and quality scores, as compared to assessments in previous years.
To champion climate action among PLCs	<ul style="list-style-type: none"> Joined the UN SSE Advisory Group on Climate Disclosure, a new workstream launched in 2020 that aims to support exchanges in developing best practice guidance for issuers on climate-related disclosures.
To engage and attract investors through Sustainable and Responsible Investment (SRI) products and services	<ul style="list-style-type: none"> Carried out an SRI survey with institutional and retail investors to gather insights on investor preferences and to better inform our SRI-related product development strategies.
To foster financial literacy among the wider society	<ul style="list-style-type: none"> Launched Bursa Academy, a content-rich e-learning website to facilitate financial literacy and investment learning for the public.
To establish Bursa Malaysia as a sustainable company through best-in-class practices and reporting	<ul style="list-style-type: none"> Reduced total GHG emissions by approximately 11% in 2020 compared to 2017, mainly attributable to the reduction in Scope 2 emissions through energy saving measures implemented at our office. Inclusion of Bursa Malaysia into the 2020 Bloomberg GEI, which recognises companies that are committed to advancing women's equality and high-level transparency in gender reporting. Enhanced our Anti-Fraud, Bribery and Corruption Policy and Guidelines, Code of Ethics for Bursa Malaysia Group, Code of Conduct and Ethics for Directors, and Whistleblower Policy and Procedures. Developed the Bursa Malaysia Organisational Anti-Corruption Plan (OACP) which outlines a comprehensive programme to strengthen governance, integrity and anti-corruption controls within Bursa Malaysia for the next three years. Established a dedicated Integrity and Governance Unit (IGU) to strengthen the integrity and anti-corruption management system. Embarked on a systematic process to identify the steps required towards full-adoption of the recommendations of the TCFD. Implemented flexible working hours to provide employees more control over their time schedule.



OUR RESPONSE TO COVID-19



The year 2020 will be remembered for many unprecedented events caused by the COVID-19 pandemic. For many of us, it was the year we avoided stepping out from the house without a mask, shaking hands when greeting someone, commuting to work, travelling for holidays and dining out with our loved ones. COVID-19 has also brought monumental disruptions to global health, social and economic systems. Many people suffered a loss of income which potentially can increase incidences of poverty and inequalities. Businesses in general are also fighting for survival due to the prolonged pandemic. We at Bursa Malaysia are conscious of the significant challenges faced by our stakeholders and our commitment to sustainability remains strong. As reflected in our mission statement of 'Creating Opportunities, Growing Value', we recognise we have a role to play to help ease the burden of our stakeholders affected by this crisis.

We continued to operate as normal throughout 2020 when the Movement Control Orders were in effect. The key measures undertaken in light of the pandemic include the following:

COVID-19 Market Control and Relief Measures 01

Stakeholders

- PLCs
- Investors
- Intermediaries

To ease financial as well as compliance burdens and provide greater flexibility in navigating the challenges posed by the COVID-19 pandemic, we announced a set of relief measures targeted at our market participants.

We also introduced new measures in our market to manage the increased volatility while ensuring that our market participants had continued access to liquidity and risk management tools.

[Read more about the relief measures at page 36 of our IAR](#)

Enhancements to Bursa Anywhere 02

Stakeholders

- Retail investors

We accelerated the release of new features in our Bursa Anywhere mobile application to help the depositors manage their CDS accounts remotely.

[Read more about this initiative on Innovation and Technology Excellence, page 39.](#)

Protection of our employees 03

Stakeholders

- Employees

We implemented several measures to ensure our employees were able to continue to work in a safe environment where exposure risks to COVID-19 are minimised.

[Read more about the measures on Workplace Environment, page 53.](#)

Shifts to virtual engagement platforms 04

Stakeholders

- PLCs
- Investors
- Intermediaries
- Shareholders

To ensure the safety of our stakeholders, we moved all our engagement activities, as well as education and capacity building initiatives to virtual platforms, where possible. In 2020, we conducted our fully virtual 43rd AGM with shareholders' remote participation and voting. We also conducted our first-ever virtual listing ceremony in October 2020 and moved our flagship events such as Invest Malaysia and Palm Oil Conference online.

[Read more about the events and webinars that we have organised as well as the initiatives that we have undertaken with regards to the above on Education and Capacity Building, page 21 and Innovation and Technology Excellence, page 39.](#)

Community-focused responses 05

Stakeholders

- Community

Our community investment efforts were focused on three key areas impacted by the COVID-19 pandemic: enhancing healthcare capacity, providing sustenance for lower-income B40 communities, and supporting upskilling and reskilling programmes for communities that were disproportionately affected by the pandemic.

[Read more about these initiatives on Community Investment, page 64.](#)



DRIVING SUSTAINABLE VALUE CREATION

Sustainability plays a fundamental role in driving our value creation process. It enables us to develop a deep understanding of value drivers that are crucial to supporting business resilience and creating positive impacts on our stakeholders. Further, it supports alignment of resources to produce holistic and long term solutions to build a sustainable future.



Our Approach

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Sustainability Roadmap 2021-2023

[Page 13](#)



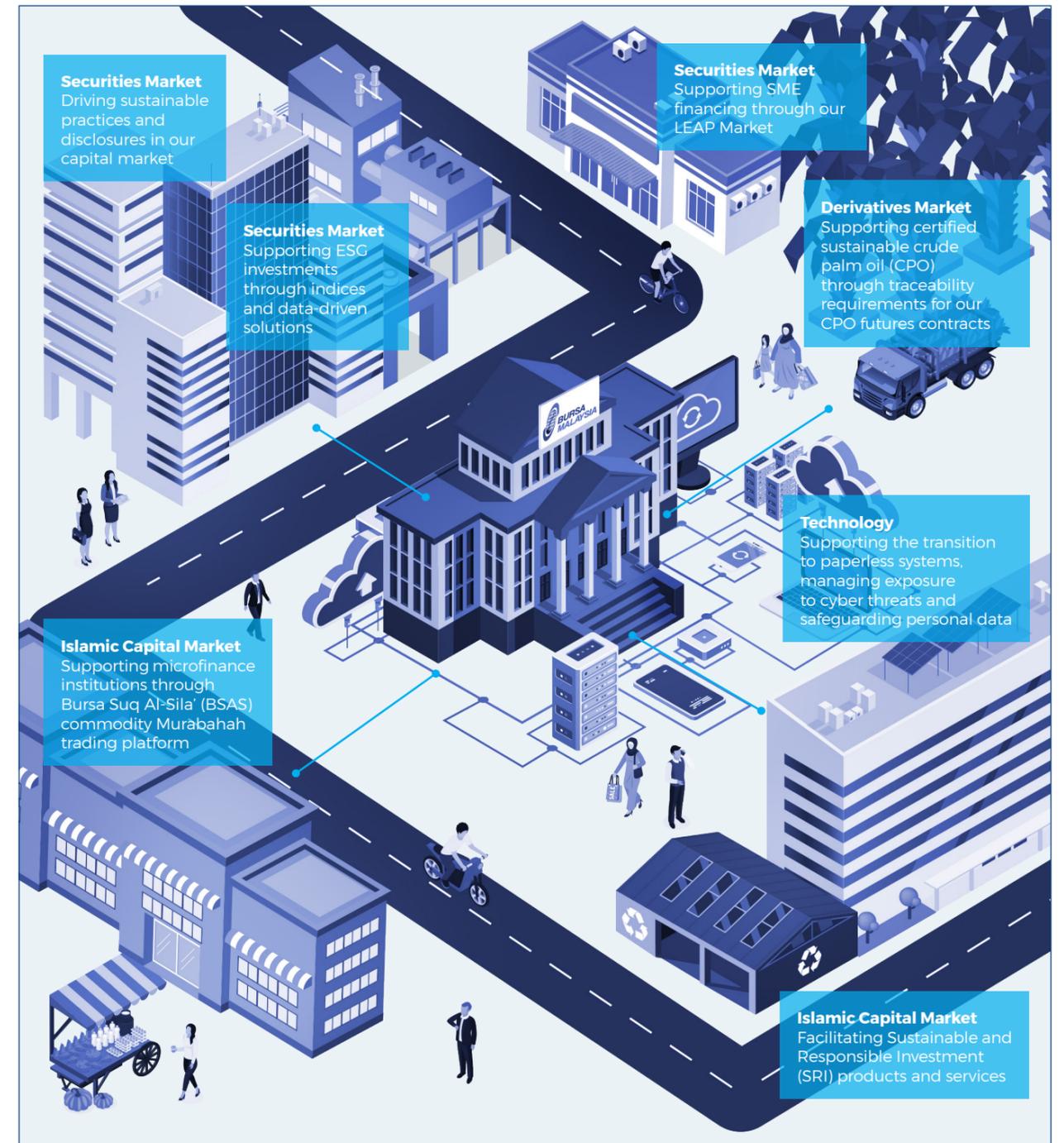
Q&A with the Director of Group Sustainability

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OUR APPROACH

Our sustainability approach is shaped by our vision to be ASEAN's leading, sustainable and globally-connected marketplace. We aim to strongly integrate a sustainability focus into our core business activities - our markets and technological systems, as illustrated in the diagram below. To ensure a clear framework for our sustainability-related priority areas and strategies across the organisation, we also develop dedicated time-bound roadmaps guided by material sustainability issues for Bursa Malaysia and the capital market.



Our Approach

Sustainability Governance

Our Board of Directors (Board) is ultimately accountable for ensuring that sustainability is integrated into the strategic direction of Bursa Malaysia and also embedded into our day-to-day operations.

The Corporate Sustainability Committee (CSC) comprises members who are key management personnel. It is chaired by the CEO to oversee the formulation, implementation and effective management of Bursa Malaysia's sustainability strategies.

For more information about our sustainability governance, refer to our [IAR](#)

Sustainability Policy

As the national stock exchange, we have an important role to play in driving the wider sustainability agenda for a better future. We strive to align our sustainability priorities with global goals, national development agenda and our stakeholder expectations. To achieve this, we have developed a Sustainability Policy to solidify our commitment and to leverage on our collective knowledge, expertise and resources to effect change in our capital market ecosystem and expand our contributions toward sustainable development.

For more information about our sustainability commitments, refer to our [Sustainability Policy](#)

Assessment of Material Matters and Stakeholder Engagement

We engage with our stakeholders on a regular basis to solicit feedback and concerns relating to the capital market and our business. The outcomes of our stakeholder engagements and materiality assessments are used to inform and enhance our sustainability strategies. For more information on our materiality assessment and stakeholder engagement activities, refer to pages 69 to 77.

Benchmarking

We constantly benchmark our sustainability strategies and practices against best practices, frameworks and indices criteria, such as the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), Women's Empowerment Principles (WEPs), FTSE4Good Bursa Malaysia (F4GBM) Index, Bloomberg Gender-Equality Index (GEI) and the Ten Principles of United Nations Global Compact (UNGC). Our approach is also guided by organisations such as the World Federation of Exchanges (WFE) and the Sustainable Stock Exchanges (SSE) Initiative.

Supporting the SDGs

We strongly believe that collaboration between the government, private sector and civil society is crucial to achieve peace and prosperity for the people and the planet. We support the call-to-action to advance the Sustainable Development Goals (SDGs) and are committed to do our part to support the achievement of the global goals by 2030 through our sustainability strategies and efforts. For more information on how our initiatives contribute to the SDGs, refer to pages 79 to 80.



SUSTAINABILITY ROADMAP 2021-2023

In 2020, we developed a new Sustainability Roadmap (Roadmap) to replace our previous Sustainability Roadmap 2019-2020 which expired at the end of 2020. The new Roadmap was developed after a careful review of outcomes from the materiality assessment exercise and engagements with key internal and external stakeholders. The new Roadmap outlines key sustainability strategies based on five priority areas. For more information on our materiality assessment process, refer to pages 69 to 71.

Our Priority Areas and Material Matters

	Material Matters	Relevant SDGs	How We Contribute to the Relevant SDGs	
Marketplace	Priority Area 1 Strengthening Our Core	Economic Performance Market Integrity and Stability Education and Capacity Building Cyber Security and Customer Privacy	5 GENDER EQUALITY, 8 DECENT WORK AND ECONOMIC GROWTH, 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	<ul style="list-style-type: none"> Awareness creation through Ring the Bell for Gender Equality Equality For Equity Campaign to close gender investing gap LEAP Market Listing Requirements on anti-corruption¹ Education and advocacy
	Priority Area 2 Driving Our Growth	Sustainable Finance Innovation and Technology Excellence	5 GENDER EQUALITY, 10 AFFORDABLE AND CLEAN ENERGY, 12 RESPONSIBLE CONSUMPTION AND PRODUCTION, 13 CLIMATE ACTION, 17 PARTNERSHIPS FOR THE GOALS	<ul style="list-style-type: none"> Bursa Malaysia Securities' Sustainability Reporting Framework (Listing Requirements, Sustainability Disclosure Guide and Toolkits) Sustainability disclosure review Thematic corporate governance (CG) and sustainability education and advocacy Facilitating sustainability-themed investment products Supporting cooperatives through Bursa Suq Al-Sila' (BSAS) Participation in multi-stakeholder platforms Collaboration with stakeholders
Internal	Priority Area 3 Protecting Our Environment	Climate Risks Environmental Footprint	12 RESPONSIBLE CONSUMPTION AND PRODUCTION, 13 CLIMATE ACTION	<ul style="list-style-type: none"> Environmental programmes Adoption of TCFD recommendations Participation in multi-stakeholder platforms
	Priority Area 4 Empowering Our Workforce	Anti-Fraud, Bribery and Corruption Workplace Environment Employee Engagement Learning and Development	5 GENDER EQUALITY, 8 DECENT WORK AND ECONOMIC GROWTH, 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	<ul style="list-style-type: none"> Anti-Fraud, Bribery and Corruption Policy and Guidelines Code of Ethics for Bursa Malaysia Group Awareness creation and education Vendor Code of Conduct
Community	Priority Area 5 Advancing Our Communities	Community Investment	1 NO POVERTY, 4 QUALITY EDUCATION, 10 AFFORDABLE AND CLEAN ENERGY, 12 RESPONSIBLE CONSUMPTION AND PRODUCTION, 17 PARTNERSHIPS FOR THE GOALS	<ul style="list-style-type: none"> CSR/Yayasan Bursa Malaysia programmes Scholarship Programme Collaboration with partner organisations

¹ For Main, ACE and LEAP Markets



Q&A WITH THE DIRECTOR OF GROUP SUSTAINABILITY



Emilia Tee

Director of Group Sustainability

Q1 Why is sustainability important for Bursa Malaysia?

Sustainability is becoming an important agenda for companies across all industries, especially in a world that is disrupted by the COVID-19 pandemic. Today, there is growing recognition that sustainability can increase business resiliency and drive organisational success.

Given the intrinsic link between the stock market and businesses and our role as both a market operator and a regulator, we believe we are in a position to help influence change towards sustainable business practices and promote investments in sustainable development. We have the opportunity to engage with a wide spectrum of stakeholders – public listed companies (PLCs), institutional investors, retail investors, brokers, trading participants and community groups – to effect ecosystem changes and drive sustainable developments that can benefit the planet, society and the corporate landscape.

Q2 What were the key highlights of the Sustainability Roadmap 2019-2020?

Most significantly in the marketplace, we have seen that our various efforts to inculcate sustainability has led to improvements in the quality of sustainability practices and reporting among our PLCs over the years. This is also reflected in the growth of the number of F4GBM Index constituents, from 56 constituents in 2018 to 75 constituents in 2020.

We also expanded our financial literacy and investor education programmes to serve a wider group of stakeholders, ranging from retail investors and students to targeted community groups. In 2020, we have reached more than 250,000 participants through our various programmes and initiatives.

Internally, we have established several new policies and guidelines to communicate our sustainability commitments and to reinforce our efforts towards better-quality practices. In the last two years, we have added a dedicated Sustainability Policy, Organisational Anti-Corruption Plan (OACP), Anti-Corruption Policy and a Vendor Code of Conduct to the list of our corporate policies and guidelines. We also focused on improving our sustainability management approach and disclosure quality. As a result, we have seen improvements in our ESG Score for FTSE4Good Bursa Malaysia Index and we are proud to be included in the Bloomberg Gender-Equality Index for the first time in January 2020.

Q&A with the Director of Group Sustainability

Q3 How will the new Sustainability Roadmap drive Bursa Malaysia's sustainability agenda?

Our Sustainability Roadmap enables us to better align our resources and efforts towards specific high-level sustainability goals which are important for Bursa Malaysia. Based on the collective feedback from our stakeholders, we have developed a new Sustainability Roadmap to shape our sustainability agenda for the next three years. Anchored on five priority areas, the new Sustainability Roadmap outlines 25 key strategies for integrating sustainability into our core operations and the wider ecosystem. Each strategy is supported by an implementation plan and a clear division of responsibilities across our functional units to ensure sufficient focus and allocation of resources. We are committed to report transparently on the progress of implementation, performance, insights and lessons learnt in future sustainability reports as we continue on our sustainability journey.

Q4 Give us a topline view of the key priorities under the new Sustainability Roadmap.

Given the cross-cutting nature of sustainability, our new Sustainability Roadmap comprises a wide range of strategies across economic, environment and social dimensions to create value for both internal and external stakeholder groups. As investor interest for sustainable investments continues to grow, we hope to facilitate greater issuances of ESG-themed investment product offerings in our marketplace in the coming years. We also intend to continue to grow the broader sustainability ecosystem by developing effective strategic partnerships with other sustainability proponents, expanding our educational offerings on corporate sustainability and advocating high standards of sustainability practices and disclosures. We will also continue to support our PLCs through regular awareness creation, educational activities and frequent dialogues to encourage deeper integration of sustainability into strategies, business practices and corporate reporting. On top of that, we also recognise the need to continuously enhance our internal sustainability capabilities to unlock new ideas, solutions and opportunities to support the realisation of our Roadmap aspirations. Ultimately, it is about us building a better Malaysia together.

Q5 What are the biggest challenges ahead to drive sustainable finance and what will be done to overcome them?

Sustainable finance is a relatively new concept in the capital market with varying definitions and approaches. However, with the rise of stakeholder capitalism, investing through an ESG or impact lens is quickly expanding. Sustainable finance is clearly an ecosystem play. To be successful, there is a need to ensure collective buy-in from all stakeholders in the capital market to increase demand and supply of sustainable finance products in the marketplace. Thus, it is absolutely vital that we continue to engage all players in the ecosystem, ranging from investors, market intermediaries and listed issuers to other capital market stakeholders, to address their respective challenges and barriers to entry and to unlock new opportunities.

The sustainability reporting landscape is also highly complex and challenging to navigate given the sheer diversity in reporting standards and guidelines that are available. That said, we have noticed an increase in the number of market-driven initiatives towards harmonisation and convergence in the sustainability standard-setting space. As a market operator and regulator, it is important that we participate in the various consultation processes to provide constructive feedback and perspectives to help shape the future of sustainability reporting.

Q6 Are there any game changers you hope to see?

There are many but if I had to pick just one, it would be for a paradigm shift. There is mounting evidence of the value that sustainability creates for businesses. However, the full value creation of sustainability cannot be realised if companies adopt a "tick-box approach" to meet minimum requirements. Moving forward, we aim to continue to encourage companies to shift away from a compliance mindset to embrace self-regulation and take charge of sustainable growth in their respective organisations and industry sector. In this regard, we are committed to stepping up our efforts to raise awareness levels on corporate sustainability through a wide range of stakeholder education programmes.



STRENGTHENING OUR CORE

We operate and regulate a fully integrated exchange that offers a comprehensive range of exchange-related facilities and services. As a market operator, our core activity is to build a vibrant and sustainable capital market which is supported by system infrastructure that allows our operations to function without disruption. As a frontline market regulator, we strive to create a more efficient and facilitative market ecosystem for all our market participants. Therefore, it is important for us to continue to strengthen our core so that we can deliver long-term value to our stakeholders.



Economic Performance

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Market Integrity and Stability

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Education and Capacity Building

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Cyber Security and Customer Privacy

[Page 28](#)



ECONOMIC PERFORMANCE

Why it matters

The value generated by companies has a direct impact on the well-being of the economy. Success in businesses drive economic growth through the provision of products and services that add value to our daily lives; contribution to tax that directly translates to better infrastructure and services that benefit the community; as well as creating jobs that eventually lead to the improvement of livelihoods.

As the market operator, we are cognisant of the value that we generate for our stakeholders in the form of jobs, dividends, and taxes. Our economic performance is often used as an indicator to gauge the general outlook of our nation's economy. In addition, it has a profound impact on investor confidence, particularly on their willingness to engage in investment opportunities in the country.



Our Sustainability Policy Commitments

- Adopt the principles of proportionality and transparency
- Provide inclusive and accessible market

Our Approach

Our economic performance is defined by our ability to generate and preserve value over time. We recognise our unique position in the Malaysian economy and aim to do our part to contribute to the development of the local economy. As we deal with a wide range of stakeholders, we employ various approaches to ensure economic value is distributed proportionately.



Shareholders

We have a dividend policy where we commit to pay our shareholders an annual dividend of not less than 75% of our Profit After Tax and Minority Interest (PATAMI).



Suppliers and Service Providers

We procure goods and services from suppliers and service providers in relation to both operating and capital expenditure. This includes technology services, hardware and software, building management services, advertising and consultancy services to support our day-to-day operations. We prioritise local suppliers in our procurement practices, where practicable, in an effort to support local industries and businesses.



Employees

We continue to invest in the professional development of our employees, as well as to create a conducive and engaging workplace.

To read more on how we approach this matter, please refer to pages 48 to 62.



Community

We aim to create lasting impacts on the wider society by undertaking community investment activities. Therefore, we have pledged to devote 1% of our Profit After Tax for 2020 to corporate social responsibility (CSR) activities, to be channelled through our foundation, Yayasan Bursa Malaysia (YBM).

To read more on our CSR plan 2021-2023 and CSR initiatives undertaken in 2020, please refer to pages 63 to 67.



Government

We are committed to fulfill our legal obligations and statutory duties by continuing our mandatory contributions to the government.

Economic Performance

Our Progress

In 2020, we recorded higher trading activities in both the Securities and Derivatives Markets, which in turn contributed to the increase in our revenue. With that in mind, we aim to distribute value that we have generated across multiple channels to our stakeholders.



For more details on how we create value and our 2020 financial highlights, please refer to our [IAR](#)

Support for Local Vendors

In 2020, 88% of our suppliers were local vendors. There were no significant changes to our supply chain during the financial year.

Moving Forward

In order to generate long-term economic value for our stakeholders, we will continue to enhance our market competitiveness by driving sustainable growth, enhancing product and service offerings to meet the needs of a diverse set of investors, as well as leveraging on innovation and technology excellence. We will also continue to maintain a fair and orderly market and invest in education and capacity building for our market participants.



MARKET INTEGRITY AND STABILITY

Why it matters

Market integrity and stability are of vital importance to Bursa Malaysia for a number of reasons. They help to promote trust in our markets, reduce systemic risk, support capital raising activities and enable efficient price discovery. In addition, they play a critical role to ensure equal access to the market for all participants. As a frontline market regulator and market operator, we remain focused on improving our regulation, supervision and market management activities to ensure the markets operate in a fair, orderly and efficient manner.



Our Sustainability Policy Commitments

- Adopt principles of proportionality and transparency
- Promote high business conduct among our intermediaries

Our Approach

In response to a constantly changing business environment, we recognise that regulatory, supervision and market operation strategies should continue to evolve accordingly. We are guided by our three-year Regulatory Plan as well as our statutory obligations to, among others, maintain a fair and orderly market and act in the public interest, having particular regard to the need for the protection of investors. Our key strategic objectives and focus areas are anchored on the following tenets:

REGULATION AND SUPERVISION	MARKET MANAGEMENT
<ul style="list-style-type: none"> • Greater Communication and Engagement for Improvement • Differentiated Approach • No more Rules than necessary • Collaborations/ Partnerships • Dynamic Supervision Framework • Greater Communication and Engagement on Trading • Incentivising Good Behaviour • Greater Digitalisation and Automation 	<ul style="list-style-type: none"> • Safeguarding stability through price limit mechanisms, namely static price limit, dynamic price limit and last price limit • Managing undue and irrational volatility through the circuit breaker • Ensuring proper default management framework and procedures • Comprehensive business continuity plan • Compliance with IOSCO-PFMI and regulatory guidelines

Further information on our approach in managing Market Integrity and Stability can be found on our [corporate website](#)

Our Progress

Regulation and Supervision

In 2020, to further enhance our governance structure and alleviate any perceived conflict of interest that may arise in our undertaking of regulatory and commercial objectives, we have incorporated a wholly-owned subsidiary - Bursa Regulation Sdn Bhd (Bursa Regulation) to assume our regulatory functions. Bursa Regulation will begin its operations in 2021. For further details, please refer to Creating Value in a Sustainable Manner section of the [IAR](#)

See Marketplace Report section of the [IAR](#) for details on our progress and achievements in relation to regulation and supervision.

Market Integrity and Stability

Our Progress (Cont'd)

Market Management Measures Implemented

As a response to volatile market conditions in 2020 due to COVID-19, we introduced temporary revisions to existing market management and control mechanisms, namely the dynamic price limit and static price limit as well as the circuit breaker. These revisions are applicable from 20 July 2020 to 30 May 2021.

Revised Static Price Limit and Dynamic Price Limit for FBKLCI Component Stocks

Securities Type	Securities Price	Static Price Limit	Dynamic Price Limit
FBKLCI Component Stocks	>=RM1.00	Upper limit price +30% Lower limit price -15%	Upper dynamic limit +8% Lower dynamic limit -5%
	<RM1.00	Upper limit price +30 sen Lower limit price -15 sen	Upper dynamic limit +8 sen Lower dynamic limit -5 sen

Revised Circuit Breaker Trigger Levels

Trigger Level	FBKLCI Decline	From 9:00am - before 11:15am	From 11:15am to 12:30pm	From 2:30pm - before 3:30pm	From 3:30pm to 5:00pm
1	FBKLCI falls by an aggregate of 10% or more but less than 15% of the previous market day's closing index	Trading Halted for 1 hour	Trading Suspended for the Rest of the Morning Trading Session	Trading Halted for 1 hour	Trading Suspended for the Rest of the Day
2	FBKLCI falls by an aggregate of equal or more than 15% of the previous market day's closing index	Trading Suspended for the Day			

Recognising the challenging operating conditions faced by our intermediaries, we also provided additional flexibilities to help them manage through this difficult period:

- Intermediaries that provided counter services to the public were allowed to limit operational hours when the Movement Control Order (MCO) was in effect
- Remote access was enabled to the required systems (i.e. WebCDS and Equities Margining System) while ensuring security was not compromised to facilitate intermediaries' staff working from home
- Flexibility was granted to allow temporary closure of their smaller branch offices to reduce staff movement during the MCO period
- A one-month grace period was granted to authorised depository agents to submit physical CDS transaction forms to Bursa Malaysia Depository

In 2020, we also simplified the securities transfer request process for CDS account holders and their authorised depository agents.

Moving Forward

We recognise that a fair and orderly market provides a strong foundation to support investment and trading activities. We are committed to continuously update and enhance our approach to regulation and market operations. We also strive to ensure our processes and actions are effective, timely, fair, independent and transparent.



EDUCATION AND CAPACITY BUILDING

Why it matters

The capital market comprises a complex ecosystem with many different functions, market participants and a wide range of investment products available for investors. As an ecosystem enabler, we believe it is paramount to raise awareness and build capacity among all stakeholders in order to develop an efficient, resilient and inclusive market. Thus, education plays a pivotal part in strengthening the knowledge base of our stakeholders to participate in various activities and to support innovation and growth.



Our Sustainability Policy Commitments

- Provide an inclusive and accessible market
- Advocate sustainability and facilitate capacity building
- Promote education for communities

Our Approach

We adopt a stakeholder-centric approach to help shape our education and capacity building strategies. To maximise our value delivery, we strive to curate relevant programmes and design initiatives based on the unique learning needs of our various stakeholder groups. This includes carrying out analyses on market trends, mapping potential risk areas, harnessing insights from on-site and off-site inspections, conducting targeted stakeholder consultations and post-event analytics. In addition, we collaborate with various industry partners, our intermediaries and training providers to design appropriate programmes and initiatives that meet our strategic objectives. To reach a wider audience, we also ensure our retail investor education programmes and solutions are available in multiple languages, namely English, Bahasa Melayu and Mandarin (where applicable) to cater to different ethnic demographic groups. The above measures enable us to be more effective and inclusive in our education efforts in supporting the development of our key stakeholders and building an investment literate society.



Public Listed Companies

Key Objectives

To raise awareness on corporate disclosure obligations, enhance the quality of corporate governance and sustainability practices and disclosures.



Intermediaries

Key Objectives

To raise awareness on regulatory issues, promote high standards of business conduct and compliance and instil a culture of self-regulation.



Retail Investors

Key Objectives

To grow our retail investor base and empower investors with knowledge, skills and tools to make informed investment decisions.



Community Groups

Key Objectives

To create awareness and enhance financial literacy of targeted community groups.

As technology continues to grow at a rapid pace, we also aim to leverage on digital tools to deliver our educational content and programmes. This includes providing online education resources, gamified learning, webinars and other technology-based solutions that are aligned with our various stakeholder needs. We firmly believe technology can enhance the learning experience of our stakeholders as well as increase the reach of our programmes to a wider range of demographic groups.

Education and Capacity Building

Our Progress

In 2020, we started the process of centralising the management aspects of our education initiatives and programmes under one department with full centralisation targeted for 2021. With this approach, we hope to unlock synergies, improve workflow efficiencies and enhance delivery capabilities to create richer and more impactful education programmes for our stakeholders.

Shift in delivery model

To ensure the safety of our stakeholders during the COVID-19 pandemic, all our education and capacity building initiatives in 2020 moved to a virtual mode. As the world is still focused on dealing with the pandemic, we believe the adoption of online learning will essentially become the 'new normal'.

Public Listed Companies (PLCs)

In 2020, we carried out the following programmes for the PLCs:

Programme	Number of Sessions	Number of Attendees
Raising Standards for Board Governance - The Role of Company Secretaries	2	146
Fraud Risk Management Workshops	9	259
Sustainability Reporting Workshops for Practitioners	4	57
Thematic Workshops on Anti-Corruption	4	153
Thematic Workshops on Climate Change	1	24
Thematic Technical Briefing Sessions for Company Secretaries	10	794
Advocacy for Directors and Senior Management of LEAP Market PLCs	1	66
FTSE4Good methodology, updates on Climate Change and Green Economy	2	191

Please refer to page 31 of this report for additional information on corporate governance and sustainability advocacy programmes.

Intermediaries

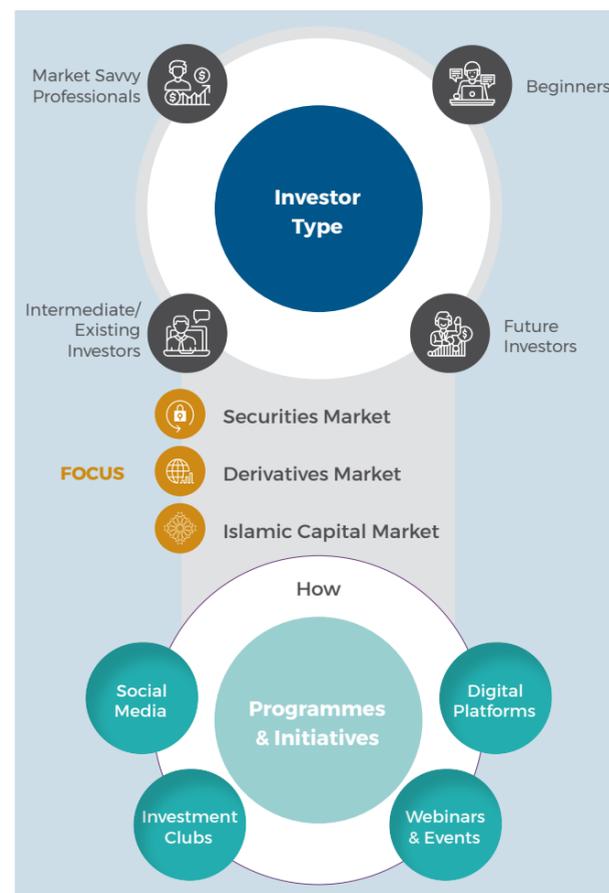
In collaboration with industry participants, we issued the Intermediaries Communication on Supervision of Trading 2.0 (ICON-ST 2.0) to provide guidance on safeguarding market integrity and orderliness. The ICON-ST 2.0 contains additional information on derivatives trading and current surveillance practices. This was our second communication guideline since 2017 when the first version was issued. In addition, we organised eight training sessions attended by 827 participants from Participating Organisations (POs) and Trading Participants

(TPs). The training sessions covered pertinent topics relating to standards of business conduct, market misconduct, trading strategies using alternative investment product and services, Leveraged and Inverse Exchange Traded Funds (ETFs) and Exchange Traded Bonds and Sukuk (ETBS) as well as various types of corporate actions.

In the interest of promoting sound remuneration practices among the intermediaries, we issued the Intermediaries' Communication on Remuneration Practice (ICON-RP) on 24 July 2020. It is intended to provide guidance on remuneration practices across the industry and promote good business conduct among employees of the intermediaries. With the issuance of ICON-RP, we hope to promote a positive risk culture and subsequently enhance the overall industry practices and standards.

Retail Investors

The stock market is an important wealth creation platform for the broader public. To ensure strong participation of domestic retail investors, we carried out a wide range of programmes and initiatives that were tailored to the needs of the different types of retail investors.



Education and Capacity Building

Our Progress (Cont'd)

Webinars and Events

Focus	Webinar and Events		
 Securities Market	We conducted various webinar sessions that were made available to the wider public. In 2020, stronger emphasis was placed on educating retail investors on various investment products such as ETFs, Leveraged/Inverse ETFs, Real Estate Investment Trusts (REITs), Structured Warrants (SWs) and ETBS.		
	Programme	Number of Sessions	Attendees
	Future Investors	23	5,431
	Beginners	15	9,337
	Intermediate/Existing Investors	25	12,097
	Market Savvy Professionals	22	9,953
Total	85	36,818	

In October 2020, we participated in the following events to increase awareness about Bursa Malaysia and the investment opportunities available for the wider public:

InvestSmart Fest 2020

InvestSmart Fest is the Securities Commission Malaysia's (SC) annual investor education event for investors to learn about investing in the Malaysian capital market. The objective of this event is to create more informed investors who are confident and equipped to make investment decisions. The theme for the event in October 2020 was 'Silap Labur Duit Lebur', to raise awareness on financial scams which are on the rise. Given the pandemic, the 3-day event was held virtually from 23-25 October 2020.

As an exclusive event partner, we also collaborated with SC to deliver a webinar session on how to trade at your own pace. In addition, our virtual booth drew 2,762 visitors who were keen to learn about investments on Bursa Malaysia.

Ring the Bell (RTB) for Financial Literacy

We were invited by the World Federation of Exchanges (WFE) to participate in the RTB initiative to promote financial literacy in support of the World Investor Week (WIW) 2020. The WIW was a week-long (5-11 October 2020) global campaign promoted by the International Organization of Securities Commissions (IOSCO), to raise awareness about the importance of investor education and protection, and to highlight the various initiatives of securities regulators in these two critical areas. In 2020, 40 exchanges came together in support of this cause.

Our Chief Executive Officer delivered a speech and rang the bell at market opening to mark the event on 7 October 2020.

"At Bursa Malaysia, we have a strong commitment towards advocating financial literacy in our marketplace and the wider community. It is an important agenda, not just for encouraging retail participation but also to enhance investor protection through education. Consequently, as financial products become increasingly complex, our education programmes aim to increase investor awareness of financial fraud and scams, which have been on the rise. We believe an educated investor is less likely to fall prey to financial frauds."

Datuk Muhamad Umar Swift, Chief Executive Officer of Bursa Malaysia

This was followed by a special edition webinar titled 'Informed Investing: Path to Wealth Creation'; to raise awareness on the importance of informed investing. A total of 248 participants attended the webinar.

Education and Capacity Building

Our Progress (Cont'd)

Webinars and Events (Cont'd)

Focus	Webinar and Events																					
<p>Derivatives Market</p>	<p>We organised several webinars and virtual workshops to raise general awareness on derivatives and to equip investors with the necessary knowledge and skills to trade in our derivative products.</p> <table border="1"> <thead> <tr> <th>Programme</th> <th>Number of Sessions</th> <th>Attendees</th> </tr> </thead> <tbody> <tr> <td>Let's Learn Futures webinars</td> <td>22</td> <td>6,686</td> </tr> <tr> <td>Facebook Live session</td> <td>12</td> <td>3,161</td> </tr> <tr> <td>Facebook Live content collaboration with TPs</td> <td>9</td> <td>3,021</td> </tr> <tr> <td>Total</td> <td>43</td> <td>12,868</td> </tr> </tbody> </table> <p>We organised our annual flagship Palm and Lauric Oils Conference and Exhibition (POC) on 27 and 28 October 2020 to bring together key players in the palm oil industry to discuss market trends, price forecasts and other strategic issues as well as to provide opportunities for business networking. In 2020, we switched our physical conference to a virtual conference as a result of global restrictions on travel and physical distancing requirements due to the COVID-19 pandemic. The event was supported by CME Group, Dalian Commodity Exchange, Ministry of Plantation Industries and Commodities (MPIC) and various palm oil industry associations as well as sponsors, exhibitors, futures broking houses, investment banks, palm oil companies and media agencies.</p> <div style="border: 1px solid #0070C0; border-radius: 10px; padding: 5px; display: inline-block;"> 1,699 Unique Logins </div>	Programme	Number of Sessions	Attendees	Let's Learn Futures webinars	22	6,686	Facebook Live session	12	3,161	Facebook Live content collaboration with TPs	9	3,021	Total	43	12,868						
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	Facebook Live session	12	3,161																			
Facebook Live content collaboration with TPs	9	3,021																				
Total	43	12,868																				
<p>Islamic Capital Market</p>	<p>We carried out various programmes under Bursa Malaysia's Shariah Investing Programmes to promote and educate investors on Shariah-compliant investment products and services as well as the general concept underlying Shariah investing.</p> <table border="1"> <thead> <tr> <th>Programme</th> <th>Number of Sessions</th> <th>Attendees</th> </tr> </thead> <tbody> <tr> <td>Shariah Investing Seminar</td> <td>29</td> <td>61,762</td> </tr> <tr> <td>Shariah Investing Workshop</td> <td>99</td> <td>79,272</td> </tr> <tr> <td>Shariah Investing Roadshow</td> <td>2</td> <td>276</td> </tr> <tr> <td>Shariah Investing Education</td> <td>60</td> <td>39,402</td> </tr> <tr> <td>Others</td> <td>11</td> <td>23,120</td> </tr> <tr> <td>Total</td> <td>201</td> <td>203,832</td> </tr> </tbody> </table>	Programme	Number of Sessions	Attendees	Shariah Investing Seminar	29	61,762	Shariah Investing Workshop	99	79,272	Shariah Investing Roadshow	2	276	Shariah Investing Education	60	39,402	Others	11	23,120	Total	201	203,832
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	Shariah Investing Roadshow	2	276																			
	Shariah Investing Education	60	39,402																			
Others	11	23,120																				
Total	201	203,832																				

Education and Capacity Building

Our Progress (Cont'd)

Digital Platforms



In June 2020, we launched a new content-rich e-learning website to facilitate financial literacy and investment learning for the wider public. Our motto for the platform is that anyone should be able to access Bursa Academy content from anywhere at anytime and learn at his or her own pace. It is designed to further strengthen our education initiatives as part of concerted efforts to build an investment literate nation.

Here, one can access a wide range of easy explainers, articles, tutorials, quizzes, videos and webinars on the fundamental structure, products, challenges and opportunities of the capital market. The portal is available in English, Bahasa Melayu and Mandarin and caters to the needs of investors at all levels.

End December 2020 >>

93,019
visitors

398,722
page views



Launched in 2018, BURSASUSTAIN is a one-stop online knowledge repository on corporate governance, sustainability and responsible investment. We feature fresh content to enhance awareness and knowledge of PLCs on the latest issues and developments in these areas.

Traffic on BURSASUSTAIN

Page views:



Visitors:

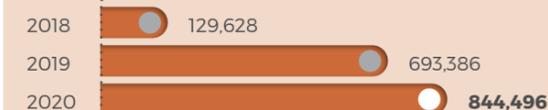


* Data recorded from April to December 2018, after the launch of BURSASUSTAIN in April 2018.



Created in 2014, BursaMKTPLC is a comprehensive investment portal that aims to educate the wider public on how to trade and invest on the stock market. The portal offers various digital tools and user-friendly features that can be used to analyse and learn about various types of investment products available on Bursa Malaysia.

Registered Users:



Available on >>



Mobile Application



Website Application



Launched in 2019, the Mirror, Learn & Trade (MLT) platform provides an opportunity for the wider public to learn about stock market investing by mirroring licensed research analysts. The platform offers direct access to licensed and seasoned research analysts who share their respective investment strategies in managing a securities portfolio.

Registered Users:

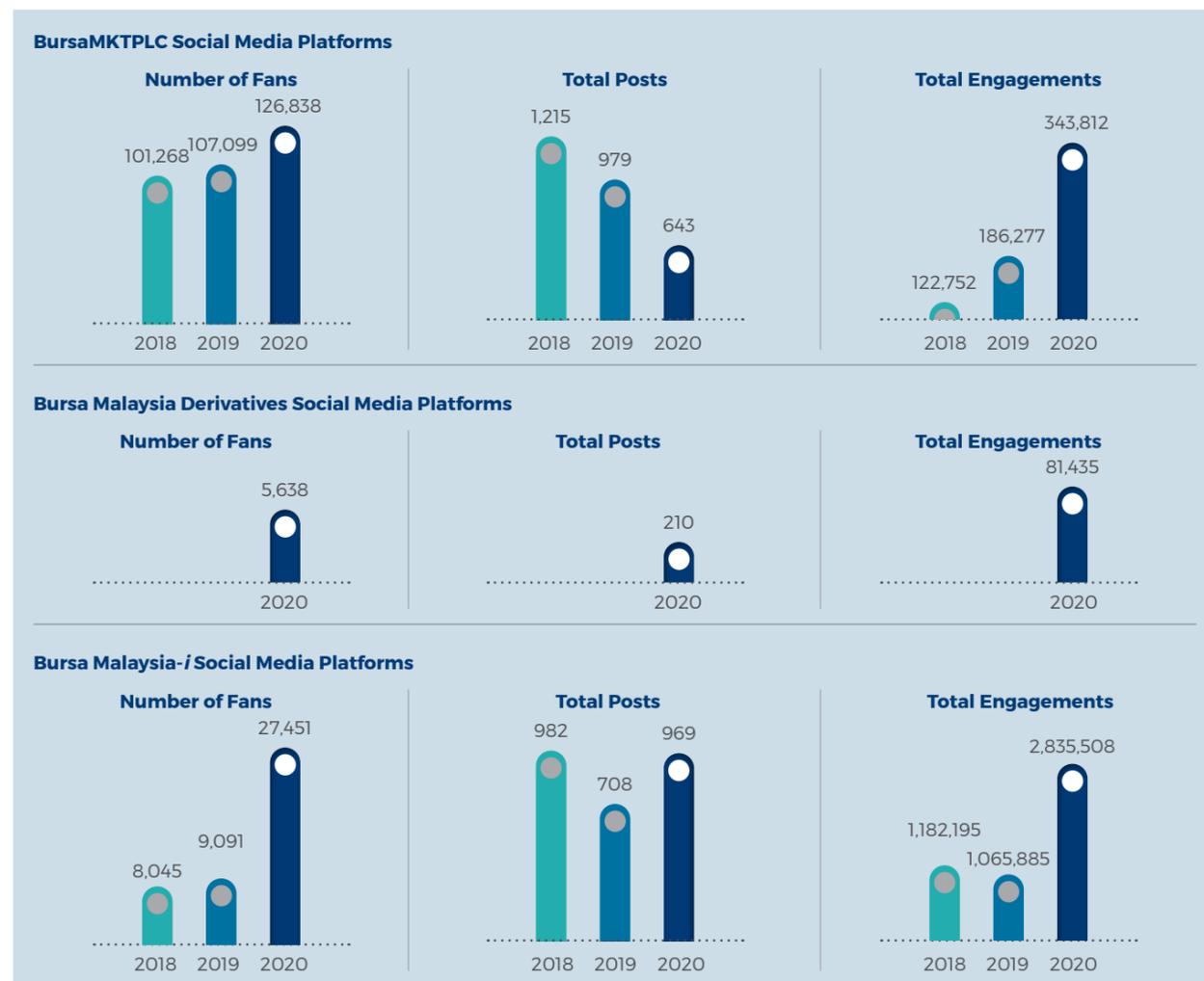


Education and Capacity Building

Our Progress (Cont'd)

Social Media

Our social media strategies are aimed at driving traffic and engagement towards our digital platforms, webinars and various other investor education initiatives. In 2020, we continuously broadcasted share investment insights, updates on relevant market news, educational posts on our investment products as well as provided live streams of our campaigns and events through our social media platforms – Facebook, Twitter, Instagram and LinkedIn.



Investment Clubs

Our flagship investment club, Bursa Young Investor Club (BYIC) aims to educate undergraduates at local universities on financial literacy and investment opportunities on Bursa Malaysia. In 2020, we established two more chapters at Swinburne University of Technology (Sarawak campus) and Universiti Sains Islam Malaysia. We now have 26 BYICs across Malaysia comprising 2,118 student members. In light of restrictions on in-person gatherings throughout the year, all club-related activities in 2020 were carried out via virtual meeting platforms.

Community Groups

See pages 63 to 67 (Community Investment) of this report to read more about our financial literacy initiatives.

Education and Capacity Building

Case Studies:

Bursa Academy – Leveraged and Inverse ETF E-Learning Course



We rolled out the maiden e-learning course on Leveraged and Inverse (L&I) Exchange Traded Funds (ETFs) via Bursa Academy learning platform in October 2020 to help investors gain a better understanding on the nuances of the product prior to trading. A leveraged ETF seeks to deliver multiple returns of its benchmark index on a daily basis while an Inverse ETF aims to provide the opposite return of its benchmark index on a daily basis.

The e-learning course includes quizzes and tutorial sessions. Further, participants are also tested using performance simulators for L&I ETFs listed on Bursa Malaysia to ensure they have achieved the desired competencies, prior to completing the course. Completion of the e-learning course and utilisation of the performance simulator will enable the participant to qualify to trade in L&I ETFs.

Course Structure

e-Learning Tutorial

Lesson 1	Leveraged & Inverse ETFs
Lesson 2	Why Choose Leveraged & Inverse ETF
Lesson 3	Who Should Invest in Leveraged & Inverse ETFs?
Lesson 4	When Markets Rise Steadily
Lesson 5	When the Market Goes Down Steadily
Lesson 6	When the Markets Are Flat but Volatile

L&I ETF Performance Simulators

Lesson 7	Leveraged and Inverse ETF Performance Simulators
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Equality for Equity Campaign

To mark the annual Ring the Bell for Gender Equality and in conjunction with the International Women's Day, we launched the Equality for Equity Campaign in 2020 to raise awareness on gender investing gap in the Malaysian equity market.

"Bursa Malaysia has always been a strong proponent of gender equality and inclusivity in the marketplace. While we continue with efforts to reduce gender equality gaps in the workplace, it is important to acknowledge the existence of the gender investing gap in our equity market as well. Therefore, achieving Equality for Equity will enable both women and men to make financial decisions that will have a positive impact on their financial well-being"

Datuk Muhamad Umar Swift,
Chief Executive Officer of Bursa Malaysia

The launch event featured a dialogue session titled 'Closing the Gender Investing Gap Benefits the Business and Society', featuring Y. Bhg Dato' Kong Sooi Lin - Independent Non-Executive Director of AMMB Holdings Bhd, Y. Bhg Datin Ami Moris - Chief Executive Officer of Maybank Kim Eng Group and Ms Chong Chye Neo, Independent - Non-Executive Director of Bursa Malaysia. We also engaged 41 corporate personalities and social media influencers, 29 senior leaders from our broker organisations and our employees to reach out to their respective networks to help communicate a call to action to close the gender investing gap.

To promote women's participation in our stock market, Bursa Malaysia and participating brokers waived the Central Depository System (CDS) account opening fees for all women from 8 March until 31 March 2020. A total of 6,478 new CDS accounts were opened by women during the campaign period via the 17 participating brokers.

Moving Forward

We will continue to enhance our capacity and capability to deliver impactful, engaging and unique education programmes for our stakeholders. We aim to increase the number of stakeholders engaged and reach out to wider demographic groups in the future. To meet the rising demand for online learning modules, we intend to develop free bite-sized courses for investors to learn about investment opportunities on Bursa Malaysia. We will also enhance our digital touchpoints with better features and interactive content to provide richer online engagements and learning experience.



CYBER SECURITY AND CUSTOMER PRIVACY

Why it matters

We live in a world that is vastly enabled by the explosion of new technologies that are increasingly becoming more sophisticated. The rapid digital adoption driven by COVID-19 has increased the risks associated with cyber security and customer privacy. We handle a large amount of information and data that are critical to our business operations. Therefore, it is vital to ensure our IT systems, networks, applications and personal data are adequately protected against cyber threats and malfunctions to ensure our operations can be carried out without disruptions and to prevent loss of sensitive and confidential data.



Our Sustainability Policy Commitment

- Provide secure, reliable and resilient systems

Our Approach

We undertake a holistic and proactive approach in managing our exposure to cyber threats and to meet the expectations of our stakeholders in safeguarding personal data as well as ensuring smooth and uninterrupted operations. This includes regular assessments on the effectiveness of our existing strategies and monitoring closely on the evolving and emerging threats on cyber security. We also continue to improve the resilience of our technology infrastructures, support continuous training and upskilling of our IT personnel and raise awareness among employees on cyber security issues.

As part of our continuous commitment to manage cyber security and customer privacy, our Board of Directors (Board) has established a Technology and Cyber Security Committee (TCC) in 2019 to oversee all technology and cyber security related functions of Bursa Malaysia to ensure a more coordinated approach in preventing and mitigating cyber risks.

We also facilitate our intermediaries to effectively respond to cyber threats through routine and targeted assessments, cyber health checks as well as continuous education and engagement programmes. This includes periodic issuance of industry guidance on cyber security and cyber resiliency.

To ensure a robust and credible approach, we conform to the following standards and guidelines:

- ISO/IEC 27001:2013 Information Security Management System (ISMS)
- ISO 20022 Messaging Standards for Corporate Announcements
- IOSCO's Guidance on Cyber Resilience for Financial Market Infrastructures
- Securities Commission Malaysia's Guidelines on Management for Cyber Risk
- ISO 31000:2018 Risk Management - Guidelines

In addition, we have developed the necessary policies and manuals to guide our day-to-day operational activities.

Cyber Security and Customer Privacy

Our Approach (Cont'd)

Safeguarding CDS information

As the operator of the central depository for the securities traded through the Malaysian capital market, we are bound by the Securities Industry (Central Depositories) Act 1991 (SICDA) where we have a statutory duty to protect depositors' information against any unauthorised access, alteration, disclosure or dissemination. We take this statutory duty very seriously and have put in place the following measures to safeguard and protect our CDS account holder's data and privacy:

- Access to CDS information by Bursa Malaysia Depository employees is governed by user access guidelines and is restricted to authorised personnel only;
- All outgoing emails from Bursa Malaysia Depository employees containing CDS information will have to be verified and approved prior to release; and
- All outgoing emails with attachments containing CDS account holders' data are encrypted and password protected.

Our Progress

Information Security Management System (ISMS)

We continue to implement ISO/IEC 27001 Information Security Management System (ISMS) to manage and protect our information in a systematic way. In 2020, we extended the scope of coverage of the ISMS to include all Priority 1 (P1) services and were successfully certified in December 2020.

Continuous Monitoring and Enhancement of Protection

We remain vigilant and conduct regular assessments to identify and detect any potential security threats and vulnerabilities.

In 2020, we adopted the Unified End Point Management Solution to manage all mobile devices within the organisation to enhance protection against data leakages.

Raising Awareness

In 2020, we carried out two awareness programmes, namely Social Engineering Tests and Cyber Security Awareness Programmes to educate our employees on cyber security matters. Additionally, we also issued regular email communication on cyber safety tips to our employees.

Material Breaches or Complaints

There were no material breaches or substantiated escalations concerning cyber security or customer privacy observed in 2020 and we continue to remain vigilant in this area.

Moving Forward

We aim to mitigate any potential cyber threats posed to both our organisation and the wider capital market. We will continue to remain vigilant and strengthen our cyber resilience to prevent any disruption to our operations and strengthen stakeholder confidence in our marketplace. We will also continue to monitor the evolving landscape of potential cyber threats and enhance our preventive measures to mitigate our exposure to cyber security risks.



DRIVING OUR GROWTH

The pursuit of growth is a crucial component for the survival of every business. It drives better business performance that can lead to greater profitability, improved resiliency to competition and higher preparedness to embrace change. We constantly keep abreast of emerging trends in the market to identify new growth frontiers. At the same time, we continue to enhance our capabilities so that we can be ever-ready to respond to new opportunities that arise.



Sustainable Finance

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Innovation and Technology Excellence

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SUSTAINABLE FINANCE

Why it matters

As environmental, social, and governance (ESG) considerations enter mainstream capital market or investment conversations globally, a growing number of investors are placing greater emphasis on sustainable solutions and access to value-aligned capital. Bursa Malaysia is committed to advancing the sustainable finance agenda to create long-lasting positive impacts on the planet and society. We aim to play a crucial role in facilitating an enabling environment to unlock sustainable capital through our exchange and improve access to responsible investments.



Our Sustainability Policy Commitments

- Facilitate sustainable finance products
- Enhance availability of decision useful ESG information

We adopt a multifaceted approach to advance the sustainable finance agenda. In general, our approach focuses on 3 key areas:

Facilitating sustainable and responsible investment (SRI) products and services

- Enable and encourage capital flows into sustainable investments through SRI products and services

Enhancing corporate governance and sustainability practices and disclosures

- Inculcate good corporate governance and sustainability practices and disclosures

Participating in relevant committees, working groups and events

- Contribute to the active development of the sustainable finance ecosystem through collaboration and thought leadership

Facilitating SRI Products and Services

Our Approach

Alignment between Shariah and ESG

To further strengthen our position and competitive edge in the Islamic capital market space, we leverage on the complementarity between value-based ESG and Shariah investing to support the development of our ecosystem. We actively promote both Shariah-compliant securities and the FTSE4Good Bursa Malaysia (F4GBM) Index to our retail and institutional investors via Bursa Malaysia-i, our fully integrated Islamic securities exchange platform, as well as through sharing thought leadership in this space.

Supporting ESG Investments

To support the growth of ESG-focused investments, we launched Malaysia's first ESG index in 2014, the F4GBM Index, followed by a regional index in 2016, the FTSE4Good ASEAN 5 (F4GA5) Index, both of which measure the performance of PLCs that demonstrate strong ESG practices. We organise sustainability seminars and conduct one-on-one engagements with potential constituents to assist them in understanding the assessment criteria for inclusion in the F4GBM Index.

We recognise there is a growing demand for high quality and reliable ESG data, especially from asset managers and asset owners. We also constantly explore new initiatives and development of tools to improve accessibility of information and ESG data quality to support investment processes and decision making. We also collaborate with our local stakeholders to facilitate the availability of quality ESG data to the market. This initiative will form one of the essential building blocks in unlocking potential new sustainability products and services to support wider ESG adoption across the value chain.

Promotion of the LEAP Market

Recognising the key role that small- and medium-sized enterprises (SMEs) play in the Malaysian economy, we launched the LEAP Market in 2017, representing ASEAN's first SME-focused listing platform. We collaborate with other industry players and government agencies to create awareness among SMEs on the benefits of listing as well as to provide guidance on the listing process.

Sustainable Finance

Our Approach (Cont'd)

Promoting Sustainability in Derivative Products

Sustainability standards play an important role in the palm oil industry by ensuring good agricultural practices that are environmentally friendly and socially responsible. We recognise that traceability is an important driving factor to ensure adequate transparency in the palm oil supply chain. Thus, in 2018, Bursa Malaysia Derivatives introduced the traceability requirement for the benchmark Crude Palm Oil Futures (FCPO) contract where sellers of FCPO are required to submit a traceability document when they deliver crude palm oil (CPO) to the exchange-approved Port Tank installations (PTI).

Facilitation of Microfinancing to Underbanked Communities

Through Bursa Suq Al-Sila' (BSAS), our commodity Murabahah platform, we facilitate and enable entities, such as Amanah Ikhtiar Malaysia (AIM) and cooperatives, that are members of the BSAS ecosystem, to offer and provide Shariah-compliant and cost-effective financing facilities to the underbanked communities of our society.

Our Progress

Alignment between Shariah and ESG

In terms of products and services, the Bursa Malaysia-*i* platform has seen an increasing demand for Shariah-compliant financial solutions as driven by the shift towards value-based investing and consequently a greater demand for Islamic Capital Market products and services by non-Muslim investors and SRI investors.

Shariah Investing Virtual Conference 2020 (SIVC 2020)

On 17 June 2020, we organised our inaugural Shariah Investing Virtual Conference 2020 (SIVC 2020), in partnership with CGS-CIMB Securities Sdn Bhd (CGS-CIMB) targeted at institutional investors to showcase opportunities in the Shariah equity market and Shariah investing value proposition. Themed 'Shariah Investing and Socially Responsible Investing: Meeting at the Midway', the SIVC 2020 intended to grow Shariah investing by bridging the gaps between Shariah investing and socially responsible investing based on the similar values shared by both approaches.

This virtual conference attracted 1,300 participants including attendees from the United States of America, Africa, Middle East and North Africa (MENA), Europe and Asia.

Shariah Investing Dialogue Series 2020 (SID 2020)

We had in October and November 2020, organised our inaugural Shariah Investing Dialogue (SID) Series 2020 in partnership with Association of Shariah Advisors in Islamic Finance (ASAS) to provide an avenue for discussion on Shariah issues focusing on Islamic capital market, where distinguished Shariah scholars provided thought leadership on the Islamic capital market and Shariah investing, and emphasised the role of the Shariah fraternity in accelerating the growth of the Islamic capital market and Shariah investing.

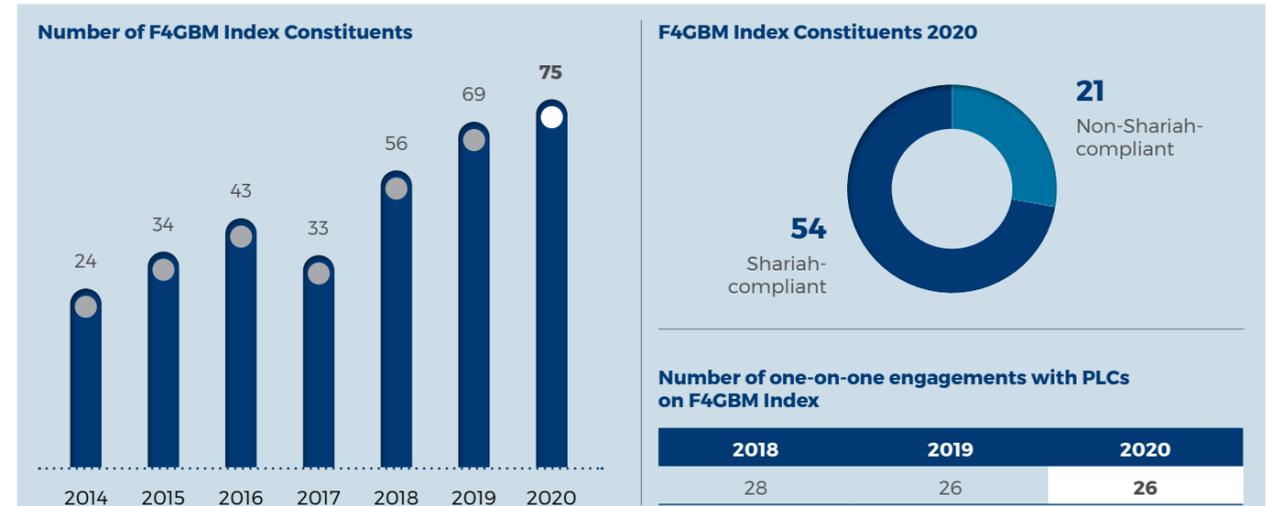
SID 2020 Series 1, themed 'Investment in the Future: Shariah Fraternity's Role in Islamic Capital Market' was held on 21 October 2020 and gathered 1,861 viewers. SID 2020 Series 2, themed 'Shariah Fraternity: Setting the Pace of Innovative Thinking', took place on 17 November 2020 and gathered 2,970 viewers. The virtual event was conducted via the IslamicMarkets.com platform.

Sustainable Finance

Our Progress (Cont'd)

Supporting ESG Investments

We also recorded an increase in the number of F4GBM Index constituents to 75 (up from 69 in 2019). 54 out of 75 (72%) of the F4GBM Index constituents are Shariah-compliant.



From August 2020, we have made available the broad ESG performance of PLCs assessed using the FTSE4Good criteria on our website. This move aims to promote greater transparency and encourages PLCs to step up their sustainability practices and disclosures.

ESG Artificial Intelligence Proof-of-concept (AI POC)



We embrace innovation as a key driver for our business growth. In 2020, we embarked on a proof-of-concept to validate whether artificial intelligence (AI) will be able to efficiently and effectively extract ESG data and information from our PLCs' annual reports or sustainability reports. This proof-of-concept aimed to fill a market need for easily accessible ESG data and information to support investment decisions, monitoring, research or product development by market participants.

SRI Survey



In 2020, we also carried out an SRI survey with institutional and retail investors to gather insights on investor preferences and to better inform our SRI-related product development strategies.

Sustainable Finance

Our Progress (Cont'd)

Promotion of the LEAP Market

In 2020, we continued to create awareness and provide guidance to SMEs on the benefits of listing on the LEAP Market and the listing process. However, due to the Movement Control Order (MCO), our ability to conduct awareness initiatives was limited to a reduced number of seminars, webinars and direct engagements.

The pandemic and MCO had adversely affected businesses, in particular the SMEs. This resulted in some companies having to delay their listing plans. During the year 2020, we had taken the initiative to introduce pre-listed SMEs to the relevant government authorities and financiers to assist in strengthening the companies' businesses and their readiness for listing. On 27 February 2020, the Securities Commission Malaysia announced capital market-related relief measures to support the Malaysian economy. In this regard, we announced listing fee waivers, available for a period of 12 months, effective from 27 February 2020, as follows:

- Processing fee - applicable for IPO applications for listings on the ACE and LEAP Markets.
- Initial Listing and Annual Listing fees - applicable for listings of companies whose estimated market capitalisation is less than RM500 million on the Main, ACE and LEAP Markets.

Separately, existing PLCs with a market capitalisation of below RM500 million as at 31 December 2019 and which reported a loss after tax for the quarter ended between 1 April 2020 and 30 June 2020 were given a 50% rebate on the annual listing fees.

Nonetheless, our continuous engagements to encourage SMEs to consider LEAP market listings have resulted in strong growth in the number of listed companies.

Number of listed companies on LEAP Market

2018	2019	2020
13	28	34

Promoting Sustainability in Derivative Products

Bursa Malaysia Derivatives' traceability requirement is the first phase approach towards delivering certified sustainable CPO via the derivatives exchange. As of 31 December 2020, 427 out of 452 mills in Malaysia or approximately 94% have been certified by the Malaysian Palm Oil Certification Council (MPOCC) under the Malaysian Sustainable Palm Oil (MSPO) Certification Scheme. The MSPO Certification Scheme is the national scheme in Malaysia for oil palm plantations, independent and organised smallholdings, and palm oil processing facilities to be certified against the requirements of the MSPO Standards.

Facilitation of Microfinancing to Underbanked Communities

In terms of facilitation of financing to underbanked communities, the total disbursement by Amanah Ikhtiar Malaysia (AIM) to communities through BSAS was 35% lower in 2020 against the preceding year due to COVID-19 and the impacts of MCO, which affected AIM's ability to reach their customers. Nevertheless, the total financing amount and number of cooperatives on BSAS continued to increase in 2020.

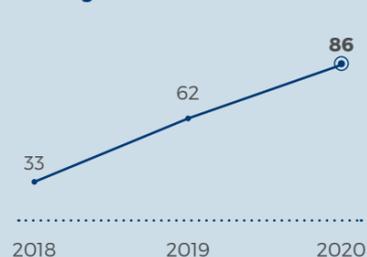
Total Disbursements by AIM to the Community through BSAS (RM billion)



Total Financing by Cooperatives on BSAS (RM billion)



Total Number of Cooperatives Trading on BSAS



Sustainable Finance

Enhancing Corporate Governance and Sustainability Practices and Disclosures

Our Approach

We employ a comprehensive approach in strengthening the corporate governance and sustainability practices and disclosures of our PLCs that includes providing a reporting framework, disclosure review and education.

Sustainability Reporting Framework

We consistently work to establish ESG-related rules, requirements and recommendations that are comparable to or on par with international standards. For instance, since the introduction of our Sustainability Disclosure Framework in 2015 for the Main and ACE Markets, our PLCs are now publishing sustainability statements within their annual reports or standalone sustainability reports. Within the sustainability statements, PLCs are required to describe the relevant governance structures, policies and processes put in place to manage material sustainability issues. Furthermore, our Main and ACE Markets Listing Requirements also require PLCs to disclose their adherence to the various recommended practices contained within the Malaysian Code on Corporate Governance.

Disclosure Review

We also undertake annual reviews of PLCs' sustainability statements or reports on a sampling basis and provide feedback on potential gaps and improvement opportunities. In addition, we frequently engage and communicate with PLCs on various corporate governance and sustainability-related matters.

Education

We conduct various advocacy programmes on relevant corporate governance and sustainability themes.

We feature fresh content on BURSASUSTAIN, our one-stop online knowledge repository launched in 2018 for corporate governance, sustainability and responsible investment, to enhance awareness and knowledge of PLCs on the latest issues and developments in these areas.



Our Progress

Disclosure Review

Over the past few years, we have been conducting annual sustainability disclosure reviews of the sustainability statements or reports published by PLCs on a sampling basis. Results of past sustainability disclosure reviews are set out below:

Review of first-time reporters	Average compliance levels	Average quality scores
2017 PLCs with market capitalisation ≥ RM2 billion	90%	47%
2018 PLCs with market capitalisation ≥ RM1 billion	90%	49%
2019 PLCs with market capitalisation < RM1 billion	93%	59%

In 2020, we entered into a collaboration with the Minority Shareholder Watch Group (MSWG) allowing us to increase the size of our review to 300 PLCs across different market capitalisations. Results of the 2020 sustainability disclosure review saw the sampled PLCs recording average compliance levels of 93% while the average quality scores stood at 68%. Of this, the top 100 PLCs¹ achieved average compliance levels of 98% and average quality scores of 77% - both showing marked improvements compared to earlier reviews conducted in past years.

¹ Top 100 by market capitalisation as at 31 December 2019.

Sustainable Finance

Our Progress (Cont'd)

Education

Throughout 2020, we conducted various advocacy programmes in the areas of corporate governance and sustainability for directors, practitioners and company secretaries covering topics such as board governance, fraud risk management, climate change, anti-corruption and sustainability reporting.

Total number of participants for corporate governance advocacy programmes

2018	2019	2020
1,105	1,725	405

Total number of participants for sustainability advocacy programmes

2018	2019	2020
1,009	533	234

In 2020, as part of our continued enhancements to BURSASUSTAIN, we launched the Sustainability Healthcheck - a free self-assessment tool designed to help PLCs diagnose where they are on their sustainability journey. The assessment tool provides detailed recommendations to help PLCs embed sustainability into their governance, management and reporting systems, in order to future-proof their business and to enhance overall business resilience.

Achievements

Malaysia-ASEAN CG Scorecard by MSWG

Considerable improvement in average CG Score for the Top 100 Malaysian PLCs from **80.4** in 2015 to **98.4** in 2019

ASEAN CG Scorecard Awards 2019

7 Malaysian PLCs recognised as being among the Top 20 ASEAN PLCs (16 Malaysian PLCs made the Top 50 list in 2017)

Bursa Malaysia's Sustainability Disclosure Review 2020

- Average compliance levels of **93%** and average quality scores of **68%**
- Marked improvement compared to earlier reviews of first-time reports

Sustainable Finance

Participation in Relevant Committees, Working Groups and Events

Our Approach

We actively participate in various working groups and committees that enable us to work closely with other financial market regulators, peer exchanges around the world and other sustainability proponents in steering the capital markets along more sustainable paths on both national and global fronts.

Joint Committee on Climate Change (JC3)

A committee co-chaired by the SC and Bank Negara Malaysia to propel financial institutions towards a low-carbon economy.

We chair the sub-committee on governance and disclosure.

Corporate Governance Council (CG Council)

A council chaired by the SC to co-ordinate and align initiatives among members of the council and relevant stakeholders to drive good corporate governance.

We are a member of the CG Council.

UN Sustainable Stock Exchanges (SSE) Initiative

A global peer-to-peer learning platform to drive corporate transparency in ESG and sustainable investment.

We are a Partner Exchange and a member of the Advisory Group on Climate Disclosure guidance.

World Federation of Exchanges (WFE)

A global industry association for exchanges and clearing houses.

We are a member of the Sustainability Working Group.

In addition, we actively participate in stakeholder consultation processes conducted by various sustainability standard-setters and working groups. We ensure our feedback adequately reflects our perspectives as a sustainability-focused organisation and where applicable, the collective needs of the Malaysian capital market.

Our Progress

In 2020, we took active roles in global workstreams to contribute to relevant documents that support the development of the sustainable finance ecosystem:

SSE Initiative	WFE
• Joined SSE Advisory Group on Climate Disclosure	• Provided feedback on WFE-SSE Paper on The Role of Derivatives Exchanges in Sustainable Development
	• Member of the ESG Definitions Subgroup, a workstream created to draft definitions for ESG Products

In 2020, our Chairman, CEO and members of our Shariah Committee spoke at several events to drive thought leadership conversations in sustainable finance.

Key Thought Leadership Events Participated in by Bursa Malaysia Representatives

International Greentech and Eco Products Exhibition and Conference Malaysia (iGEM) 2020	Tan Sri Abdul Wahid Omar, Chairman
SIDC Conference: SRI 2020: The Strategic Value of Sustainability Insights into SRI Initiatives in the Malaysian Capital Market	Datuk Muhamad Umar Swift, CEO
Shariah Investing Dialogue Series 2020	Prof. Dr. Ashraf Md. Hashim, Chairman, Shariah Committee Prof. Dr Younes Soualhi, Member of Shariah Committee
Shariah Investing Virtual Conference 2020	Tan Sri Abdul Wahid Omar, Chairman Datuk Muhamad Umar Swift, CEO
2021 Budget Focus Group. Accelerating Economic Recovery through SRI	Datuk Muhamad Umar Swift, CEO
Interview with UN Global Compact	Datuk Muhamad Umar Swift, CEO

Sustainable Finance

Our Progress (Cont'd)



Collaboration Partnership with UN Global Compact Malaysia and Brunei

On 18 December 2020, we signed a memorandum of understanding with UN Global Compact Malaysia and Brunei to collaborate on several areas to advance the corporate sustainability agenda to achieve the United Nations Sustainability Development Goals. Among others, the collaboration will include the development of a Corporate Sustainability Competency Framework to serve as a reference for determining job capabilities and core competencies for corporate sustainability professionals.

Moving Forward

Facilitating SRI products and services

Overall, our goal is to build a vibrant ecosystem of ESG-themed investment products that are aligned with investors' needs and expectations. In the coming years, we hope to expand our efforts to identify emerging sustainability-driven opportunities in our suite of products and services and help steer capital towards sustainable solutions and assets. We are exploring new variations of the ESG index to complement the existing F4GBM Index. For instance, a Green Index may provide investors with additional sustainability perspectives, namely to identify or recognise companies with exposure to green revenues.

Through Bursa Malaysia-i, we aim to scale up the size of offerings via product and service innovation with greater alignment between Shariah investing and SRI as well as broadening our product suite across the value chain of Islamic wealth management solutions. Further, we also aim to spur new market segments and attract greater domestic and international participation to accelerate the growth of Shariah-compliant SRI as well as continue to drive thought leadership and advocacy to promote greater alignment between Shariah and SRI.

Enhancing corporate governance and sustainability practices and disclosures

We recognise that more can be done to help PLCs embed sound sustainability practices and processes within their operations and across their respective supply chains. Our PLCs currently have varying levels of sustainability maturity and are in different stages of their journey. In addition, for smaller PLCs with relatively less resources and internal capability to undertake sustainability initiatives, there is a tendency to adopt a more compliance-oriented mindset. As such, we will continue to conduct relevant advocacy programmes to build capacities and technical know-how

to support PLCs to integrate and operationalise sustainability within their respective businesses.

There is a growing interest in decision-useful ESG data to measure sustainability performance. We note that there is a general lack of standardisation in reported ESG information to facilitate stakeholder decision-making. In 2021, we aim to review our Sustainability Disclosure Framework with a view of enhancing the overall degree of availability, quality as well as comparability of sustainability disclosures among our PLCs.

As for corporate governance, our focus is on instilling a higher degree of self-regulation as PLCs' continue to mature. In this regard, we will also continue engaging with key capital market stakeholders such as the Securities Commission Malaysia, Institutional Investor Council, MSWG, and Institute of Corporate Directors Malaysia to encourage PLCs to play a more proactive role in internalising the spirit of CG.

We will continue to feature fresh and interesting content on BURSASUSTAIN to support awareness creation and knowledge building on corporate governance, sustainability and responsible finance topics. In addition, we plan to boost readership via a dedicated social media strategy to promote our learning platform to a wider group of stakeholders.

Participating in relevant committees, working group and events

For the coming years, we will continue to play a proactive role in working with other key capital market stakeholders to drive the corporate sustainability and sustainable finance agenda. This includes providing feedback on future draft proposals, frameworks or recommendations, participating in selected working committees, councils or workstreams and also being a strong proponent for sustainability in Malaysia and beyond.



INNOVATION AND TECHNOLOGY EXCELLENCE

Why it matters

Spurred by rapidly changing consumer demand and technological advances, companies need to constantly innovate and invest in technology capabilities in order to stay relevant. Prioritising innovation and technology can help unlock new growth opportunities, enhance service delivery and improve process efficiencies. As a future-focused organisation, we recognise that innovative technologies such as artificial intelligence (AI), robotics, blockchain, cloud computing and other disruptive solutions will continue to shape our industry in the coming decade. We will continue to explore innovative solutions and enrich our core capabilities to meet the evolving needs of our stakeholders.



Our Commitments

- Provide secure, reliable and resilient systems
- Leverage systems and infrastructure

Our Approach

Innovation and technology are crucial drivers of our business and they represent vital components in Bursa Malaysia's three-year Strategic Roadmap. To read more about our three-year Strategic Roadmap and our future priorities, please refer to page 35 of [IAR](#)

Bursa Malaysia's Technology Roadmap aims to provide clear guidance and principles to ensure our technology infrastructure is designed to provide the balance required for the availability, security, flexibility and manageability to meet the current and future business and technological needs.

Our Progress

Innovation

Cloud-based Analytics Dashboard Proof-of-Concept (POC)

We completed the cloud-based analytics dashboard POC designed to automate end-to-end data ingestion and integration pipeline. The integrated data warehouse is designed to enable visualisation and interaction of dashboards to support analysis across multiple dimensions and time frame. Through the POC, we have built in-house cloud technology capabilities and data analytics expertise in the capital market.

Bonds on Blockchain Proof-of-Concept (POC)

We completed the bonds on blockchain POC with Singapore's Fintech technology provider, Hashstacs Pte Ltd. The POC was designed to facilitate the growth of the bond marketplace at the Labuan Financial Exchange (LFX) by harnessing the opportunities provided by blockchain technology and the tokenisation of assets. The POC involved Maybank Investment Bank Berhad (Maybank), CIMB Investment Bank Berhad (CIMB) and China Construction Bank Corporation Labuan Branch (CCB) as participants. The POC successfully demonstrated that digital bonds could be issued and managed on a blockchain and its attributes as a single source of truth, smart contracts and automation potentially enable new service expansion offerings.

'InvestHack' Hackathon

We partnered with CGS-CIMB Securities Sdn Bhd to launch the inaugural 'InvestHack' hackathon event that was designed to co-create new meaningful and impactful services, software, applications or solutions to tackle some of our key business problems. The objective of this event was to develop innovative solutions and offerings that could enhance retail investor participation in the marketplace. A total of 75 teams comprising 250 individuals participated in this event and we received 50 innovative ideas and solutions that could help us in our efforts to deliver better value to the retail marketplace.

Innovation and Technology Excellence

Our Progress (Cont'd)

Technology Excellence

We leverage on technology to enhance our process efficiencies and market competitiveness. In 2020, we introduced a series of measures to accelerate the digital transformation of our operations.

Ensure System Availability and Improve Resiliency



Equity Post Trade Technology Refresh (EPTTR)

Completed in September 2020, the EPTTR project was initiated with the objective to secure greater availability and better performance for the operations of equity post trade systems. Core applications that were included in the refresh exercise include the Central Depository System (CDS), Equity Clearing and Settlement System (ECS), Central Matching Facility (CMF), Securities Borrowing and Lending (SBL) Systems and Equities Margining System (EMS).



Bursa Trade Securities2 (BTS2) Technology Refresh

The BTS2 Technology Refresh project was initiated in 2020 with a target completion date in 2021. Its main objective is to prevent system obsolescence, achieve stability of service uptime and to achieve higher system availability in the event of component failure.



Enhance Customer Digital Experience

Enhancement to Bursa Anywhere mobile application

Bursa Anywhere mobile application was enhanced with additional features to help depositors better manage their CDS accounts remotely, especially during the outbreak of the COVID-19 pandemic

- Released on 10 April 2020
Reactivation of inactive and dormant CDS accounts
- Released on 22 June 2020
Online new CDS account opening and e-Dividend registration

As at 31 December 2020, we had 138,622 registered users in Bursa Anywhere and 25,241 new CDS accounts were opened via Bursa Anywhere.

Since its release on 10 April 2020, 24% of 43,854 inactive CDS accounts and 31% of 23,956 dormant CDS accounts were reactivated through Bursa Anywhere.

As for e-Dividend registration, a total of 1,434 users have subscribed to it since 22 June 2020.

Innovation and Technology Excellence

Our Progress (Cont'd)

Enhance Operational Efficiency

Workflow Automation and Digitisation of Physical Hardcopy Projects

We launched the above process automation and workflow projects in May 2020 which were intended to increase our operational efficiency and improve employee productivity.

Onboarding Process for Market Participants

As part of our continuous efforts to provide a facilitative framework, we enhanced the onboarding process for our market participants. This resulted in the reduction and simplification of information required during the registration process of market participants. This initiative also improved our business processes resulting in reduced turnaround time.

Digital Submission Via Bursa LINK

We enabled the digital submission of draft information memoranda and online applications for admission of sponsors and advisers for the ACE and LEAP Markets via Bursa LINK to facilitate a more timely and structured submission and more efficient processing of the submission. This is also in line with the green initiative to reduce carbon footprint.

ISO20022 Messaging Standards for Corporate Announcements

On 31 March 2020, we launched the ISO20022 Messaging Standards for Corporate Announcements and encouraged our market participants to adopt the international standard as they stand to benefit from the straight through processing (STP). By adopting this standard, market participants will receive the PLCs' corporate announcements (CA) in the following format:

- Actionable CA in ISO20022 messaging standards; and
- Non-actionable CA in XML messaging standards.

Moving Forward

As we transit to pursuing our Strategic Roadmap 2021-2023, we will continue to leverage on innovation and technology excellence in order to achieve our strategic objectives and deliver our promise of 'Creating Opportunities, Growing Value'. Specifically, we aim to develop further collaboration and explore co-development opportunities to support the implementation of blockchain technology to expand the Malaysian capital market. We also seek to harness the full potential of data and will continue to improve our data management processes through the implementation of initiatives under the Enterprise Data Management Framework.

By using this standard, market participants can have information from the PLCs flow directly to their target systems without manual entry into the system. This will enhance processing efficiency and speed up the processing of data from corporate announcements.

Enterprise Data Management

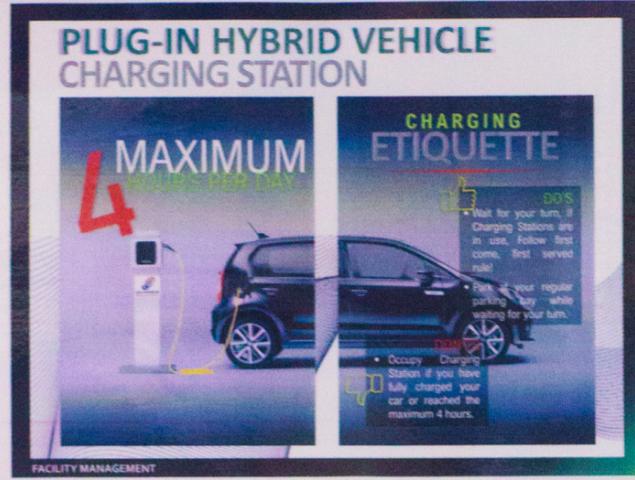
We have embarked on the journey to becoming a data-driven organisation by adopting an Enterprise Data Management framework which is in accordance with international best practices from DAMABOK, CMMI and ISO8000. Under this initiative, we have thus far:

- Established a central data governance structure to institute data governance policies
- Established a central reference point for all common business terms used in Bursa Malaysia for reporting purposes to ensure consistency in the usage of the business terminology across Bursa Malaysia
- Classified data sensitivity in accordance with our Information Management Policy, i.e. Secret, Confidential, Restricted or Public

DCS System Enhancement Catering for FMG5 Revised Settlement Method

In line with the relaunch of the FMG5 contract with a revised settlement methodology, we enhanced our Derivatives Clearing and Settlement (DCS) system to cater to the contract's new parameters, i.e. from cash settlement to physical delivery based on a delivery-versus-payment (DVP) model. The DVP model refers to the exchange of securities and funds between the seller and the buyer in real-time that is facilitated through the Real-Time Electronic Transfer of Funds and Securities System (RENTAS).

For more information, refer to page 77 [IAR](#)



PROTECTING OUR ENVIRONMENT

Businesses are inextricably linked to the environment and depend on natural resources to sustain livelihoods. The destruction of the natural environment often can be catastrophic and have far-reaching consequences to our health and societal wellbeing. In our view, all corporations should continuously evaluate their impacts to ensure a mutually productive relationship with the natural environment. Every step we take towards a greener future can help to preserve the planet for our children and generations to come.



Climate Risks

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Environmental Footprint

[Page 45](#)



CLIMATE RISKS

Why it matters

Climate change was identified as an increasingly pressing issue for businesses with 34% of Chief Audit Executives (CAE) voting it as one of the top 5 risk priorities for their organisation¹. Further, the World Economic Forum Global Risks Report 2020 ranks the failure of climate change mitigation and adaptation to be the number one long-term risk by impact and number two by likelihood. It is widely acknowledged that climate risks can destabilise our natural environment and have significant economic implications. As such, in our capacity as a frontline market regulator, influencer and public listed company (PLC), we aim to enhance our climate efforts to support the transition towards a low carbon and climate-resilient future as well as to manage the associated risks to our business.



Our Sustainability Policy Commitments

- Consider climate-related risks and opportunities
- Promote adoption of good environmental practices among our PLCs

Our Approach

To manage our climate-related risks and set an example as a PLC, we became a supporter of the Task Force on Climate-related Financial Disclosures (TCFD) in 2018. Our efforts to improve our environmental performance, management and reporting in relation to climate-related risks and opportunities towards the adoption of the recommendations of the TCFD are coordinated by the Climate Action Task Force.

As a frontline market regulator, we recognise the wide-scale impacts of climate-related risks and the necessity for multi-stakeholder cooperation in this respect. We actively engage on platforms such as the Joint Committee on Climate Change (JC3), of which Bursa Malaysia is Chair to its Sub-Committee 2 on Governance and Disclosure, to maximise reach and impact. In addition to playing facilitative and supportive roles to PLCs via bespoke advocacy programmes, we also actively engage with other key capital market stakeholders to play a more proactive role in championing climate change practices within the capital market.

¹ The European Confederation of Institute of Internal Auditing (ECIIA) publication, Risk in Focus 2021.

Climate Risks

Our Progress

Joint Committee on Climate Change (JC3)

In 2020, members of Sub-Committee 2 on Governance and Disclosure of the JC3 undertook an assessment of climate-related disclosures across a sample of financial institutions operating in Malaysia based on the recommendations of the TCFD. Building on from its findings, the Sub-Committee is working towards the development of an Application Guide on Climate-related Disclosures to improve the quality of disclosures vis-a-vis the recommendations of the TCFD.

Climate Change Thematic Workshop

In November 2020, we conducted a Sustainability Thematic Workshop on Climate Change: Practical Steps in Measuring and Managing Greenhouse Gas (GHG) Emissions, aimed at providing guidance to PLCs on measuring and managing GHG emissions using widely-recognised frameworks and standards.

United Nations (UN) Sustainable Stock Exchanges (SSE) Initiative Advisory Group on Climate Disclosure

We joined the UN SSE Advisory Group on Climate Disclosure, a new workstream launched in 2020 that aims to support exchanges in developing best practice guidance for issuers on climate-related disclosures. The workstream involves exchanges, regulators and investors from around the world to ensure a globally consistent approach in adopting the recommendations of the TCFD. The work of the advisory group will end in June 2021 and the output will be presented during the next UN Climate Summit (COP26) in 2021.

Adoption of the Recommendations of the TCFD

Internally, in 2020, we embarked on a systematic process to identify the steps required towards full-adoption of the recommendations of the TCFD. We also identified resource requirements to support the adoption, both through in-house capacity building and the outsourcing of relevant expertise.

Moving Forward

The effective management of climate-related risks represents a strategic objective in our Sustainability Roadmap 2021-2023 and we endeavour to accelerate our progress, particularly through a full adoption of the recommendations of the TCFD. Further, we will also continue collaborating with key capital market stakeholders to facilitate a transition towards a low carbon economy.



ENVIRONMENTAL FOOTPRINT

Why it matters

Human activities in an increasingly globalised economy have profound impacts (either directly or indirectly) on the physical environment. Persistent increase in greenhouse gas (GHG) emissions and overexploitation of natural resources can lead to severe and irreversible damage to our natural ecosystem. As the concerns around climate change and environmental degradation continue to grow, it is important for businesses to take action to measure, manage and reduce their environmental impacts on the wider ecosystem. Given the intrinsic link between human activities and the environment, we recognise that going green is important to protect the planet and the finite resources that we have left.



Our Sustainability Policy Commitments

- Embrace responsible energy and resource management in daily operations
- Inculcate environmentally sustainable practices among our employees
- Disclose environmental data, performance and targets

Our Approach

We are committed to managing our environmental impact that could arise from our operating processes and office facilities. To do this, we continually assess our GHG emissions, energy efficiency and water usage. We also measure the amount of hazardous and non-hazardous waste generated as well as paper and fabric-based items recycled at our office.

Our environmental programmes are spearheaded by our Procurement Facility and Administration department and supported by the Climate Action Task Force which comprises representatives from several departments. To meet our environmental commitments, we have embarked on a series of measures to reduce our footprint and potential environmental impacts. This includes upgrading our existing equipment to be more energy-efficient, enhancing monitoring practices to reduce demand for energy, focusing on education and awareness creation among employees, continuing recycling practices and ensuring responsible disposal of waste generated at our office according to government regulations.

GHG emissions are considered to be a significant driver of climate change. Recognising the need to manage our climate footprint, we continuously enhance our approach to monitoring and reporting our GHG emissions to provide a more comprehensive picture of our emission profile to our stakeholders. In addition, this allows us to identify emission reduction opportunities within our business activities.

Further, we also apply the precautionary principle as defined in the GRI Standards and the Ten Principles of United Nations Global Compact (UNGC) to identify potential environmental impacts, appropriate preventive actions and cost-effective measures to mitigate negative impacts on the environment and human health. Through our Vendor Code of Conduct, we also encourage our vendors to operate in an environmentally responsible manner.

Environmental Footprint

Our Progress

Bursa Malaysia Carbon Footprint

Overall:

Approximately **11% reduction** in total GHG emissions in 2020 compared to 2017 mainly attributed to the reduction in Scope 2 emissions through energy saving measures implemented at our office

During the year 2020, Scope 1 and Scope 3 emissions reduced drastically when compared with 2019 due to travel restrictions resulting from the COVID-19 pandemic.

Scope 2 emissions increased slightly due to increase in electricity consumption at our Disaster Recovery Centre (DRC).

Scope	Emission Source	Tonnes CO ₂ e			
		2017	2018	2019	2020
Scope 1	On-site power generation (genset) and pool vehicles	28.00	30.10	32.76	5.13
Scope 2	Purchased electricity from grid	7,079.05	6,381.85	6,230.20	6,308.66
Scope 3	Air travel from business	-	-	63.68	3.45
Total		7,107.05	6,411.95	6,326.64	6,317.25

Notes:

- Scope 1 Emission Factors were derived from MYCarbon GHG Reporting Guidelines.
- Scope 2 Emission Factor was derived from <http://www.seda.gov.my/statistics-monitoring/co2-avoidance>.
- Scope 3 Emissions were calculated using the Carbon Emissions Calculator developed by International Civil Aviation Organisation (ICAO).
- GHG emission inventory includes all business activities under our financial and operational control. We use the operational consolidation approach.

Carbon Emissions Intensity	2017	2018	2019	2020
Scope 2 (tCO ₂ e/m ²)	0.19	0.16	0.16	0.16
Scope 3 (tCO ₂ e/FTE)			0.11	0.01

Notes:

- We have used the self-occupied area as the measurement of floor space for Scope 2 emissions
- FTE refers to Full Time Employees

Environmental Footprint

Our Progress (Cont'd)

Energy Consumption

We have implemented several energy saving measures over the last three years to improve our building energy efficiency:

Installing Light Emitting Diodes (LED) lighting

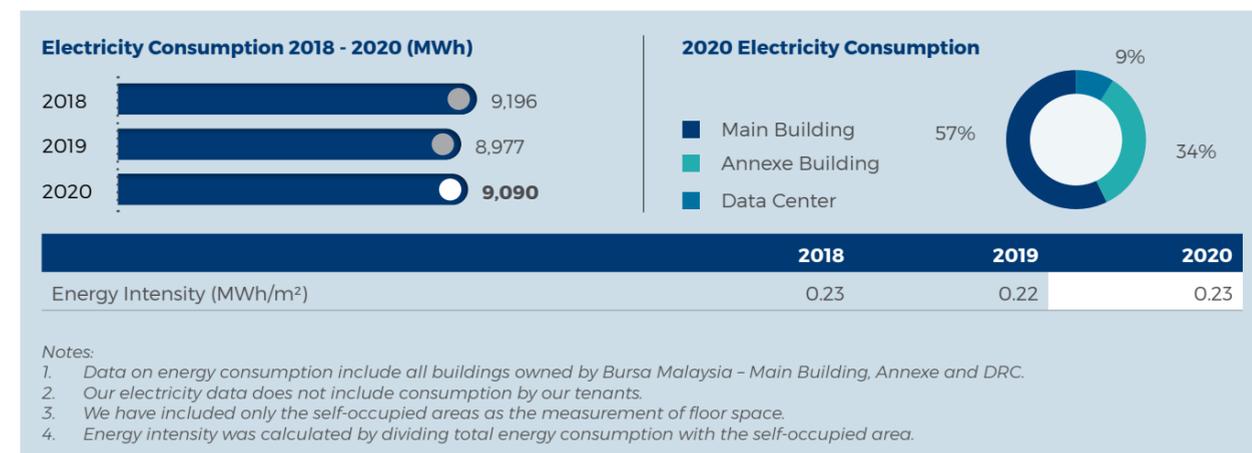
Security personnel patrolling each floor to switch off all unoccupied space lighting during off-peak periods

Shutting down elevators during off-peak periods while ensuring two elevators are operating under a standby mode

Increasing the temperature setting of the chiller when the weather gets colder

Upgrading defective or aging equipment with energy efficient devices

Our electricity consumption increased in 2020 largely due to higher energy demand at our DRC which accommodated an increased number of our employees during our split office operations due to the COVID-19 pandemic.



In 2020, we also explored the feasibility of installing a solar photovoltaic (PV) system at our building rooftop space with a few solar companies. This enabled us to determine the renewable energy that can be generated, expected costs, as well as potential financing options available.

Compliance with Environmental Laws and Regulation

We take steps to comply with all relevant environmental laws and regulations in Malaysia. In 2020, there were no confirmed incidents, non-monetary sanctions, or cases that have been brought to our attention for non-compliance with environmental laws and regulations.

For more information on Bursa Malaysia's Environmental Footprint, refer to page 45.

Moving Forward

To mitigate climate change, we recognise the need to scale up our efforts to pursue a low carbon growth trajectory. Moving forward, we aim to systematically identify emission reduction opportunities in our value chain and set ambitious targets that are in line with national and global climate objectives. We will also continue to focus on improving energy efficiency of our building systems and equipment as well as leverage on renewable energy opportunities, where possible.



EMPOWERING OUR WORKFORCE

Creating a strong, ethical and empowered workforce is a top priority for Bursa Malaysia. Our employees represent our most valuable asset and make up the backbone of our organisation. They play a vital role in contributing towards our business success and our ability to create stakeholder value. We firmly believe in investing in our employees through progressive measures that can help nurture individual growth and integrate employees into our overall strategic vision and mission.

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ANTI-FRAUD, BRIBERY AND CORRUPTION

Why it matters

Corruption has a very real cost to business and society. It has the potential to undermine the good governance and stability of institutions and can affect all pillars of the United Nations Sustainable Development Goals (SDGs). It is crucial for Bursa Malaysia to ensure fairness and transparency in all its business dealings through sound anti-corruption measures in order to maintain trust among our stakeholders and bolster investor confidence in our capital market.



Our Sustainability Policy Commitments

- Act ethically and with integrity in business dealings
- Provide an environment free of discrimination

Our Approach

We adopt a zero-tolerance approach towards fraud, bribery and corruption. We ensure that we are in compliance with all relevant laws, including anti-corruption laws, and we treat any allegation of such conduct very seriously. Our Board of Directors (Board) maintains oversight of our approach to managing fraud, bribery and corruption risks. In 2019, we established an internal Corporate Integrity Task Force to spearhead our efforts to strengthen internal anti-corruption and integrity practices.

Three lines of defence

- Employees and management are responsible for identifying fraud, bribery and corruption risks in their respective business units and develop effective controls in managing their risks.
- Risk and Compliance develops and monitors the implementation of effective fraud, bribery and corruption risk management policies. It also supports the Risk Management Committee's oversight function by assisting the Board to fulfil its responsibilities in managing fraud, bribery and corruption risks.
- Internal Audit (IA) enhances and protects our organisational value by providing risk-based and objective assurance, advice and insight. IA helps us accomplish our objectives through a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, controls, and governance processes. The IA engagements are carried out based on an annual audit plan approved by the Audit Committee (AC). Depending on the auditable areas assessed and the scope of audit, the level of exposure to the relevant fraud, bribery or corruption risks will be taken into consideration during the audit process. The results of the audits in the IA reports are reviewed by the AC.

Anti-Corruption Framework

We currently have a comprehensive framework for managing fraud, bribery and corruption that includes:

- an Enterprise Risk Management framework that covers corruption risk assessment
- control measures in the form of policies, guidelines and procedures to address and manage the risks
- continuous training and awareness initiatives for our employees

List of our relevant standards, policies and guidelines:

- Anti-Fraud, Bribery and Corruption Policy and Guidelines
- Asset Declaration Guidelines
- Code of Conduct and Ethics for Directors
- Code of Ethics for Bursa Malaysia Group
- Enterprise Risk Management Principles and Framework
- Entertainment Policy
- Guidelines for Handling Conflict of Interest
- Integrated Governance, Risk and Compliance Framework
- Purchasing Policy
- Securities Transaction Policy for Bursa Malaysia Group
- Vendor Code of Conduct
- Whistleblower Policy and Procedures

In relation to procurement, all vendors participating in our Request for Proposal (RFP) procurement process are required to submit a Vendor Declaration Form that includes undertakings not to engage in any form of corruption and compliance with our Vendor Code of Conduct.

Anti-Fraud, Bribery and Corruption

Our Approach (Cont'd)

Whistleblower Policy and Procedures (WPP)

We also maintain a Whistleblower Policy and Procedures (WPP) to provide an avenue for employees or any external party to report any breach or suspected breach of any law or regulation, including business principles and our policies and guidelines, in a safe and confidential manner. Employees may notify of any breach through whistleblower@bursamalaysia.com or inform Group Human Resources or Internal Audit, whichever is appropriate while external stakeholders may report through whistleblower@bursamalaysia.com on improper conduct by any of Bursa Malaysia's employees; and may direct any other complaints through Bursa2U (bursa2u@bursamalaysia.com).

Our Progress

Establishment of Integrity and Governance Unit (IGU)

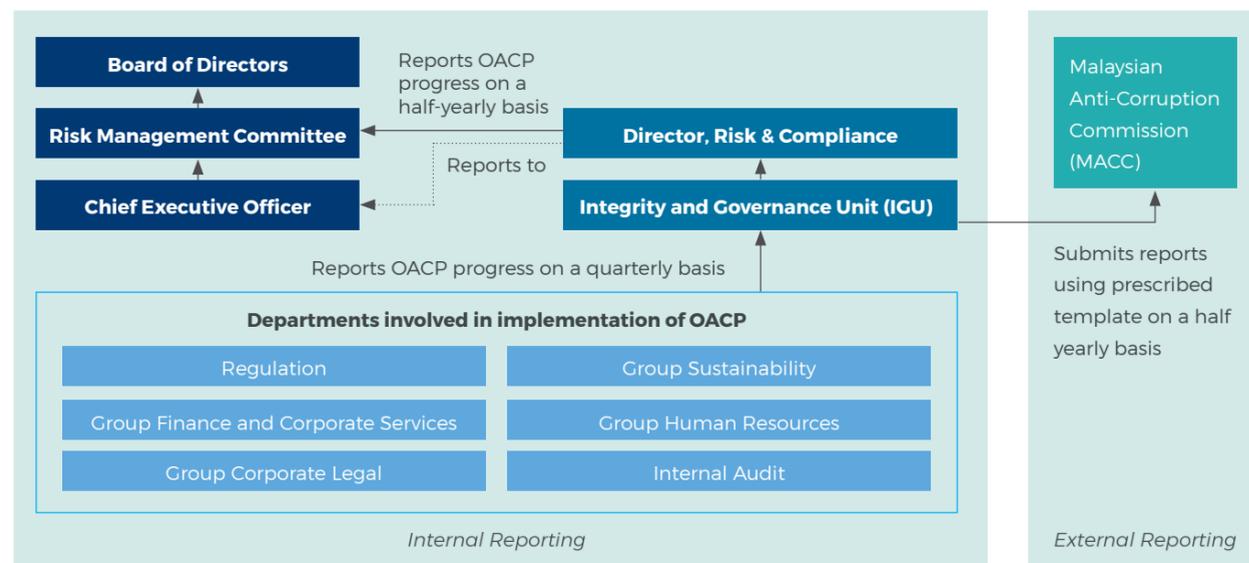
In 2020, we established a dedicated IGU to strengthen our integrity and anti-corruption management system. Its role includes overseeing the implementation, monitoring and evaluation of Bursa Malaysia's Organisational Anti-Corruption Plan (OACP).

Enhancements to Anti-Corruption related Policies

In 2020, we enhanced our Anti-Fraud, Bribery and Corruption Policy and Guidelines (AFBC Policy and Guidelines), Code of Ethics for Bursa Malaysia Group (Code of Ethics), Code of Conduct and Ethics for Directors, and Whistleblower Policy and Procedures to align with the Guidelines on Adequate Procedures (GAP) issued by the Prime Minister's Department and as guided by the Corporate Integrity System Malaysia (CISM) Initiative, also known as Corporate Integrity Pledge (CIP). One of our key policy enhancements was the revision of our No Gift Policy that is embedded within the AFBC Policy and Guidelines and the Code of Ethics. We have enhanced the No Gift Policy to give greater clarity to Bursa Malaysia employees on the handling of gifts. For more information, please refer to our Anti-Corruption Policy on our [corporate website](#).

Organisational Anti-Corruption Plan (OACP)

We developed the Bursa Malaysia Organisational Anti-Corruption Plan (OACP) which outlines a comprehensive programme to strengthen governance, integrity and anti-corruption controls within Bursa Malaysia for the next three years. Our OACP consists of five key priority areas related to our regulatory functions: organisational culture; internal review, control and compliance; procurement; and CSR sponsorships and donations.



Further details are available [here](#)

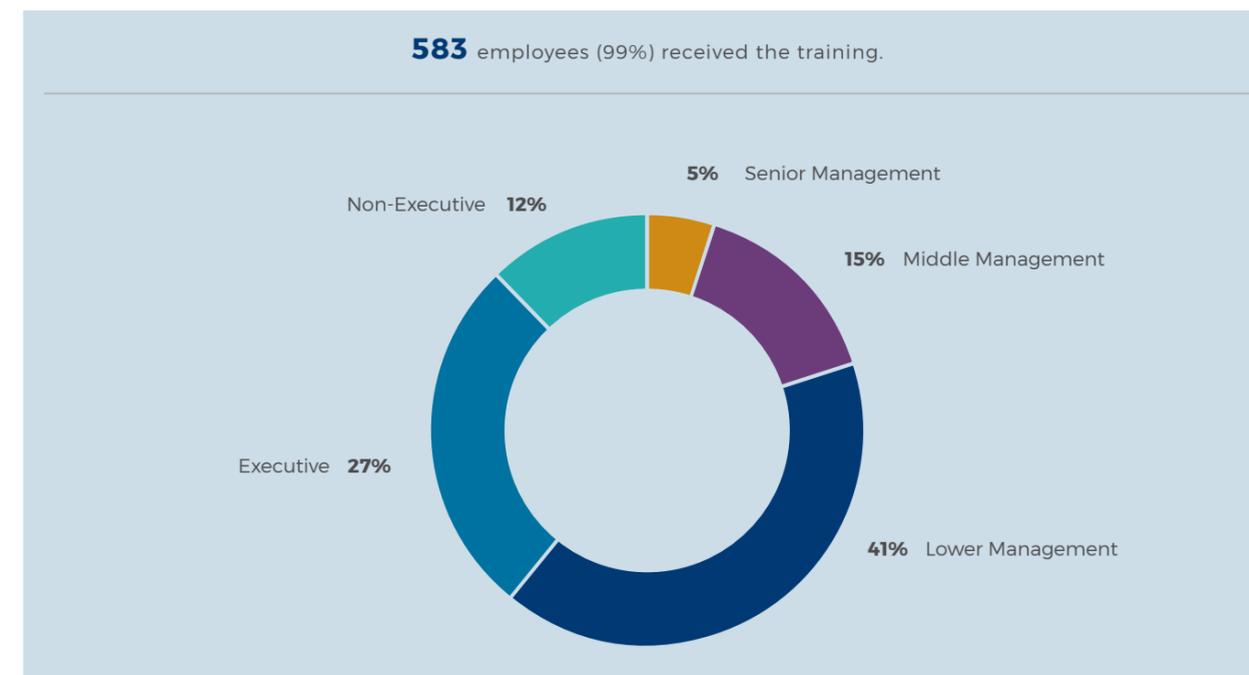
Anti-Fraud, Bribery and Corruption

Our Progress (Cont'd)

We made headway on a couple of initiatives identified under the OACP. In 2020, we introduced a Vendor Code of Conduct to communicate Bursa Malaysia's policies and expectations to all existing and prospective vendors. We also revised our Purchasing Policy in December 2020 to align the existing processes with the current needs of Bursa Malaysia and introduce automation into our purchasing processes. These revisions were made to enhance efficiencies following best practices.

E-learning Module on Anti-Corruption

We launched an e-learning module entitled 'Anti-Fraud, Bribery and Corruption: Policy & Guidelines' to create awareness among our employees in understanding the corporate liability provision under section 17A of the MACC Act 2009 and the policies Bursa Malaysia had put in place effective May 2020. The training module was made mandatory for all employees and a post-course assessment was used to evaluate the learning effectiveness of the subject.



Anti-Fraud, Bribery and Corruption

Our Progress (Cont'd)

Relevant Anti-Corruption Initiatives for the Capital Market

In addition to internal anti-corruption initiatives, over the past two years, we paid particular attention to assisting the PLCs in preparing to give effect to the new corporate liability provision in section 17A of the Malaysian Anti-Corruption Commission (MACC) Act 2009, which came into force on 1 June 2020. We amended the Bursa Malaysia Securities Berhad Main Market and ACE Market Listing Requirements (LR) in 2019 to require PLCs to implement policies and procedures on anti-corruption and whistleblowing, and these amendments also came into effect on 1 June 2020. Similarly, in 2020, we made amendments to the LEAP Market LR to introduce anti-corruption and whistleblowing measures.

We continued our series of anti-corruption thematic workshops in 2020. These workshops were aimed at aiding PLCs in establishing practical processes and procedures that directly address the various provisions contained within section 17A of the MACC Act 2009 as well as adhering to the amended Listing Requirements pertaining to anti-corruption.

We also lent support to industry integrity initiatives as one of the members of the Corporate Integrity System Malaysia (CISM) Roundtable. The roundtable's objective is to cultivate and instil ethical values and graft-free elements within the business community. Other members include the MACC, Companies Commission of Malaysia (SSM), Malaysian Institute of Integrity (IIM), Transparency International Malaysia (TI-M), the Securities Commission Malaysia (SC) and the National Centre for Governance, Integrity and Anti-Corruption (GIACC).

Moving Forward

Strong governance and integrity instilled in our culture and systems will always remain an important foundation for our business. The Integrity and Governance unit (IGU) will continue to oversee the implementation, monitoring and evaluation of all initiatives identified under the OACP towards being a trusted exchange that is accountable to all our stakeholders.



WORKPLACE ENVIRONMENT

Why it matters

Employees spend a significant portion of their day at the workplace. Thus, the work environment can have a significant influence on employee performance and productivity levels. A positive and vibrant work environment can improve motivation, inspire creativity and enhance the capabilities of employees in performing their daily tasks, which in turn can lead to higher job satisfaction levels. At Bursa Malaysia, we aim to build a dynamic high-performance work environment that supports the resilience and wellbeing of our employees.



Our Sustainability Policy Commitments

- Provide an environment free of discrimination
- Respect human rights
- Provide a safe and healthy work environment
- Nurture a sustainable high-performance organisation
- Promote gender equality

The wellbeing of our workplace environment is anchored on three key tenets:

Diversity and Inclusion

Ensure equal treatment for our employees at all levels, regardless of their gender, age, ethnicity, sex, disability, religion or any other status

Health and Safety

Create a healthy and safe workplace for our employees and support their physical, mental and emotional wellness

Good Labour Practices

Support human rights, fair and ethical labour practices and provide an environment free of discrimination and harassment

Diversity and Inclusion

Our Approach

We strive to be an equal opportunity employer for all and we are committed to developing a diverse and inclusive workforce that reflects the multicultural society in Malaysia. Our commitment towards diversity and inclusion is also covered in our Board Diversity Policy embedded in our Board Charter. We embrace all forms of diversity with a particular focus on gender equality. We are a signatory of the Women's Empowerment Principles (WEPs) which reinforces our commitments to strengthening gender equality in the workplace as well as the markets and the community. Our approach to diversity and inclusion includes the following measures:

- Ensure equal pay for equal work
- Provide adequate maternity and paternity leave
- Adopt merit-based recruitment practices
- Carry out capacity building initiatives to drive awareness on diversity and inclusion topics

Read more about our Board Diversity Policy on our [corporate website](#)

Workplace Environment

Our Progress

Inclusion in the Bloomberg Gender-Equality Index (GEI)

Bloomberg has included Bursa Malaysia into the 2020 GEI, which recognises companies that are committed to advancing women's equality and high-level transparency in gender reporting.

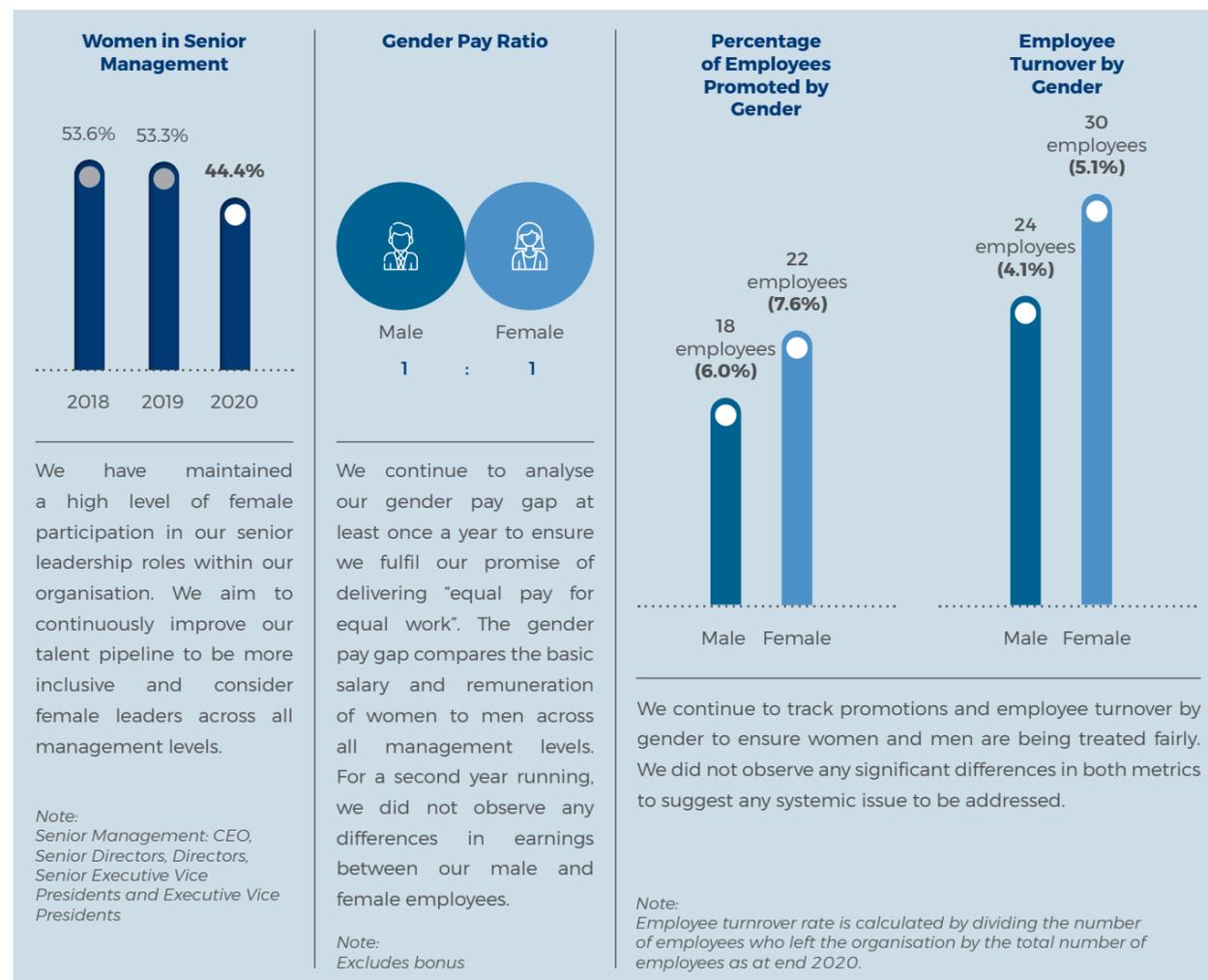


Implementation of Flexible Working Hours

In 2020, we implemented flexible working hours to provide employees more control over their time schedule. The built-in flexibility provides an opportunity for employees to balance their work commitments with personal and family obligations.

Our Workforce

As at 31 December 2020, our workforce comprised 559 permanent employees and 33 contract employees, all of whom are based in Malaysia and work on a full-time basis.



For more information, see the Performance Data Tables on pages 88 to 93.

For more information on our Board diversity, please refer to page 100 of our [IAR](#)

Workplace Environment

Health and Safety

Our Approach

We have an Occupational Safety and Health (OSH) Committee which comprises members from the management team and our workforce.

Key Responsibilities

Formalise relevant OSH policies and procedures	Evaluate effectiveness of our health and safety management approach	Carry out risk assessment and identify preventive actions	Continuously monitor for work-related injuries, illnesses and diseases	Ensure compliance with relevant regulations and voluntary codes
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<p>Meeting Frequency: On a quarterly basis</p>	<p>Decision-making Authority: Director of Human Resources (Chairperson of OSH Committee)</p>	<p>Communication Channel: OSH matters are communicated to employees via email blasts</p>	<p>Reporting Channel: Work-related hazards can be reported to GHR and OSH Committee via our internal Group Risk and Compliance Solution (GRC Solution) platform</p>
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Creating a Healthy Workplace

We are committed to creating an enabling environment for employees to embrace an active and healthy lifestyle through having:

- A well-equipped multi-purpose hall with a gymnasium at our office building as well as facilities for yoga, zumba, aerobics and other exercise programmes.
- Employee-led Sports Club that oversees and organises all sporting activities for the organisation.
- Wellness talks and regular communication of health, safety and wellness tips for employees.

Creating a Safe Workplace

We have also implemented several safety and security measures to protect our employees from any external security risks.

- Instituted well-defined standard operating procedures and security guidelines.
- Established a formal security function.
- Implemented a digital notification tool to notify employees of any emergency or operational incidences.

Workplace Environment

Our Progress

Measures to Protect Our Employees from COVID-19

Given the highly challenging circumstances created by the COVID-19 pandemic, the focus of our OSH in 2020 has been on preventing the outbreak of the highly contagious infectious disease in the workplace. Due to the dynamic nature of the pandemic, we ensure our OSH responses are continuously updated to reflect the latest available public health guidelines prescribed by the Government of Malaysia. In 2020, we implemented several measures to protect our employees and minimise exposure risks to COVID-19. These included:



Developed and activated the Pandemic Preparedness Plan that outlines the most appropriate safety measures to protect our employees and stakeholders, as well as to ensure business continuity and to safeguard Bursa Malaysia.



Ensured our employees and visitors had access to face masks/coverings and alcohol-based sanitisers.



Commenced split office operations to minimise physical contact and risk of cross infection, by reducing headcounts at our main office and mobilising our employees to work from our Disaster Recovery Centre (DRC) and from home. These arrangements were modified in line with the various phases of the Movement Control Order.



Moved all employees' learning and development programmes online.



Introduced Bursa Trace, a contactless visitor registration system to ensure a seamless registration process for all visitors, contractors and vendors, in addition to mandatory registration via the MySejahtera application.



Installed non-contact thermal scanners to ensure a faster and safer method of temperature checking or fever detection.



Developed Guidelines on Management of COVID-19 in the Workplace to provide employees with relevant information about the infectious disease and precautionary measures in the workplace, such as observing physical distancing, wearing face masks and requiring declaration on travel to high-risk areas and potential exposure to COVID-19 patients.



Developed email newsletters to provide regular health and wellness tips to employees to cope with emotional distress.



Leveraged on technology to support remote working by enabling virtual private network (VPN) and providing video conferencing tools such as Microsoft Teams, Zoom, Cisco Webex etc. to reduce or avoid face-to-face interactions.



Carried out frequent sanitisation at all high-touch locations and public areas at our main site and DRC.

Improving Employee Health Management Approach

In 2020, we also completed a comprehensive review of our OHS management systems which covered the state of safety, ergonomics and hygiene in the workplace. To improve the foundation of our management approach, we issued a survey to all employees to determine the overall level of health in Bursa Malaysia. Further, we also conducted two programmes to raise awareness and sustain a healthy and safe workplace.



Office Ergonomic Injuries at the Workplace

Objective:

To educate employees on the principles of ergonomics at the workplace and the statutory requirements of the Occupational Health and Safety Act 1994.



Fire Safety Briefing

Objective:

To equip OSH committee members and floor marshals with the necessary knowledge on building emergency and evacuation procedures during a fire emergency.

Workplace Environment

Good Labour Practices

Our Approach

Our commitment to upholding fair labour practices and protection of human rights is embedded within our Sustainability Policy and Code of Ethics for Bursa Malaysia Group. As a responsible organisation, we strive to ensure our operations are free from unethical labour practices such as forced labour, child labour, slavery, human trafficking, sexual harassment and all types of discriminatory practices. Further, we also ensure our business activities are in compliance with all relevant employment and labour laws in Malaysia. We have established a grievance handling procedure for filing and resolving employee grievances on any work-related complaints or concerns, including but not limited to, bullying, discrimination, sexual harassment, victimisation and unfair treatment. Employees may raise a grievance in accordance with our Group Disciplinary Policy which is available at our internal employee information portal 'My1818'.

We acknowledge our employees' rights to freedom of association and collective bargaining. Thus, we have recognised the National Union of Commercial Workers (NUCW) since 1990 to represent our non-executive employees. These employees are covered by the Terms and Conditions of the Employment Agreement between Bursa Malaysia and NUCW.

Our Progress

Awareness Programme on Sexual Harassment in the Workplace

As part of wider efforts to create awareness on employment-related issues, we conducted virtual employee briefing sessions on sexual harassment in the workplace. Through the briefing sessions, we educated our employees on many aspects of sexual harassment and the prevention measures we have implemented. This included raising awareness on various types of sexual harassment, relevant employment laws, Bursa Malaysia's applicable policy provisions, grievance escalation process and investigation procedures. Further, we also provided bite-sized learning programmes on sexual harassment and bullying via our online learning platform GO1 to further enhance our employees' awareness and knowledge.

Compliance with Labour Laws and Practices

In 2020, there were no material issues of non-compliance or grievances raised with respect to our employment or labour practices.

Union Members

As at 31 December 2020, 43 out of 71, or 61% of our non-executive employees were union members. We did not receive any reports on violation of employee's rights to exercise freedom of association and collective bargaining.

Moving Forward

We will continue to identify new, innovative and actionable ways to enhance our work environment to accommodate a diverse workforce. In 2021, we plan to enhance our awareness programmes to provide in-depth employee education on social stereotypes, implicit bias, human rights, good labour practices and relevant obstacles to diversity and inclusion. As the world continues to grapple with the COVID-19 pandemic, we will ensure our health and safety measures are always in line with the latest scientific understanding and public health guidelines.



EMPLOYEE ENGAGEMENT

Why it matters

As the old adage goes, change is the only constant in life. To keep pace in this ever-evolving world, companies must engage its employees in driving organisational-wide transformation across processes, technology and product development. Further, the emergence of the COVID-19 pandemic has led to a complete disruption of our livelihoods creating unprecedented challenges for everyone across the globe. Given the scale of uncertainties and disruptions, we believe a strong employee engagement approach is vital to sustain a vibrant and positive organisational culture as well as to help employees find a balance between work and life.



Our Sustainability Policy Commitments

- Nurture a sustainable high-performance organisation
- Attract and retain talent

Our Approach

Employee engagement covers multiple facets of the employer/employee relationship. We recognise the need to ensure our approach takes into account the differing needs of our multigenerational and multicultural workforce. Our employee engagement approach is centred on four key objectives:

Ensuring alignment of internal culture with BURSA values¹

Encouraging open and transparent communication

Promoting social connectedness and sense of belonging

Building a culture of recognition

Our Progress



Yayasan Bursa Malaysia Excellence and Merit Awards 2020

For the 13th year running, we rewarded our employees' children (Bursa Kids) who have excelled in major public examinations such as UPSR, PT3 or SPM. Each award recipient received a cash gift, a certificate and a hamper that was procured from the B40 community who trained under the Entrepreneurial Development Programme by Women of Will (WOW).

¹ Building Relationships, United to Achieve, Responsibility, Simplicity & Agility

Employee Engagement

Our Progress (Cont'd)

Town Hall Sessions

The town hall sessions provide a vital platform to engage our employees on important company updates and strategic issues that help the organisation succeed. Further, they also provide an opportunity for all employees to interact with our Chairman, CEO and other senior management through open and honest conversations. In 2020, we conducted three town hall sessions for all our employees in March, July and December. In addition, we conducted smaller town hall sessions with middle management in May and with the Regulation departments in December. To lower the risk of exposure to COVID-19, all necessary health protocols were observed during the events. This included strict physical distancing measures, limiting the number of participants in the town hall sessions and using virtual platforms to support remote participation.

Bursa Culture Programme

In 2020, we rolled-out an organisational-wide culture programme to create measurable and sustainable improvements. We carried out a series of employee engagement surveys throughout the year to measure and determine the overall sentiment of our employees. From these surveys, we were able to gain insights into our employees' perceptions and attitudes towards their respective departments and overall work culture. To encourage a collective mindset, we shared the survey analytics transparently with all our employees to initiate collaborative actions and improvement plans to address specific gaps within their respective departments. Further, each department also appointed a culture ambassador as a formal change agent responsible for planning and implementing programmes and initiatives for the department. This enabled us to create a bottom-up approach where all employees were empowered to put into place appropriate measures to create a work culture that works for everyone. Following the completion of our organisational-wide culture programme in 2020, we noted an improvement of 39% in overall sentiment when compared against our baseline assessment.



Little Things Matter, a culture programme initiative organised by Securities Market to promote a sharing culture and positive working environment



10-10-10, a culture programme initiative organised by Group Human Resources where the team exercised together during workdays, either physically or virtually at 10am for 10 minutes to foster camaraderie and promote healthy living.

Employee Engagement

Our Progress (Cont'd)

Celebrations and Events



7 February

Chinese New Year Eco Potluck Party



12 May

Distribution of COVID-19 Preventive Kits for Our Employees



22 April - 5 June

Earth Day 2020 D.I.Y Contest



16 July

Provided Reusable Face Masks for Our Employees



25 September

Malaysia Day Virtual Hunt



15 October

Sustainability Policy Awareness
- provided Insulated Personalised Mugs, Upcycled Bags and Reusable Masks



Festive Gifts
- Hari Raya, Deepavali and Christmas

Moving Forward

We will continue to engage our employees through frequent surveys and employee-focused programmes to create a healthy and positive organisational culture. We will also monitor changes in key culture metrics to evaluate the effectiveness of our actions across multiple dimensions of employee engagement.



LEARNING AND DEVELOPMENT

Why it matters

With an increasingly competitive and complex business landscape, it is critical to create a culture of continuous learning in the workplace to keep up with new challenges. Reskilling and upskilling have essentially become the new normal, especially during this pandemic, as companies are forced to relook at work processes, streamline their operations and adapt to new situations. We recognise human capital as a vital asset of our organisation. Thus, investments to support the professional growth of our employees can help to create a more competitive, agile and employable workforce as well as enable us to retain and attract a strong talent pool.



Our Sustainability Policy Commitments

- Nurture a sustainable High-Performance Organisation
- Develop our employees
- Attract and retain talent

Our Approach

We adopt the 70-20-10 model for learning and development which indicates that 70% of knowledge is derived from job-related experience, 20% from social learning and 10% from formal education.

To foster a strong learning culture in the organisation, each employee is required to submit an individual development plan (IDP) or training action plan (TAP), that is further embedded into their individual performance scorecards. Each year, employees are required to identify the technical or functional skills that are vital to perform their jobs and undertake relevant training and action plans to close the gaps.

We also leverage on both physical and digital channels to deliver our learning and development programmes. In 2020, as a result of the COVID-19 pandemic, we moved our learning programmes to online platforms (GO1 and webinar) and focused on empowering our staff to conduct self-learning at their convenience.

We also focus on building leadership bench strength at the senior and middle management levels to ensure a comprehensive succession management for mission-critical roles at our organisation. We have established a Talent Council comprising key members of the management team to review our succession management strategies as well as the implementation initiatives for recommendation to the Board.

Our Progress

Enhancements on GO1, our e-learning platform

As digital learning becomes mainstream, we recognise the need to constantly improve and enhance our virtual learning platform to provide high-quality online learning experiences for our employees. In 2020, we made the following enhancements to GO1:

- Expanded our content library to cover a broader range of topics
- Enabled more customisation options for in-house e-courses development
- Provided on-the-spot online technical support for system administrators
- Improved search capabilities for e-courses
- Built-in algorithm to allow personalised recommendations of e-courses

Building Leadership Bench Strength

Through our 12-month Accelerated Leadership Development Programme, succession candidates from our organisation participated in a series of learning and development activities that included formal training, 360-degrees assessments, group coaching, discussion chats and virtual leadership sharing sessions by renowned leaders. The thematic areas covered under this programme included Team Leadership, Strategic Thinking and Decision Making, Leadership Influence and Enterprise Leadership as well as Internal Communication.



Learning and Development

Our Progress (Cont'd)

Delivery of Learning Plan for 2020

Our learning plan covered five main areas: addressing main competency gaps, building leadership capabilities, strengthening risk awareness, creating awareness on key topics vital to our business and complementing talent management programmes. In 2020, the training programmes delivered included:

- Virtual Leadership knowledge sharing sessions
- Mandatory webinars on cyber security, enterprise data management and office ergonomics
- Leadership Development programmes – Team Leadership
- IR4.0 Skill Training – Stakeholder Management, Critical Thinking and Problem Solving and Creative Problem Solving
- Business Tools – Effective Powerpoint Presentation, Power Query by MS Excel
- Personal Effectiveness – Presentation Skills, Effective Business Communication, Team Effectiveness

Learning & Development	2018	2019	2020
Total Training Hours	21,916	19,741	20,610
Total Training Hours - By Gender			
Male	11,081	9,768	9,960
Female	10,835	9,973	10,650
Average Training Hours - By Gender			
Male	36.1	49.5	32.13
Female	38.4	50.5	35.15
Total Training Hours By Employee Category			
Senior Management	863	583	574.68
Middle Management	12,502	10,479	12,330.10
Executive	6,215	5,731	6,413.48
Non-Executive	2,336	2,947	1,291.75
Average Training Hours By Employee Category			
Senior Management	30.52	3	27
Middle Management	39.4	53.1	35.33
Executive	37.2	29	37.73
Non-Executive	30.3	14.9	19.28
Total Amount Invested in Employee Learning and Development (RM)	1,091,597	1,318,048	1,371,826

Moving Forward

We will strive to ensure learning and development remains an integral part of our company culture by continuing to provide upskilling and reskilling learning programmes. We will also continue to provide greater opportunities for professional development for all our employees. We aim to closely monitor employee training activities and target to achieve three learning days for each employee annually. In addition, we will provide the necessary tools and resources to help employees close competency gaps identified in their respective IDPs or TAPs.



ADVANCING OUR COMMUNITIES

We are all connected in one way or another. We recognise we all have a role to play in securing a sustainable future for everyone on the planet. To us, advancing our communities helps to create a sense of shared progress. Done well, strong community actions can reverberate throughout the society like ripples in a pond.



Community Investment

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COMMUNITY INVESTMENT

Why it matters

Building a more equitable society requires collective action from everyone. Thus, the importance of giving back to local communities cannot be overstated. Meaningful corporate community investments can create wide-ranging benefits for all as well as make a substantial difference for vulnerable and disadvantaged communities. It also enables organisations to align strategic objectives with development priorities of local communities to create shared value. We firmly believe that strong and resilient communities are essentially good for the economic health of a nation and can create scalable impacts on our societal wellbeing.



Our Sustainability Policy Commitments

- Promote education for communities
- Promote gender equality
- Promote adoption of good environmental practices among our public listed companies (PLCs)

Our Approach

Our community investment programmes and initiatives are primarily undertaken through our charitable arm, Yayasan Bursa Malaysia (YBM). To ensure our community investment efforts deliver impacts to their full potential, we adopt the following key approaches:

Develop targeted long-term programmes that are aligned with the identified strategic priorities of Bursa Malaysia

Seek out partnership opportunities to scale up efforts and implement solutions towards common goals

Continuously improve existing mechanisms and processes to enhance capacities and efficiencies in delivering sustainable impacts

Our Progress

Corporate Social Responsibility (CSR) Plan 2021-2023

In 2020, we developed a new CSR Plan that will shape our priorities and efforts for the next three years. The CSR Plan is anchored on the following three CSR pillars and will enable Bursa Malaysia to focus on specific and well-defined initiatives to deliver scalable as well as sustainable impacts for the wider community.

Why is this important?



Responsible Consumption & Production

There is an urgent need to reduce our environmental footprint and transition towards a resource-efficient economy. In recent years, food wastage has become a significant problem with tremendous ethical, financial and environmental consequences. Through our efforts to reduce food waste, we aim to promote the concept of circular economy in Malaysia, especially among our PLCs, while helping to provide sustenance for the poor and underprivileged groups.



Financial Literacy

As a financial services company, financial literacy has always been a strong focus area for Bursa Malaysia. We aim to empower communities with the right knowledge and skills to manage money more effectively and make sound financial decisions. Financial literacy enables communities to increase their financial capabilities to overcome barriers to improve their livelihoods and thrive in today's modern economy.



Poverty Alleviation

We seek to support programmes and solutions that are targeted to help specific community groups as well as the wider society. This includes helping communities to improve incomes via upskilling and education, access to jobs and productive resources, management of rising living costs as well as other interventions that will have an impact on alleviating poverty.

Community Investment

Our Progress (Cont'd)

Financial Literacy Collaboration with Creador Foundation

On 11 November 2020, we entered into a strategic collaboration with Creador Foundation to create awareness and educate the general public, especially youth and working adults on the importance of personal financial planning and investment. Moving forward, both parties will work together to develop unique personal finance and investment content that can be used in workshops, webinars and digital platforms to educate targeted community groups and the wider society.

Bursa Malaysia COVID-19 Community Response

COVID-19 undoubtedly has challenged the fabric of our society and changed many aspects of our way of life. In 2020, our COVID-19 community response was focused on supporting those least able to cope, especially communities that were disproportionately affected by the pandemic.



Total amount donated/pledged **RM737,000**

Enhancing Healthcare Capacity



Total contribution: **RM361,300**

Situation:

The unprecedented public health crisis had resulted in severe shortage of critical medical equipment and supplies in hospitals; straining our healthcare system. Expanding hospital capacity to care for patients is fundamental in the fight against the COVID-19 pandemic.

Our Contribution:

We donated medical equipment such as infrared thermometers, electronic blood pressure monitors, fingertip pulse oximeters, oxygen regulators, defibrillators, ECC machines, powered air purifier respirators (PAPR) and vital sign monitors to a total of 11 COVID-19 designated hospitals in Negeri Sembilan (1), Selangor (2) and Sabah (8) to help these hospitals cope with the increased number of COVID-19 cases.

Part of the funds came from voluntary salary contributions (i.e. RM186,936) made by our Board of Directors and senior management team.

Providing sustenance for lower-income B40 communities



Total contribution: **RM188,700**

Situation:

Low income families are more likely to be hit hard by the pandemic and the lockdown measures implemented to contain the spread of the COVID-19 virus.

Our Contribution:

We provided support to our partner organisations, Food Aid Foundation (FAF) and The Lost Food Project (TLFP), to purchase and deliver food provisions to vulnerable communities across the Klang Valley.



Food Aid Foundation (FAF)

Food Aid Foundation (FAF) is a food bank and not-for-profit organisation in Malaysia that allows manufacturers, distributors, wholesalers, retailers, companies and the public to donate their edible food items to be distributed to charitable/welfare homes, volunteer welfare organisations, poor families, soup kitchens and the destitute.

We sponsored essential items such as rice, cooking oil, eggs, potatoes and other provisions to be distributed to underprivileged families at the Program Perumahan Rakyat (PPR) Desa Tun Razak, Cheras.

Grant amount: **RM90,550**
Supported: **6,730** individuals



The Lost Food Project (TLFP)

The Lost Food Project (TLFP) is a food bank that aims to redistribute food items to those who need it most regardless of religion, gender, age, disability or ethnic group. TLFP supports approximately 45,000 people living in low-cost housing.

We sponsored food hampers with essential food items for residents at the Program Perumahan Rakyat (PPR) Lembah Pantai and Gombak and 13 selected charities across the Klang Valley and Johor Bahru. We also sponsored infant formula for 30 families from B40 communities in the Setiawangsa constituency.

Grant Amount: **RM98,150**
Supported: **1,005** individuals

Community Investment

Our Progress (Cont'd)

Supporting Upskilling and Reskilling Programmes

Total pledged: RM187,000

Situation:

The abrupt economic slowdown caused by COVID-19 has led to a surge in unemployment rates. Many business sectors have experienced drastic blows which have resulted in layoffs, salary cuts and furloughs for many individuals. On top of this, we have also seen a rapid acceleration of digital transformation during the pandemic, therefore creating an urgent need for community reskilling and upskilling.

Our Contribution:

We approved funding to three partner organisations in 2020 to provide training on entrepreneurship and farming for several communities across various locations in Malaysia to enable them to sustain their livelihoods. These projects will only begin in 2021 due to the challenges posed by the COVID-19 pandemic.



Supporting Breast Cancer Awareness Month

In conjunction with the Breast Cancer Awareness Month or Pink October, we launched a fundraising campaign together with six participating brokers to support awareness creation among underprivileged women from B40 communities on the importance of early detection and screening.

We donated RM10 to the National Cancer Society In Malaysia (NCSM) for every CDS account opened by women investors from 19 October until 18 December 2020. In addition to supporting the breast cancer cause, we also aimed to promote greater participation of women investors in our equity market.

We managed to raise RM219,240 to support NCSM's Community Outreach Programme which aims to educate and improve accessibility to breast cancer screenings for underprivileged communities.

Yayasan Bursa Malaysia Scholarship Programme

Since 2006, we have been providing full scholarships for students from underprivileged backgrounds to pursue undergraduate courses at selected local public universities. Our scholarship programme is open to students under 22 years of age from families with a gross household monthly income of less than RM5,000. Priority is given to fields of study relevant to Bursa Malaysia; Finance, Accountancy, Law and Economics.

Number of Scholars Supported

2018	2019	2020
19	18	21

Bursa Bull Charge (BBC) Charity Run

Since its inception in 2014, our flagship charity run, BBC has raised and disbursed RM11.5 million benefiting 157 projects as of 2019. It has helped to promote financial literacy, entrepreneurship, preservation of the environment and other social causes.

However, in 2020, we were not able to organise our flagship charity run due to the ongoing uncertainties created by the spread of COVID-19 and our overriding priority of ensuring the health and safety of our BBC participants at all times.

BBC 2019 Project Highlights

The amount raised from BBC 2019 were used to support 15 selected beneficiaries to carry out specific community projects in 2020. However, as COVID-19 cases began to rise, many of our beneficiaries experienced a multitude of challenges due to restrictions on travel, increased health risks for personnel, inability to conduct in-person events and difficulty in predicting and navigating uncertainties. As a result, many of them had to change their operating model to deal with the new normal. The status of the projects, as at 31 December 2020 were as follows:

Amount Raised from BBC 2019	RM1.8 mil
No. of Beneficiaries' Projects	15
Projects completed in 2020	11
Projects to be completed in 2021	4

Despite the challenges, 11 beneficiaries managed to complete their respective projects in 2020 while four are targeting to complete their projects in the first quarter of 2021. These beneficiaries had to revise their respective project delivery models and timelines, given the changes to the underlying assumptions.

The following two projects highlight the challenges faced by our beneficiaries and how they adapted to operate during the pandemic.

Community Investment

Our Progress (Cont'd)



Young Voices for Conservation Programme by Treat Every Environment Special (TrEES)

Amount of Grant awarded: RM176,400



Treat Every Environment Special (TrEES) aims to promote sustainable lifestyles among Malaysians and reconnect the public back to nature.

We supported the Young Voices for Conservation Programme carried out by TrEES. The programme was focused on mobilising school communities and student leaders to raise awareness and drive sustainable transformations towards environmentally friendly practices. Given the restrictions on in-person events in 2020, TrEES adopted a virtual learning approach to reach out to the programme participants. Schools' administrators and teachers expressed their appreciation to TrEES for being able to encourage meaningful participation from school children through the use of technology while simultaneously raising awareness around environmental issues.

The programme was conducted throughout 2020 across 68 schools at various locations in Malaysia.

Number of Participants:

9,796

Number of webinars conducted:

19 webinars

Programme:

- Knowledge Sharing Sessions by Wildlife Experts
- Technology Talks on Design and Video Production
- Online Quizzes
- Poster Design Competition

Moving Forward

We will continue to invest in our communities to create meaningful changes that can lead to more sustainable impacts and positive outcomes. In 2021, we aim to roll out our own flagship programmes for food waste and financial literacy with the view of reaching out to a wider network of communities and stakeholder groups. We also intend to establish an Employee Volunteer Club to promote a culture of volunteerism among our employees and to encourage their active participation in our community investment efforts.



Financial Literacy Programme by Malaysian Christian Association for Relief (Malaysian CARE)

Amount of Grant Awarded: RM250,000



The Malaysian CARE is a non-profit organisation that is committed to serving the poor and needy irrespective of religion and ethnicity.

Malaysian CARE conducted Financial Literacy Programmes for selected community groups namely, the urban and rural poor as well as prison inmates, to raise awareness on the importance of managing their personal finances. The programmes covered the following money management concepts through a combination of story-telling, games and courses such as Kursus Kewangan Bandar and Kursus Kewangan Luar Bandar:

- Value of Money
- Budgeting
- Insurance
- Debt
- Savings

Similarly, Malaysian Care also faced challenges in reaching out to the urban and rural poor when the lockdown measures were in place. They overcame this by conducting webinar sessions in place of physical workshops and engaging participants through Whatsapp calls and videos. Through the use of online tools, Malaysian Care was able to reach out to more individuals than initially planned.

Community Groups:

- Low income urban communities: **95 participants**
- Rural communities: **257 participants**
- Female inmates: **128 participants**

Number of sessions conducted:

37



ASSESSMENT OF MATERIAL MATTERS AND STAKEHOLDER ENGAGEMENT



Our Approach to Materiality

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Description of Our Material Matters

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Our Approach to Stakeholder Engagement

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OUR APPROACH TO MATERIALITY

In accordance with our strategic planning cycle, we conduct comprehensive materiality analyses every three years, to identify, understand and prioritise the economic, environmental and social issues that matter most to our business and stakeholders. Our materiality approach represents a core component of our sustainability management process as it helps to align our strategies, performance management and reporting.

We also carry out an annual pulse check on the material matters to ensure the issues identified reflect evolving stakeholder priorities and our impact creation potential, as well as to help us anticipate relevant megatrends. The boundary for each Material Matter was defined as either within our own operations or across markets.

Materiality Assessment 2020

In 2020, we undertook a comprehensive assessment to identify economic, environmental and social issues that could pose a significant impact to Bursa Malaysia or substantively influence the assessments and decisions of our key stakeholders (Material Matters). In particular, our materiality assessment is supported by the following activities:

- An internal review of our overall materiality methodology and 17 Material Matters from our 2019 Materiality Assessment
- Identification of a broad list of potential sustainability issues through a scan of globally recognised and investor-driven sustainability frameworks, international sustainability rankings and indices as well as a review of peer exchanges' sustainability disclosures
- An online survey to solicit feedback from external and internal stakeholders
- Focus group sessions with selected stakeholder groups and key opinion leaders
- Management discussion on the prioritisation of Material Matters

A total of 13 Material Matters were identified and subsequently deliberated and approved by the Corporate Sustainability Committee (CSC) and the Board of Directors. The refreshed list of Material Matters will shape our future priorities and forms the basis for reporting on our sustainability performance.

We have redefined the topic boundaries for our Material Matters to reflect evolving trends and to help sharpen our management approach. As a result, we have noted a reduction in the number of Material Matters as compared to previous years. The 13 Material Matters have also been clustered under Five Priority Areas (see page 13) which reflect our key areas of material concern.

The changes made to our existing Material Matters are summarised as follows:

- Global Economic Performance and Outlook was merged under **Economic Performance** for better alignment with the GRI Standards definition.
- Previously classified as separate standalone Material Matters, **Cyber Security and Customer Privacy** are now combined into a single topic as they are largely interdependent in nature.
- Education and Advocacy was renamed **Education and Capacity Building** to better reflect our engagement efforts to build the market ecosystem that involves all market participants.
- ESG Reporting and Responsible Investment, Products and Services were combined and renamed **Sustainable Finance** to cover all relevant aspects driving sustainability in the capital market.
- Climate Change Mitigation and Adaptation was renamed **Climate Risks** to reflect our efforts to align our climate-related management approach and disclosures with the Task Force on Climate-related Financial Disclosures (TCFD) Recommendations.
- Responsible Resource Management was renamed **Environmental Footprint** to better reflect the nature of our business and communicate our aspirations to be an ecologically friendly organisation.
- Occupational Health and Safety and Employee Diversity, Inclusiveness and Equal Opportunity were combined and renamed **Workplace Environment**, which covers vital aspects to create and maintain a safe, positive and healthy working space for our employees.
- Workforce Learning and Development was renamed **Learning and Development** for simplification.
- **Employee Engagement** was included into our list of Material Matters to reflect our strategy of retaining and attracting talent through employee engagement initiatives aimed at improving morale and productivity.
- Community Investment was previously discussed in a separate chapter in our SRs. Moving forward, we have elevated **Community Investment** as a Material Matter on its own to emphasise the growing importance of strategic corporate social responsibility in creating positive value to the wider society.
- Market Competitiveness and Collaboration and Engagement were removed to minimise duplication of disclosures as a significant portion of these two topics will be addressed under our Integrated Annual Report (IAR) as well as in some of the 17 Material Matters, namely Education and Capacity Building, Sustainable Finance and Innovation and Technology Excellence.

Our Approach to Materiality

Bursa Malaysia Materiality Matrix



DESCRIPTION OF OUR MATERIAL MATTERS

Strengthening Our Core

- Economic Performance**

This Material Matter relates to our impacts on the economic conditions of our stakeholders and the wider economy. It includes the economic value generated and distributed by Bursa Malaysia.
- Market Integrity and Stability**

This Material Matter relates to our efforts to maintain comprehensive and robust market regulatory safeguard frameworks to govern our operations and relevant market participants in a fair, orderly and efficient manner.
- Education and Capacity Building**

This Material Matter relates to our efforts to raise standards among our public listed companies (PLCs) and intermediaries as well as our investor education efforts.
- Cyber Security and Customer Privacy**

This Material Matter relates to our efforts to protect and safeguard the confidentiality and integrity of information and transactions relating to our business, operations, customers, strategic partners and all third parties.

Driving Our Growth

- Sustainable Finance**

This Material Matter relates to our efforts to support sustainable development and the integration of sustainable and responsible principles in our marketplace. It includes promoting improvements in the quality of ESG practices and disclosures as well as developing sustainability-focused investment products.
- Innovation and Technology Excellence**

This Material Matter relates to our innovation and digitalisation initiatives aimed at unlocking new capabilities and solutions to increase the efficiency and effectiveness of our operations, and the creation of new products and services.

Protecting Our Environment

- Climate Risks**

This Material Matter relates to our efforts to identify climate-related risks and opportunities over the short, medium and long term that could be significant for Bursa Malaysia and the capital market.
- Environmental Footprint**

This Material Matter relates to our efforts to reduce environmental footprint resulting from our business activities. It includes managing our carbon emissions, energy consumption, water usage and conducting recycling activities and other environmentally-friendly initiatives.

Empowering Our Workforce

- Anti-Fraud, Bribery and Corruption**

This Material Matter relates to our efforts to uphold high standards of integrity, governance and responsible business practices. It includes the development and implementation of policies, procedures and initiatives to build awareness and prevent corruption within Bursa Malaysia.
- Workplace Environment**

This Material Matter relates to our efforts to create a positive workplace environment that reflects our values. It includes promoting diversity and inclusion, providing a safe work environment, upholding human rights and observing good labour practices.
- Employee Engagement**

This Material Matter relates to efforts to connect with our employees to create an engaged organisation. Employee engagement strategies are aimed at improving productivity, reduce employee turnover, attract talent and help improve personnel performance.
- Learning and Development**

This Material Matter relates to our education and training activities that enhance employees' knowledge, skills and competencies to improve work performance and support our employees' future growth.

Advancing Our Communities

- Community Investment**

This Material Matter relates to our community programmes, particularly focusing on the thematic areas of education, financial literacy and environmental protection.



OUR APPROACH TO STAKEHOLDER ENGAGEMENT

As an Exchange, we are accountable to a large group of stakeholders. We seek to be transparent in our decision-making processes. In addition, we place significant emphasis on stakeholder engagement to ensure that our business practices are aligned with stakeholders' needs and expectations. Grouped into nine main categories, we maintain ongoing dialogues with our stakeholders through various channels to obtain feedback and views on a wide range of market and business issues on a regular basis.

In 2020, we also engaged with those stakeholders on our Material Matters, the outcome of which was subsequently used, among others, to define the content of our Sustainability Report 2020 and inform the formulation of our Sustainability Roadmap 2021-2023.

The table below provides a summary of our engagement with key stakeholders in 2020.

Stakeholder Group	Engagement Method	Interests and Concerns	Our Response
<p>PLCs or potential PLCs (including advisers and secretarial firms that act on their behalf)</p>	<ul style="list-style-type: none"> Meetings Public/industry consultations Focus group sessions/dialogues Engagement through emails, phone calls, surveys or other means Circulars/directives Communication notes Advocacy programmes and workshops Promotional roadshows and seminars Enquiries via Listing Advisory Portal BursaLINK Site visits Our websites 	<ul style="list-style-type: none"> Our market development initiatives, regulatory policies and proposed changes to the Listing Requirements (LR) Initial Listing Applications – Initial Public Offerings (IPO)/ Reverse Take Overs (RTO) Additional Listing Applications – Additional issues of securities/ secondary fundraising Clarification and application of LR in areas such as transactions and other corporate proposals Issues/ difficulties faced by PLCs arising from COVID-19/ the Movement Control Order (MCO) and the relief measures provided Operational matters relating to the suitability of listing, admission process Participants' safety concerns when attending education and advocacy programmes FTSE4Good Bursa Malaysia (F4GBM) Index and related indices Other matters (e.g. regularisation proposals for PLCs with poor financial condition, complaints, corporate governance (CG) concerns) 	<ul style="list-style-type: none"> Continued to adopt a robust consultative approach to ensure that our rules remained practical, relevant and proportionate Continued to provide advisory and timely support to PLCs on relevant enquiries Continued to engage and provide comprehensive and targeted advocacy and educational programmes on key topics such as CG and sustainability via virtual platforms

Our Approach to Stakeholder Engagement

Stakeholder Group	Engagement Method	Interests and Concerns	Our Response
<p>Investors</p>	<ul style="list-style-type: none"> Meetings Public consultations Focus group sessions/dialogues Engagement through emails, phone calls, surveys or other means Local and overseas conferences (e.g. Invest Malaysia), advocacy programmes and workshops Promotional roadshows, seminars, workshops and webinars Our various digital touchpoints (websites, mobile applications) Social media platforms (e.g. Twitter, Facebook, Instagram) 	<ul style="list-style-type: none"> Our market development initiatives, and issues in the market ecosystem including excessive speculations in our market Our products and services such as securities, derivatives and Islamic products Performance (financial and non-financial) of PLCs Interest in or demand for our proposed market initiatives and products Our regulatory policies and rule changes Financial literacy and investor education Other matters (e.g. customer service and complaints) 	<ul style="list-style-type: none"> Focused on boosting our market liquidity, velocity and trading flexibility through more facilitative market frameworks or ecosystems and building our listing pipeline and product offerings Conducted real-time monitoring to ensure our market is orderly and fair Continued to reach out to existing and new investors through seminars, workshops and roadshows, and also introduced various investor educational programmes and initiatives Continued to increase the number of constituents of F4GBM Index to help investors identify PLCs with strong CG and sustainability practices Continued to enhance the quality of PLCs, including their CG and sustainability-related disclosures Continued to adopt a robust consultative approach to ensure that our rules remained practical, relevant and proportionate Established Bursa Academy to provide free learning resources for the capital market Continued to enhance Bursa Anywhere to help depositors access and manage their CDS account remotely Continued to enhance content in BursaMKTPLC to furnish investors and traders with market knowledge, insights and trading ideas

Our Approach to Stakeholder Engagement

Stakeholder Group	Engagement Method	Interests and Concerns	Our Response
<p>Intermediaries (including brokers, clearing participants, authorised direct members and authorised depository agents)</p>	<ul style="list-style-type: none"> Meetings/visits Public/industry consultations Focus group sessions/ dialogues Securities Market Operations Committee (SMOC) and Technical Working Group (TWG) comprising members from the stockbroking industry/broking community/ custodian banks Engagement through emails, phone calls, surveys Circulars/directives Communication notes Advocacy programmes and workshops Promotional roadshows and seminars Our websites Bursa Malaysia Computer Emergency Response Team (BM-CERT) 	<ul style="list-style-type: none"> Our market development initiatives, regulatory policies and proposed rule changes (e.g. trading systems and business rules) Our product development and offerings Clarification of obligations or application of the business rules Modification or waiver of business rules Operational matters or concerns relating to participant conduct, trading, supervision and market surveillance Education/training/ advocacy/ awareness campaigns Enhancement to risk management practices of clearing houses Industry-wide business continuity testing to test readiness of Bursa Malaysia and market participants to resume operations Default drill exercise to test default management procedures and brokers' readiness. Other matters (e.g. complaints) 	<ul style="list-style-type: none"> Ensured operational aspects of the industry were implemented smoothly and in a timely manner by providing flexibilities and support, especially in light of the various movement control orders Resolved matters raised promptly to meet stakeholders' expectations Issued consultation papers and undertook other formal and informal consultations on proposed new rules, products and services and moved towards less prescriptive forms of regulation Facilitated market development to help address issues from the industry such as the perception of over-regulation and market efficiency Conducted advocacy, engagement and assistance to elevate compliance and improve intermediaries' understanding of matters pertaining to participants' obligations, front-office supervision, trading, business conduct and cyber security Continued to raise awareness on topics relating to market operations by organising and holding webinars

Our Approach to Stakeholder Engagement

Stakeholder Group	Engagement Method	Interests and Concerns	Our Response
<p>Regulators and Government Agencies</p>	<ul style="list-style-type: none"> Briefings, engagements and consultative sessions Meetings/ discussions Jointly organised events/working groups Active participation in industry working group such as BRIDGE Reports regarding capital market developments or compliance with statutory obligations (e.g. Annual Regulatory Report) Participation in various government related committees or working groups (e.g. Securities Commission Malaysia (SC) CG Council, Joint Committee on Climate Change (JC3), Corporate Integrity System Malaysia (CISM) Roundtable, National Special Committee on CG and Economic Action Council) 	<ul style="list-style-type: none"> Economic and investment landscape and policies in Malaysia Market development initiatives, products, services and regulatory framework governing the Malaysian capital market (e.g. proposed rule changes and appropriate relief measures to be accorded to market intermediaries in light of the COVID-19 pandemic and the Movement Control Order) Our product development and offerings Status updates on supervision and surveillance of capital market trading activities and conduct of PLCs Quality of PLCs' CG and sustainability practices and reporting Compliance with our statutory duties and obligations Tax and incentives which affect the capital market and market participants Interpretation of laws/ legislations/ guidelines 	<ul style="list-style-type: none"> Continued to engage closely with regulators and the Malaysian government on our market management measures, potential market development and regulatory initiatives to ensure continued growth, vibrancy and competitiveness of the capital market and help spur economic recovery Executed supervision, market monitoring and pre-emptive measures in an efficient manner and reporting in a timely manner Collaborated with regulators and government agencies to roll out CG and sustainability initiatives and/or events for the capital market

Our Approach to Stakeholder Engagement

Stakeholder Group	Engagement Method	Interests and Concerns	Our Response
<p>Employees</p>	<ul style="list-style-type: none"> Meetings and several town hall sessions (virtual options) with feedback sessions Training and engagement sessions on various topics (e.g. cyber security and social engineering test) Employee Portal and Staff Zone Bursa@Work emails Other employee engagements Activities (e.g. festive celebrations) 	<ul style="list-style-type: none"> Our performance and growth strategies Training and development Performance evaluation and management Staff remuneration and benefits Employee safety, health and well-being, especially concerns related to the pandemic Ethics and sustainability 	<ul style="list-style-type: none"> Provided updates on the company's business performance, growth strategies, change in policies and procedures Offered various training programmes to ensure employees' learning needs were addressed and that they were well-equipped to perform their jobs Strengthened performance management framework to ensure we continued to attract and retain talent Provided guidance and support to business units to carry out their sustainability and community programmes Promoted a safe work environment, provided regular updates to create awareness of the COVID-19 situation and split office operations arrangements
<p>Shareholders and Analysts</p>	<ul style="list-style-type: none"> Annual Reports Annual General Meetings Half-yearly analyst and media briefings Meetings Circulars Our websites 	<ul style="list-style-type: none"> Financial performance Strategies for growth Operating landscape Costs Dividend policy Share schemes Sustainability strategy Governance and leadership 	<ul style="list-style-type: none"> Reviewed and developed holistic corporate growth strategies Remained vigilant and prudent with corporate expenditure Ongoing benchmarking and evaluation to ensure we remain competitive Adhered to the relevant governance processes and regulatory/reporting requirements
<p>Industry associations, professional bodies and industry experts</p>	<ul style="list-style-type: none"> Meetings Public consultations Focus group sessions/ dialogues Engagements through emails, phone calls Joint committees/ task force with the industry (e.g. SMOC, TWG) Collaborations to promote IPO through seminars and promotional events 	<ul style="list-style-type: none"> Interest in and demand for our proposed market development initiatives and products Our regulatory policies and rule changes Quality of PLCs' CG and sustainability practices and disclosures Collaboration on events and initiatives Increased number of investment talks and seminars conducted by individuals who may not be licensed to provide investment advice via social media platforms 	<ul style="list-style-type: none"> Continued engagement on our market development initiatives or market issues and regulatory framework, including liberalisation to ensure continued growth, vibrancy and competitiveness of the capital market Continued to offer guidance and training to PLCs on CG and sustainability practices and disclosures Continued to raise awareness on topics relating to market operations by organising and holding webinars Continued to monitor forums, public chat groups, blogs and other social media for possible pump and dump activities and where identification and escalation of such individuals are made, this will be escalated to SC who maintains a page on their website detailing names of unlicensed individuals/entities

Our Approach to Stakeholder Engagement

Stakeholder Group	Engagement Method	Interests and Concerns	Our Response
<p>Industry associations, professional bodies and industry experts</p>			<ul style="list-style-type: none"> Continued to leverage on education and awareness tools including an explainer video published on trading as an informed investor where one of the measures encouraged is to obtain information from reliable sources Continued to work with brokers whom we encouraged to play a more active role in advising their respective clients via their Dealer Representatives' (DRs) network on informed investing
<p>Vendors and Suppliers</p>	<ul style="list-style-type: none"> Meetings/ presentations Engagement through emails/ phone calls Communication through tender notice/RFP/RFQ Site visits Our websites Tender briefings 	<ul style="list-style-type: none"> Application as our registered vendor Clarification of tender details Operational matters relating to procurement/maintenance/ services Declaration of compliance by the vendor with our relevant policies and codes 	<ul style="list-style-type: none"> Continued to enhance the quality of vendors through due diligence Ensured vendor selection and appointments are completed in a timely manner Resolved procurement matters raised by Fixed Tender Committee Improved tender compliance/ understanding Revised the purchasing policy and provided guidance and support to internal stakeholders on adherence to the policy. Ensured competitiveness among vendors Ensured value for money for Bursa Malaysia
<p>Community groups (including non-profit organisations that are beneficiaries of our community initiatives)</p>	<ul style="list-style-type: none"> Meetings Engagements via phone calls, emails/ letters Our websites 	<ul style="list-style-type: none"> Requests for assistance from the healthcare and NGOs helping the B40 community to survive COVID-19 Challenges to execute projects due to COVID-19 Timely fund disbursement Progress and impact of community programmes (e.g. Yayasan Bursa Malaysia's (YBM) scholarships) Collaboration on events and initiatives 	<ul style="list-style-type: none"> Adjusted timelines and targets where necessary in light of COVID-19 Established Standard Operating Procedures (SOPs) to guide beneficiaries on fund disbursement procedures, among others Provided assistance to selected hospitals and NGOs through pandemic related relief measures



SDGs IN ACTION 2020



SDGs IN ACTION 2020

SDG	SDG Targets	Progress & Achievements in 2020	Pages
	1.5: By 2030, build the resilience of the poor and those in vulnerable situations and reduce their exposure and vulnerability to climate-related extreme events and other economic, social and environmental shocks and disasters.	<ul style="list-style-type: none"> Provided assistance to communities disproportionately affected by the COVID-19 pandemic through our community investment efforts 	65-67
	4.3: By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education , including university.	<ul style="list-style-type: none"> Provided financial assistance to 21 students pursuing undergraduate courses in local universities 	66
	5.5: Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.	<ul style="list-style-type: none"> Included in Bloomberg Gender-Equality Index Organised Ring the Bell for Gender Equality 	27, 54
	5.a: Undertake reforms to give women equal rights to economic resources, as well as access to ownership and control over land and other forms of property, financial services , inheritance and natural resources, in accordance with national laws	<ul style="list-style-type: none"> Launched Equality For Equity Campaign to close the gender investing gap 	27
	8.3: Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalisation and growth of micro-, small- and medium-sized enterprises , including through access to financial services.	<ul style="list-style-type: none"> Since the launch of LEAP Market in 2017, 35 corporations have listed and raised a total of RM192.46 million for their business expansion 	34
	8.8: Protect labour rights and safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.	<ul style="list-style-type: none"> Issued Vendor Code of Conduct which covers social, health, safety and labour requirements 	87
	10.1: By 2030, progressively achieve and sustain income growth of the bottom 40 percent of the population at a higher rate than the national average.	<ul style="list-style-type: none"> Number of cooperatives trading on Bursa Suq Al-Sila' (BSAS) grew by 39% Provided grants for community financial literacy programmes 	34
	10.5 Improve the regulation and monitoring of global financial markets and institutions and strengthen the implementation of such regulations.	<ul style="list-style-type: none"> A total of 639 participants attended our various advocacy programmes on corporate governance and sustainability Undertook annual sustainability disclosure reviews and provided feedback to PLCs to facilitate improvement in quality of ESG disclosures 	36

SDGs In Action 2020

SDG	SDG Targets	Progress & Achievements in 2020	Pages
	12.3: By 2030, halve per capita global food waste at the retail and consumer levels and reduce food losses along production and supply chains, including post-harvest losses.	<ul style="list-style-type: none"> Introduced food waste as a focus area under Bursa Malaysia Corporate Social Responsibility (CSR) Plan 2021-2023 	64
	12.5: By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.	<ul style="list-style-type: none"> Recycled 7,170kg of paper and 2,522kg of fabric-based items 	93
	12.6: Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle .	<ul style="list-style-type: none"> Undertook annual sustainability disclosure reviews and provided feedback to PLCs. In 2020, observed a marked improvement in average quality scores across different market capitalisations compared to prior years' reviews 	35
	13.3: Improve education , awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.	<ul style="list-style-type: none"> Joined United Nations Sustainable Stock Exchange Advisory Group on Climate Disclosure Organised climate change thematic workshop for PLCs Bursa Malaysia is a member in the Joint Committee on Climate Change (JC3) and the chair of Sub-Committee 2 on Governance and Disclosure 	37
	16.5: Substantially reduce corruption and bribery in all their forms.	<ul style="list-style-type: none"> Introduced amendments to the Listing Requirements to require establishment and maintenance of anti-corruption and whistleblowing policies and procedures Organised anti-corruption thematic workshops for PLCs Established a dedicated Integrity and Governance Unit (IGU) to strengthen our integrity and anti-corruption management system Enhanced internal anti-corruption related policies Launched mandatory e-learning training for our employees 	49-52
	17.17: Encourage and promote effective public, public-private and civil society partnerships , building on the experience and resourcing strategies of partnerships, data monitoring and accountability.	<ul style="list-style-type: none"> Signed a Memorandum of Understanding with United Nations Global Compact Malaysia and Brunei to advance the corporate sustainability agenda Entered into arrangements with Creador Foundation to raise financial literacy awareness for community groups 	38, 65

CONTENT INDEXES

GRI Content Index

GRI Standard	Disclosure	Pages or Comments
General Disclosures		
Organisation Profile		
GRI 102: General Disclosures 2016	102-1 Name of the organisation	page 5
	102-2 Activities, brands, products and services	pages 5, 6
	102-3 Location of headquarters	Kuala Lumpur, Malaysia
	102-4 Location of operations	Malaysia
	102-5 Ownership and legal form	page 5
	102-6 Markets served	pages 5, 6
	102-7 Scale of the organisation	pages 5-7
	102-8 Information on employees and other workers	pages 80-83
	102-9 Supply chain	page 18
	102-10 Significant changes to the organisation and its supply chain	page 18
	102-11 Precautionary Principle or approach	page 45
	102-12 External initiatives	pages 7-9, 17, 20, 22-27, 32-40, 44, 51 and 61-67
	102-13 Membership of associations	We hold memberships in various international and local organisations, including in those with a focus on sustainability. These enable us to remain up-to-date on the latest developments relevant to our industry. Our memberships include: Asian and Oceanian Stock Exchanges Federation (AOSEF), Asia-Pacific Central Securities Depository Group (ACG), Association of National Numbering Agencies (ANNA), Futures Industry Association (FIA), International Organization of Securities Commissions (IOSCO), The Organization of Islamic Cooperation (OIC), Exchanges Forum (OIC Exchanges Forum), Sustainable Stock Exchanges (SSE) Initiative, World Federation of Exchanges (WFE), World Islamic Economic Forum (WIFE), Intermarket Surveillance Group (ISG) and The Islamic Financial Services Board (IFSB).
Strategy		
	102-14 Statement from senior decision-maker	pages 2-4
	102-15 Key impacts, risks, and opportunities	pages 68-77; also refer to pages 53-59 of the Integrated Annual Report 2020
Ethics and Integrity		
	102-16 Values, principles, standards & norms of behavior	refer to inside cover of the Integrated Annual Report 2020
	102-17 Mechanisms for advice and concerns about ethics	page 49

Content Indexes

GRI Standard	Disclosure	Pages or Comments
General Disclosures		
Governance		
GRI 102: General Disclosures 2016	102-18 Governance structure	page 11; also refer to page 79 of the Integrated Annual Report 2020
Stakeholder Engagement		
	102-40 List of stakeholder groups	pages 72-77
	102-41 Collective bargaining agreements	page 55
	102-42 Identifying and selecting stakeholders	page 72
	102-43 Approach to stakeholder engagement	pages 72-77
	102-44 Key topics and concerns raised	pages 72-77
Reporting Practice		
	102-45 Entities included in the consolidated financial statements	refer to page 142 of the Integrated Annual Report 2020
	102-46 Defining report content and topic Boundaries	pages 1, 12, 69
	102-47 List of material topics	page 12
	102-48 Restatements of information	page 93
	102-49 Changes in reporting	page 1
	102-50 Reporting period	page 1
	102-51 Date of most recent report	page 1
	102-52 Reporting cycle	page 1
	102-53 Contact point for questions regarding the report	page 1
	102-54 Claims of reporting in accordance with the GRI Standards	page 1
	102-55 GRI Content Index	pages 81-86
	102-56 External assurance	The data included in this report has undergone a rigorous review as part of the internal assurance process conducted by our Internal Audit team and reviewed by Bursa Malaysia's Audit Committee. The objective of this approach is to ensure accuracy and integrity of the data disclosed. We aim to obtain external assurance of our Sustainability Report in the coming years.
Topic-Specific Disclosures: Material Matters		
Strengthening Our Core		
Economic Performance		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	pages 17, 71
	103-2 The management approach and its components	page 17
	103-3 Evaluation of the management approach	refer to pages 8-21 of the Integrated Annual Report 2020
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	page 18
	201-2 Financial implications and other risks and opportunities due to climate change	pages 43-44; also refer to page 59 of the Integrated Annual Report 2020

Content Indexes

GRI Standard	Disclosure	Pages or Comments
General Disclosures		
Topic-Specific Disclosures: Material Matters		
Strengthening Our Core (cont'd)		
Market Integrity and Stability		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	pages 19, 71
	103-2 The management approach and its components	page 19; also refer to pages 76-82 of the Integrated Annual Report 2020
	103-3 Evaluation of the management approach	pages 76-82 of the Integrated Annual Report 2020
Education and Capacity Building		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	pages 21, 71
	103-2 The management approach and its components	page 21
	103-3 Evaluation of the management approach	pages 22-26
G4 Sector Disclosures: Financial Services	Former FS16	Initiatives to enhance financial literacy by type of beneficiary
		pages 22-26, 67
Cyber Security and Customer Privacy		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	pages 28, 71
	103-2 The management approach and its components	pages 28-29
	103-3 Evaluation of the management approach	page 29
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data
		page 29
Driving Our Growth		
Sustainable Finance		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	pages 31, 71
	103-2 The management approach and its components	pages 31-32
	103-3 Evaluation of the management approach	pages 33-38
Innovation and Technology Excellence		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	pages 39, 71
	103-2 The management approach and its components	page 39
	103-3 Evaluation of the management approach	pages 39-41
Protecting Our Environment		
Climate Risks		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	pages 43, 71
	103-2 The management approach and its components	page 43
	103-3 Evaluation of the management approach	page 44

Content Indexes

GRI Standard	Disclosure	Pages or Comments	
General Disclosures			
Topic-Specific Disclosures: Material Matters			
Protecting Our Environment (cont'd)			
Environmental Footprint			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	pages 45, 71
	103-2	The management approach and its components	page 45
	103-3	Evaluation of the management approach	pages 46-47
GRI 302: Energy 2016	302-1	Energy consumption within the organisation	page 47
	302-2	Energy consumption outside the organisation	none
	302-3	Energy intensity	page 47
	302-4	Reduction of energy consumption	page 47
GRI 303: Water and Effluents 2018	303-3	Water withdrawal	page 84
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	page 46
	305-2	Energy indirect (Scope 2) GHG emissions	page 46
	305-3	Other indirect (Scope 3) GHG emissions	page 46
	305-4	GHG emissions intensity	page 46
	305-5	Reduction of GHG emissions	page 46
GRI 306: Effluents and Waste 2016	306-2	Waste by type and disposal method	page 85
GRI 307: Environmental Compliance 2016	307-1	Non-compliance with environmental laws and regulations	page 47
Empowering Our Workforce			
Anti-Fraud, Bribery and Corruption			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	pages 49, 71
	103-2	The management approach and its components	pages 49-50
	103-3	Evaluation of the management approach	pages 50-52
GRI 205: Anti-Corruption 2016	205-1	Operations assessed for risks related to corruption	pages 87-88 and 91 of the Integrated Annual Report 2020
	205-2	Communication and training about anti-corruption policies and procedures	We provided annual training to our Board of Directors on Anti-Fraud, Bribery and Corruption. Pages 51-52
	205-3	Confirmed incidents of corruption and actions taken	There were no incidents in 2020 where contracts with business partners were terminated or not renewed due to violations related to fraud, bribery or corruption. In addition, there have been no legal cases related to fraud, bribery or corruption brought against us, nor have there been such incidents or confirmed incidents in which employees were dismissed or disciplined for fraud, bribery or corruption.

Content Indexes

GRI Standard	Disclosure	Pages or Comments	
General Disclosures			
Topic-Specific Disclosures: Material Matters			
Empowering Our Workforce (cont'd)			
Workplace Environment			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	pages 53, 71
	103-2	The management approach and its components	pages 53, 55 and 57
	103-3	Evaluation of the management approach	pages 54 and 57
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	pages 54, 82
	401-3	Parental leave	page 81
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	page 55
	403-2	Hazard identification, risk assessment and incident investigation	page 55
	403-3	Occupational health services	page 55
	403-4	Worker participation, consultation and communication on occupational health and safety	page 55
	403-5	Worker training on occupational health and safety	page 56
	403-6	Promotion of worker health	page 55
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	page 56
	403-8	Workers covered by an occupational health and safety management system	All our employees are covered
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	pages 80-83
	405-2	Ratio of basic salary and remuneration of women to men	page 54
GRI 406: Non-Discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	page 57
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	pages 57, 82

Content Indexes

GRI Standard	Disclosure	Pages or Comments
General Disclosures		
Topic-Specific Disclosures: Material Matters		
Empowering Our Workforce (cont'd)		
Employee Engagement		
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary
	103-2	The management approach and its components
	103-3	Evaluation of the management approach
		pages 58, 71
		page 58
		page 59
Learning and Development		
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary
	103-2	The management approach and its components
	103-3	Evaluation of the management approach
		pages 61, 71
		page 61
		page 62
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee
	404-2	Programs for upgrading employee skills and transition assistance programs
		page 62
		page 61
Advancing Our Communities		
Community Investment		
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary
	103-2	The management approach and its components
	103-3	Evaluation of the management approach
		pages 64, 71
		page 64
		page 64

World Federation of Exchanges (WFE) Sustainability Principles Content Index

Principle	Pages
Principle 1: Exchanges will work to educate participants in the exchange ecosystem about the importance of sustainability issues	pages 22, 25, 27, 35, 36
Principle 2: Exchanges will promote the enhanced availability of investor-relevant, decision-useful ESG information	pages 31, 33, 35-36, 38
Principle 3: Exchanges will actively engage with stakeholders to advance the sustainable finance agenda	pages 32, 37-38
Principle 4: Exchanges will provide markets and products that support the scaling-up of sustainable finance and reorientation of financial flows	pages 31-34, 38
Principle 5: Exchanges will establish effective internal governance and operational processes and policies to support their sustainability efforts	pages 11-14, 69-77

Content Indexes

The Ten Principles of Global Compact Content Index

Principle	Pages or Comments
Human Rights	
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and	See Bursa Malaysia Sustainability Policy page 4
Principle 2: Make sure that they are not complicit in human rights abuses.	See Bursa Malaysia Sustainability Policy page 5
Labour	
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	pages 47, 82 See Bursa Malaysia Sustainability Policy page 4
Principle 4: The elimination of all forms of forced and compulsory labour;	See Bursa Malaysia Sustainability Policy page 4
Principle 5: The effective abolition of child labour; and	See Bursa Malaysia Sustainability Policy page 4
Principle 6: The elimination of discrimination in respect of employment and occupation.	See Bursa Malaysia Sustainability Policy page 4 See Bursa Malaysia Vendor Code of Conduct page 3
Environment	
Principle 7: Businesses should support a precautionary approach to environmental challenges;	page 45
Principle 8: Undertake initiatives to promote greater environmental responsibility; and	pages 43-47 See Bursa Malaysia Sustainability Policy page 4
Principle 9: Encourage the development and diffusion of environmentally friendly technologies.	page 47 See Bursa Malaysia Sustainability Policy page 4 See Bursa Malaysia Vendor Code of Conduct page 3
Anti-Corruption	
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.	pages 22, 49-52; also refer to pages 87-88 and 91 of the Integrated Annual Report 2020 See Bursa Malaysia Sustainability Policy pages 3-5 See Bursa Malaysia Vendor Code of Conduct page 2

PERFORMANCE DATA TABLES

(All data reported is as at 31 December of the Financial Year unless stated otherwise)

Strengthening Our Core	2018	2019	2020
Market Integrity and Stability			
Financial Transparency and Quality of PLCs			
Submissions of financial information received on time	99.1%	99.2%	98.7%
Number of PLCs with a deviation of more than 10% between the unaudited and audited results based on fiscal year end	12	16	6
Total queries on media reports	28	13	50
(% of media queries over general announcements received)	(0.1%)	(0.1%)	(0.2%)
Total queries on corporate announcements	99	111	196
(% of queries on announcements over general announcements received)	(0.4%)	(0.5%)	(0.8%)
Number of financially distressed PLCs	24	26	25
(% of affected PLCs over total PLCs)	(2.6%)	(2.8%)	(2.7%)

Note:
 * Based on submission of annual reports for financial year 2020 as at 31 December 2020 (i.e. the latest annual report(s) being the annual report(s) for FYE 31 August 2020)

Empowering Our Workforce	2018	2019	2020
Workplace Environment			
Note: Senior Management - CEO, Senior Directors, Directors, Senior Executive Vice Presidents and Executive Vice Presidents; Middle Management - Senior Vice Presidents, Vice Presidents, Assistant Vice Presidents, Senior Managers and Managers; Executive - Senior Executives, Executives and Junior Executives			
Employee Breakdown by Gender and Management Categories			
Senior Management - Males	13	14	15
Senior Management - Females	15	16	12
Middle Management - Males	155	159	156
Middle Management - Females	162	177	177
Executive - Males	78	78	73
Executive - Females	89	86	88
Non-Executive - Males	61	57	60
Non-Executive - Females	16	13	11

Employee Breakdown by Age and Management Categories	2018	2019	2020
Senior Management - <30	0	0	0
Senior Management - 30-50	16	13	11
Senior Management - >50	12	17	16
Middle Management - <30	5	10	7
Middle Management - 30-50	252	251	251
Middle Management - >50	60	75	75
Executive - <30	48	48	45
Executive - 30-50	81	72	69
Executive - >50	38	44	47
Non-Executive - <30	0	0	1
Non-Executive - 30-50	49	44	46
Non-Executive - >50	28	26	24

Performance Data Tables

Empowering Our Workforce	2018	2019	2020
Employee Breakdown by Ethnicity and Management Categories			
Senior Management - Malay	15	13	11
Senior Management - Chinese	10	12	10
Senior Management - Indian	3	4	5
Senior Management - Other	0	1	1
Middle Management - Malay	140	155	145
Middle Management - Chinese	139	145	149
Middle Management - Indian	32	30	32
Middle Management - Other	6	6	7
Executive - Malay	125	124	120
Executive - Chinese	23	20	19
Executive - Indian	17	18	19
Executive - Other	2	2	3
Non-Executive - Malay	74	66	67
Non-Executive - Chinese	1	1	1
Non-Executive - Indian	2	3	3
Non-Executive - Other	0	0	0

Employee Breakdown by Employment Contract	2018	2019	2020
Permanent	559	566	559
Contract	30	34	33

Employees Promoted by Gender	2018	2019	2020
Percentage			
Male	-	9.4%	6.0%
Female	-	9.9%	7.6%
Total Number			
Male	-	29	18
Female	-	28	22

Gender Pay Ratio	2018	2019	2020
Male	-	1	1
Female	-	1	1

Employees Returning to Work in the Reporting Period After Parental Leave Ended, by Gender	2018	2019	2020
Percentage			
Male	-	100%	100%
Female	-	100%	100%
Total Number			
Male	-	14	18
Female	-	6	22

Performance Data Tables

Empowering Our Workforce	2018	2019	2020
Total Number of New Employee Hires			
By Gender			
Male	27	37	21
Female	39	50	25
By Age			
<30	21	25	13
30-50	44	56	27
>50	1	6	6
Total Number of Employee Turnover			
By Gender			
Male	26	36	24
Female	22	40	30
By Age			
<30	8	13	4
30-50	32	51	28
>50	8	12	22
No. of differently-abled employees	2	2	1
Percentage of employees in the NUCW	8.0%	7.0%	7.3%
Board Diversity			
By Gender - Percentage			
Male	70%	50%	64%
Female	30%	50%	36%
By Gender - Total Number			
Male	7	5	7
Female	3	5	4
By Age - Percentage			
46-50	-	-	9%
51-55	20%	10%	0%
56-60	30%	50%	64%
61-65	30%	10%	0%
66-70	40%	30%	27%
By Age - Total Number			
46-50	-	-	1
51-55	2	1	0
56-60	3	5	7
61-65	1	1	0
66-70	4	3	3

Performance Data Tables

Empowering Our Workforce	2018	2019	2020
Board Diversity (Cont'd)			
By Ethnicity - Percentage			
Malay	50%	30%	36%
Chinese	30%	20%	18%
Indian	10%	30%	27%
Others	10%	20%	18%
By Ethnicity - Total Number			
Malay	5	3	4
Chinese	3	2	2
Indian	1	3	3
Others	1	2	2
By Nationality - Percentage			
Malaysian	90%	90%	91%
Non-Malaysian	10%	10%	9%
By Nationality - Total Number			
Malaysian	9	9	10
Non-Malaysian	1	1	1
Learning & Development			
Total Training Hours	21,916	19,741	20,610
Total Training Hours - By Gender			
Male	11,081	9,768	9,960
Female	10,835	9,973	10,650
Average Training Hours - By Gender			
Male	36.1	49.5	32.1
Female	38.4	50.5	35.2
Total Training Hours By Employee Category			
Senior Management	863	583	575
Middle Management	12,502	10,479	12,330
Executive	6,215	5,731	6,413
Non-Executive	2,336	2,947	1,292
Average Training Hours By Employee Category			
Senior Management	30.5	3.0	27.0
Middle Management	39.4	53.1	35.3
Lower Management			
Executive	37.2	29.0	37.7
Non-Executive	30.3	14.9	19.3
Total Amount Invested in Employee Learning and Development (RM)	1,091,597	1,318,048	1,371,826

Performance Data Tables

Protecting Our Environment	2018	2019	2020
Carbon Emissions and Energy			
GHG Emissions (tCO₂e)			
Scope 1	30.10	32.76	5.13
Scope 2	6,381.85	6,230.20	6,308.66
Scope 3	-	63.68	3.45
Total	6,411.95	6,326.64	6,317.25

Note:

- 1) Scope 1 Emission Factors were derived from MYCarbon GHG Reporting Guidelines
- 2) Scope 2 Emission Factor was derived from <http://www.seda.gov.my/statistics-monitoring/co2-avoidance>
- 3) Scope 3 Emissions were calculated using the Carbon Emissions Calculator developed by International Civil Aviation Organisation (ICAO)
- 4) GHG emission inventory includes all business activities under our financial and operational control. We use the operational consolidation approach.

Carbon Emissions Intensity

Scope 2 (tCO ₂ e/m ²)	0.16	0.16	0.16
Scope 3 (tCO ₂ e/Full Time Employee)	-	0.11	0.01

Note:

- 1) We have used the self-occupied area as the measurement of floor space for Scope 2 emissions
- 2) FTE refers to Full Time Employee

Energy Consumption

Total electricity consumption (MWh)	9,196	8,977	9,090
Energy Intensity (MWh/m ²)	0.23	0.22	0.23

Note:

- 1) Data on energy consumption include all buildings owned by Bursa Malaysia – Main Building, Annexe and Disaster Recovery Site
- 2) Our electricity data does not include consumption by our tenants
- 3) We have included only the self-occupied areas as the measurement of floor space
- 4) Energy intensity was calculated by dividing total energy consumption with the self-occupied area

Carbon Emissions - Bursa Bull Charge (BBC) (kgCO₂e)

Scope 1	160.1	13.9	-
Scope 2	55.9	3,698.6	-
Scope 3	2,855.2	2,426.4	-

Note:

No BBC in 2020

Water

Municipal water supply (m ³)	39,785	39,808	40,371
Groundwater extracted (m ³)	-	93,441	292,949
Total Water Consumption (m³)	39,785	133,249	333,320

Note:

We installed a meter to monitor our groundwater usage in 2019. We have been utilising groundwater extracted from a stream located near our Head Office since 2011 as non-potable water used for toilet flushing and in cooling towers.

Performance Data Tables

Protecting Our Environment	2018	2019	2020
Waste Management			
Hazardous Waste (kg)	455	580	608
Non-hazardous Waste (kg)			
General Waste (sent to landfill)	575,405	581,940	552,410
Paper (sent for recycling)	4,478	5,145	7,170
Total Waste (kg)	580,338	587,665	560,188

Note:

- 1) Non-hazardous waste are disposed in a landfill at Bukit Tagar through the Taman Lembah Beringin Transfer Station in Kuala Lumpur via our appointed collector. The hazardous waste is disposed in an environmentally responsible way according to relevant government legislations through a licensed operator.
- 2) Well-labelled paper recycling bins are provided throughout our office to encourage employees to recycle paper. In 2020, we carried out a spring-cleaning exercise which has led to an increase in the amount of shredded paper and carton boxes.

Others

Fabric-based items recycled (kg)	-	21,070	2,522
Number of Electric Vehicle (EV) Charging Stations	-	2	2

Note:

- 1) In 2019, we placed a fabric bank at our office premise to collect fabric-based items for recycling. We were not able to carry out donation drives in 2020 due to the COVID-19 pandemic.
- 2) We have restated fabric-based items recycled for the year 2019 to reflect the final validated amount.
- 3) We installed EV charging stations at our office to demonstrate our commitment to environmentally friendly solutions and support the transition towards clean, emission free vehicles. We intend to add two more EV stations in 2021.

LINK TO INFORMATION STATED IN THIS REPORT

Description	Link
Bursa Academy	https://www.bursaacademy.bursamarketplace.com/
Bursa Anywhere	https://www.bursamarketplace.com/anywhere/
Bursa Malaysia Securities Berhad Main Market Listing Requirements	https://www.bursamalaysia.com/regulation/listing_requirements/main_market/listing_requirements
BURSA SUSTAIN	https://bursasustain.bursamalaysia.com
Bursa Marketplace (BursaMKTPLC)	https://www.bursamarketplace.com
Bursa Malaysia Berhad	https://www.bursamalaysia.com
Bursa Malaysia Berhad Sustainability Reports	https://www.bursamalaysia.com/about_bursa/sustainability/sustainability_reports
Bursa Malaysia Derivatives Market	https://www.bursamalaysia.com/trade/market/derivatives_market
Bursa Malaysia Islamic Market	https://www.bursamalaysia.com/trade/market/islamic_market
Bursa Malaysia Securities Market	https://www.bursamalaysia.com/trade/market/securities_market
FTSE Bursa Malaysia Indices	https://www.bursamalaysia.com/trade/our_products_services/indices/ftse_bursa_malaysia_indices/overview
FTSE Bursa Malaysia Index Series	https://www.ftserussell.com/products/indices/bursa-malaysia
FTSE4Good Bursa Malaysia Index	https://www.bursamalaysia.com/reference/insights/institutional_insights/sectorial_series/ftse-russell-esg-index-methodology-and-trends
Global Reporting Initiative	https://www.globalreporting.org
Integrated Annual Report	https://bursa.listedcompany.com/ar.html
International Integrated Reporting Council	https://integratedreporting.org
International Organization of Securities Commissions	https://www.iosco.org/
Labuan International Finance Exchange Inc	https://www.bursamalaysia.com/trade/our_products_services/lfx/about_the_exchange
Malaysian Code on Corporate Governance	https://www.sc.com.my/regulation/corporate-governance
Principles for Financial Market Infrastructure	https://www.bis.org/cpmi/info_pfmi
Rules of Bursa Malaysia Bonds	https://www.bursamalaysia.com/regulation/bonds/rules_of_bursa_malaysia_bonds
Rules of Bursa Malaysia Derivatives	https://www.bursamalaysia.com/regulation/derivatives/rules_of_bursa_malaysia_derivatives
Rules of Labuan International Financial Exchange	https://www.bursamalaysia.com/regulation/lfx/rules_of_lfx
Rules of Bursa Malaysia Suq Al-Sila'	https://www.bursamalaysia.com/regulation/islamic_market/rules_of_bursa_suq_al_sila
Rules of Bursa Malaysia Securities	https://www.bursamalaysia.com/regulation/securities/rules_of_bursa_malaysia_securities
Securities Commission Malaysia	https://www.sc.com.my
Task Force on Climate-related Financial Disclosures	https://www.fsb-tcfd.org/
World Federation of Exchanges	https://www.world-exchanges.org/

ABBREVIATION

BSAS	Bursa Suq Al-Sila'	MCCG	Malaysian Code on Corporate Governance
CDS	Central Depository System	MLT	Mirror, Learn and Trade
CG	Corporate Governance	MMLR	Bursa Malaysia Securities Berhad Main Market Listing Requirements
CISM	Corporate Integrity System Malaysia	OACP	Organisational Anti-Corruption Plan
CME	Chicago Mercantile Exchange Inc	PATAMI	Profit after Tax and Minority Interest
ESG	Environmental, Social and Governance	PFMI	Principles for Financial Market Infrastructure
ETBS	Exchange Traded Bonds and Sukuk	PLC	Public Listed Company
ETF	Exchange Traded Fund	PO	Participating Organisation
F4GBM Index	FTSE4Good Bursa Malaysia Index	REIT	Real Estate Investment Trust
FBMKLCI	FTSE Bursa Malaysia KLCI	SBL	Securities Borrowing and Lending
FCPO	Crude Palm Oil Futures	SC	Securities Commission Malaysia
FMG5	5-year Malaysian Government Securities Futures Contract	SICDA	Securities Industry (Central Depositories) Act 1991
GHG	Greenhouse Gas	SME	Small- and Medium-sized Enterprise
GRI	Global Reporting Initiative	SPAC	Special Purpose Acquisition Company
IAR	Integrated Annual Report	SR	Sustainability Report
IOSCO	International Organization of Securities Commissions	SSE	Sustainable Stock Exchanges Initiative
IPO	Initial Public Offering	STP	Straight-Through Processing
ISMS	Information Security Management System	SW	Structured Warrant
JC3	Joint Committee on Climate Change	TCFD	Task Force on Climate-related Financial Disclosures
KPI	Key Performance Indicator	TP	Trading Participant
LEAP	Leading Entrepreneur Accelerator Platform	UN	United Nations
LFX	Labuan International Financial Exchange	UNGC	United Nations Global Compact
LR	Listing Requirements	WEPS	Women's Empowerment Principles
MACC	Malaysian Anti-Corruption Commission		

GLOSSARY

A

ACE Market

The ACE Market is an alternative market for companies that are at growth stage and have business prospects. It replaced the formerly known MESDAQ (Malaysian Exchange of Securities Dealing and Automated Quotation) Market in 2009. The ACE Market is viewed as the ideal market for high-growth companies with a limited track record and other companies looking to raise additional capital by taking their companies public through a listing exercise.

B

Bursa Anywhere

A mobile application for retail investors to access a wide range of Central Depository System (CDS) account services and conduct permitted CDS transactions electronically through their personal gadget with no physical forms.

Bursa Malaysia-i

A fully integrated Islamic securities exchange platform with a comprehensive range of Shariah-compliant exchange-related facilities including listing, trading, clearing, settlement and depository services.

BursaMKTPLC

An online portal that provides investors and traders with the information they need to conduct analysis, investing and trading.

Bursa Suq Al-Sila' (BSAS)

A Shariah-compliant commodity Murabahah trading platform dedicated to facilitate Islamic liquidity management and financing by Islamic Financial Institutions (IFI). BSAS is the world's first platform that aims to provide industry players with a regulated framework with defined codes of conduct governing commodity trade in support of Islamic interbank placement, client deposit taking, financing, profit rate swap and cross currency swap, as well as sukuk issuances using the concept of Murabahah and Tawarruq. It undertakes contracts in various currencies to facilitate cross-border trades between IFIs and commodity players worldwide.

BURSASUSTAIN

A one-stop repository of information on corporate governance, sustainability and responsible investment.

C

Capital

The capitals are stocks of value that are increased, decreased or transformed through the activities and outputs of the organisation.

Central Depository System (CDS)

The CDS is a system that is fully owned and operated by Bursa Malaysia Depository Sdn Bhd (formerly known as Malaysian Central Depository Sdn Bhd), a wholly owned subsidiary of Bursa Malaysia Berhad.

Investors can use the CDS to transfer securities from one CDS account to another, provided the transfers are within the reasons approved by Bursa Malaysia Depository Sdn Bhd. Other transactions that depositors can perform via the CDS are registration of bank account information, updating of account particulars, reactivation of dormant CDS account, reactivation of inactive CDS account, deposit of share certificate, withdrawal of shares of delisted company and closing of CDS account.

Clearing Participant (CP)

A participant as defined in the Capital Markets and Services Act 2007, in relation to the relevant clearing house of Bursa Malaysia.

Closed-End Fund

A closed-end fund involves a listed company which invests in shares of other companies. A closed-end fund company has a fixed number of shares in issue at any point of time, the price of which will fluctuate according to net asset value and market forces.

Coronavirus Disease (COVID-19)

Coronavirus disease (COVID-19) is a mild to severe respiratory disease that is caused by a newly discovered coronavirus strain. It is transmitted chiefly by contact with infectious material such as respiratory droplets or with objects or surfaces contaminated by the causative virus, and is characterised by fever, cough, and shortness of breath, among others, and may progress to pneumonia and respiratory failure.

Glossary

Corporate Liability Provision

This refers to the new section 17A of the Malaysian Anti-Corruption Commission (MACC) Act 2009, which came into force on 1 June 2020. This provision states that a commercial organisation commits an offence if any individual associated with the organisation commits a corrupt act to obtain or retain business or an advantage for the commercial organisation. Commercial organisations can raise a defence if they can show that they have 'adequate procedures' in place.

D

Derivatives

A derivative is a security with a price that is dependent upon or derived from one or more underlying assets. The derivative itself is a contract between two or more parties based upon the asset or assets. Its value is determined by changes in the underlying asset. Derivative products available on Bursa Malaysia Derivatives are equity, interest rate, bond, agricultural (crude palm oil and palm kernel) and metal (gold and tin).

E

Equities

An instrument that signifies an ownership position, or equity, in a corporation, and represents a claim on its proportionate share in the corporation's assets and profits. A person holding such an ownership in the company does not enjoy the highest claim on the company's earnings. Instead, an equity holder's claim is subordinated to a creditor's claims, and the equity holder will only enjoy distributions from earnings after these higher priority claims are satisfied.

Exchange Traded Fund (ETF)

An open-ended investment fund listed and traded on a stock exchange. ETF combines the features of an index fund and a stock. The liquidity of an ETF reflects the liquidity of the underlying basket of shares. Generally, there are three types of ETFs: equity ETFs, fixed income ETFs and commodity ETFs. These ETFs consist of baskets of stocks, bonds or commodities based on an index which instantly offers broad diversification and avert the risk involved in owning stocks of a single company. ETFs are listed and traded on a stock exchange. With units in an ETF, investors can gain exposure to a geographical region, market, industry or sector, commodity such as gold or oil or even a specific investment style such as growth or value.

F

FTSE4Good Bursa Malaysia (F4GBM) Index

F4GBM Index measures the Environmental, Social and Governance (ESG) performance of public listed companies (PLCs) and was launched in December 2014. The constituents are drawn from companies on the FTSE Bursa Malaysia Emas Index and are reviewed every June and December against international benchmarks developed in collaboration with FTSE Russell.

G

Global Reporting Initiative (GRI) Standards

The GRI standards are the first global standards for sustainability. They feature a modular, interrelated structure, and represent the global best practice for reporting on a range of economic, environmental and social impacts.

I

Initial Public Offering (IPO)

An IPO refers to the process of offering the shares of an unlisted company to the public on a recognised stock exchange for the first time. The shares then become publicly traded.

L

Leading Entrepreneur Accelerator Platform (LEAP) Market

The LEAP Market is an alternative market for SMEs and companies to raise funds. It brings together potential SMEs and companies, intermediaries and qualified sophisticated investors onto a single platform to create a conducive marketplace for fundraising.

Listing Requirements (LR)

The criteria required to list and maintain a listing status on Bursa Malaysia's markets.

Glossary

M

Material Matters

Material Matters refer to matters that are of most importance to Bursa Malaysia, based on our significant economic, environmental, and social impacts and which substantively influence the assessments and decisions of our key stakeholders. They are also determined based on how they impact or are impacted by our value creation activities.

Main Market

The Main Market provides an avenue for companies to raise funds and is mainly populated by established and large companies.

Movement Control Order (MCO)

A cordon sanitaire implemented as a preventive measure by the federal government of Malaysia in response to the COVID-19 pandemic in the country.

Murabahah

An Islamic financing structure. Murabahah refers to a sale contract with a disclosure of the asset cost price and profit margin to the buyer.

P

Participating Organisation

A company which carries on the business of dealing in securities pursuant to the Rules of the Exchange.

Public Listed Company (PLC)

A listed corporation, listed collective investment scheme or issuer of listed securities, as the context may require.

R

Responsible Investment (RI)

RI is an approach to investing that aims to incorporate environmental, social and governance factors into investment decisions, to better manage risk and generate sustainable, long-term returns.

Real Estate Investment Trust (REIT)

A REIT is a fund or a trust that owns and manages income-producing commercial real estate such as shopping complexes, hospitals, plantations, industrial properties, hotels and office blocks. A management company for a REIT is permitted to deduct distribution paid to its shareholders from its corporate taxable income. However, to enjoy this tax-free status, the REIT must have most of its assets and income tied to the real estate and distribute at least 90% of its total income to investors/unit holders annually. REIT that are listed on a stock exchange trade just like stocks.

S

Shares

A share is a security which represents a portion of the owner's capital in a business. Shareholders are the owners of the business and share the success or failure of the business. Shares are also commonly referred to as stock.

Stapled Securities

An arrangement in which different classes of securities are listed and traded as one security. Stapled securities may involve different classes of securities issued by an issuer or different issuers.

Structured Warrants

Structured warrants are proprietary instruments issued by a third-party issuer, namely an eligible broker or financial institution that give holders the right, but not the obligation, to buy or sell the underlying instrument in the future for a fixed price. Essentially, one makes a 'reservation' to buy or sell a pre-determined number of the underlying instrument at a certain price in the future when investing in a structured warrant. Structured warrants can be issued over an underlying asset such as equity, ETF, index or a basket of stocks.

Sustainable Development Goals (SDGs)

The United Nations (UN) SDGs are the blueprint to achieve a better and more sustainable future for all. They address the global challenges we face, including those related to poverty, inequality, climate, environmental degradation, prosperity as well as peace and justice.

Glossary

Sustainability Reporting Framework

The Sustainability Reporting Framework comprises amendments to the Listing Requirements where PLCs are required to disclose a narrative statement on the management of material economic, environmental and social (EES) risks and opportunities in their annual reports. The Sustainability Framework also includes the issuance of the Bursa Malaysia Sustainability Reporting Guide and Six Toolkits to aid PLCs in embedding and reporting on sustainability practices.

Sustainable Stock Exchanges (SSE) Initiative

The SSE Initiative is a peer-to-peer learning platform for exchanges, in collaboration with investors, regulators, and companies, to explore how corporate transparency and performance on ESG issues can be enhanced and to further encourage the uptake of sustainable investment. The SSE is a project of the UN, co-organised by the UN Conference on Trade and Development, the UN Global Compact, the UN Environment Programme Finance Initiative and the UN-supported Principles for Responsible Investment.

T

Task Force on Climate-related Financial Disclosures (TCFD)

The TCFD seeks to develop recommendations for voluntary climate-related financial disclosures that are consistent, comparable, reliable, clear, and efficient, and provide decision-useful information to lenders, insurers, and investors.

Trading Participant

A company which carries on the business of dealing in derivatives pursuant to the Rules of the Exchange.

V

Value

Value is not created by or within an organisation alone. It is influenced by the external environment, created through relationships with stakeholders and dependent on various resources.

W

Warrants

Warrants are issued by a company and give the holder the right, but not an obligation, to subscribe for new ordinary shares at a specified price during a specified period of time. Warrants have a maturity date (up to 10 years) after which they expire and are worthless unless the holder exercises the right to subscribe for the new shares before the maturity date.

The World Federation of Exchanges (WFE)

Established in 1961, the WFE is the global industry association for exchanges and clearing houses. Headquartered in London, it represents over 250 market infrastructure providers, including standalone central counterparty (CCP) clearers that are not part of exchange groups. Of its members, 37% are in Asia-Pacific, 43% in Europe, Middle East and Africa and 20% in the Americas. WFE exchanges are home to nearly 53,000 listed companies, and the market capitalisation of these entities is over \$95.0 trillion; around \$95.0 trillion (electronic order book) in trading annually passes through the infrastructures WFE members safeguard.

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