

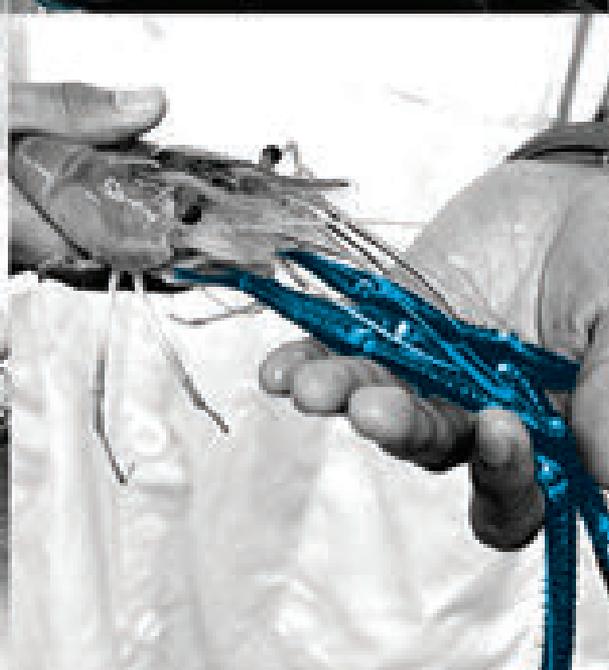
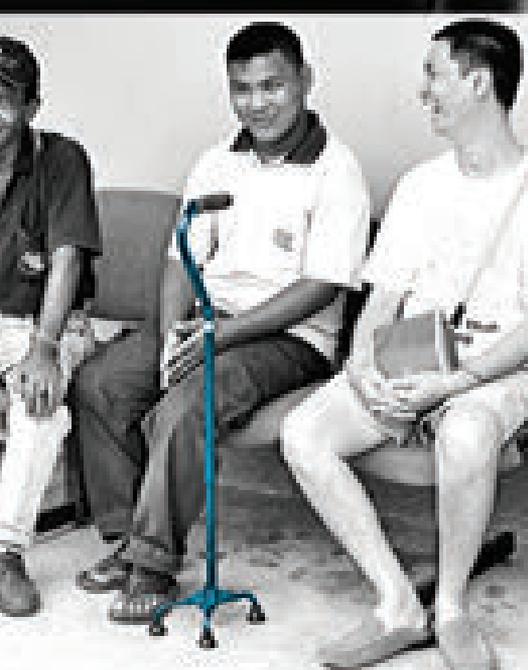
HARAPAN KAMI  
DIDIKLAH KAMI  
CIKGU



CIMB  
&  
YOU



 **CIMB**  
SUSTAINABILITY REPORT  
TWENTY FOURTEEN



**SUSTAINABILITY**  
**REPORT**

**2014**

# CIMB & YOU

CIMB & You is the relationship that helps us value what we have and know what we need to preserve to make our world a better place. Sustainability is about more than preserving the environment. It is also about preserving our traditions and our history. Above all, sustainability is about nurturing the shared values and principles that lay the foundation upon which we build a better future.

CIMB & You is the shared experience that says, “Together we are better.”

*Our cover is a celebration of the CIMB family.*



**01**

**COMMUNITY**

**02**

**WORKPLACE**

**03**

**MARKETPLACE**

**04**

**ENVIRONMENT**

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# NTS

G4-1

## IT GIVES ME GREAT PLEASURE TO PRESENT CIMB'S 2014 SUSTAINABILITY REPORT WHICH CATALOGUES WHAT WE HAVE DONE IN 2014 TO BENEFIT SOCIETY AND TO INSTIL PRIDE IN OUR WORKFORCE. CIMB REMAINS THE BRAND THAT CARES AND WORKS HARD TO MAKE THE WORLD A BETTER PLACE.

This year, we took an important step in moving to a higher standard of reporting our activities by implementing the latest version of the GRI G4 Guidelines. We leveraged on the experience of past years and have begun to up our game by implementing more best practices in the field of sustainable development. This structured approach also allows our shareholders and other stakeholders to have a clearer view of our corporate sustainability direction.

CIMB Foundation continued its important work in building a stronger, better Malaysia through Community Development, Sports and Education. In 2014, 65 community initiatives, including Project Brickfields, were given grants amounting to RM3.3 million for projects ranging from breeding male freshwater prawns, theatre programmes in schools to conserving the nesting grounds of turtles on Lang Tengah Island.

In sports, our juniors continued to excel in squash, winning at the British Junior Open, the Japan Junior Open and clinching the Team Gold at the Asian Games. Thirteen of our junior footballers were selected for the Harimau Muda programme, the pathway to national football glory.

Our education programmes continued to encourage primary school pupils to enjoy using English with spelling bees and Scrabble competitions, all with the goal of passing their UPSR examinations.

2014 was also the year we sponsored 'SuperMokh the Musical', a theatre production based on Mokhtar Dahari, an icon of Malaysian football. Those were the glory days of Malaysian sport and society, a message that came through loud and clear across the stage. 'The Color Run' also made its debut in Malaysia in 2014, with clouds of colour dusting the lawns of Perdana Botanical Garden. This was a fantastic way of bringing all parts of Malaysian society together. Sports, I have always said, is a great unifier.

In April of 2014, we launched our CIMB ACE (Accelerated Career Enhancement) Programme which is an upward mobility scheme for our non-executives. I am pleased to say that the response was heartening with 201 personnel enrolling to improve their station.

It's been a year now since we moved in to our new building Menara CIMB in KL Sentral, and I am happy to say that the green aspects of the building and our own corporate philosophy have reduced our carbon footprint: we now use less paper and less printing materials. Our newly formed Energy Management Committee is also tasked to oversee a further reduction in greenhouse gas emissions.

I would like to thank the Board of Trustees of CIMB Foundation and the Board of Directors for their help and advice in developing our long-term sustainable vision to keep us at the forefront.

This sustainability report is dedicated to all of you. I hope you find it informative and useful.



**NAZIR RAZAK**  
Chairman

A professional portrait of a middle-aged man with short, dark hair, wearing a dark suit jacket, a light-colored dress shirt, and a red tie with a white polka-dot pattern. He is looking directly at the camera with a neutral expression. The background is a blurred office interior with windows and greenery.

# CHAIRMAN'S MESSAGE



**A MESSAGE  
FROM THE GCEO**

G4-1, G4-22, G-29

## LONGEVITY IS THE KEY TO ANY BUSINESS. A BUSINESS MUST BE ECONOMICALLY, ENVIRONMENTALLY AND SOCIALLY SUSTAINABLE TO THRIVE IN TODAY'S BUSINESS ENVIRONMENT.

At CIMB, the Board and management team consider sustainability to be of paramount importance in our business operations. Our values and strategy are aligned with responsible and ethical business policies and practices to improve stakeholder engagement and drive sustainable growth. Such values and principles are applied in all our dealings with customers, suppliers and other stakeholders. CIMB's award for Exemplary Environmental, Social and Governance Practices from the Minority Shareholder's Watchdog Group confirms our commitment to sustainability, good governance and ethics.

As a responsible corporate citizen, we are aware of the role we need to play to ensure the economic and holistic health of the communities that surround our areas of operation. To that end, CIMB set up CIMB Foundation in 2007 to look after the very people whom we serve, thus ensuring that not only our customers are looked after, but also their communities. Our flagship programme, Community Link, is designed to connect our branch network with the community at large. Branch management and staff go out to the community to gauge their requirements and design projects that are appropriate. These projects are then fully funded by the Foundation.

Having recently moved our corporate headquarters to Menara CIMB in KL Sentral, CIMB Foundation and the Group's Corporate Responsibility Department have been busy building relationships with our Brickfields neighbours. Project Brickfields aims to raise the living standards of Brickfields residents through a variety of programmes such as our collaboration with MyKasih Foundation for a bursary programme for school pupils from low income families. Just as importantly, our programmes in Brickfields pay particular attention to the needs of the disabled, many of whose headquarters are located in Brickfields. CIMB Foundation also runs futsal programmes at Cruyff Court in Brickfields for the blind, the physically and mentally disabled and those suffering from cerebral palsy.

Across the region in Indonesia, Singapore, Thailand and North Asia, CIMB has been very active in running a wide variety of CSR programmes aimed at community development with particular emphasis on education. CIMB Niaga runs an excellent financial literacy programme for young school children, whilst CIMB Thai pays special attention to ICT knowledge for the wider community.

The recent floods on the East Coast of Peninsular Malaysia were a challenge for all parties involved in relief efforts. CIMB pitched in early with financial support to Mercy Malaysia and the Malaysian Red Crescent Society which distributed emergency relief supplies to the affected areas. CIMB Foundation organised a food donation drive which culminated in 78 tonnes of food donated by the public being shipped across to those who needed supplies. Once the waters had receded, our involvement continued through partnerships with NGOs to rebuild homes and with University of Malaya to install tube wells for clean, drinking water.

As a people-centric company, we continue to promote a high-performance workplace culture that attracts and develops talent and promotes teamwork. Our training and development programmes have received noteworthy recognition from our peers, which is a testament to our commitment to people management and innovation. Awards received include the Best Management Trainee/Graduate Programme, 2nd Runner-up for The Graduate Employer of the Year and finalist for the Most Popular Graduate Employer in Banking and Financial Services. CIMB also won the Best Internship Experience and Best Innovation on Campus awards.

In the marketplace, we continue to work with our supply chain partners to deliver the highest quality to customers, ensuring that they are well served and that the products we recommend are a perfect fit. We are committed to customer satisfaction, truthful advertising, complying with applicable laws and regulations as well as a high standard of ethical behaviour and service.

I believe that preserving our environment should be at the top of every corporation's list of priorities. Even though our environmental footprint is small, CIMB has put in place processes that will help to decrease our footprint even further. Many of these can be seen in our new Menara CIMB offices, with their motion-sensitive lighting, energy saving bulbs and a move away from centralised air conditioning to split units. We continue to monitor our materials use, emissions, waste disposal and recycled materials, to ensure that our minimal carbon footprint remains so.

I would like to thank the Board of Trustees of CIMB Foundation for their guidance and active participation in the Foundation's initiatives. I also take this opportunity to thank the CEO of CIMB Foundation, Raja Noorma Othman for her diligence and my colleagues across our network who have worked hard to create long-term value and helped build our sustainable corporate responsibility vision.



**TENGGU ZAFRUL AZIZ**  
Group Chief Executive Officer

G4-24, G4-25, G4-26, G4-27

## Relationship with Our Stakeholders

Stakeholders have the capacity to positively and negatively influence the Group's activity. Each year, CIMB identifies the types of risk to which it is most exposed and categorises stakeholders based on the perceived level of impact.

CIMB has dedicated channels for dialogue with each stakeholder. This approach improves information exchanges and helps CIMB adopt management methods that address stakeholder issues. CIMB's communication channels are the preferred means of dialogue and involvement with the public. CIMB has developed close relationships through these channels which help anticipate solutions, mitigate possible negative impacts, identify weaknesses and define improvement plans for the mutual benefit of all parties. Many of the communication channels listed below are available 24 hours a day, 365 days a year.

Stakeholders	Means of Communications	Stakeholders	Means of Communications
<b>Analysts</b>	<ul style="list-style-type: none"> <li>• General Assembly</li> <li>• Quarterly and annual reports</li> <li>• Face-to-face meetings</li> <li>• Participation in consultations</li> <li>• Market Releases</li> <li>• Road shows</li> <li>• Stock performance</li> </ul>	<b>Suppliers</b>	<ul style="list-style-type: none"> <li>• Supplier portal</li> <li>• Evaluation and feedback</li> <li>• Meetings</li> <li>• Supplier assessment</li> <li>• Negotiation meetings</li> <li>• Supplier training</li> </ul>
<b>Shareholders</b>	<ul style="list-style-type: none"> <li>• General Assembly</li> <li>• Quarterly and annual reports</li> <li>• Face-to-face meetings</li> <li>• Participation in consultations</li> <li>• Market Releases</li> <li>• Road shows</li> <li>• Stock performance</li> </ul>	<b>Regulators</b>	<ul style="list-style-type: none"> <li>• Compliance</li> <li>• Transparency</li> <li>• Performance reports</li> <li>• Audit</li> </ul>
<b>Customers</b>	<ul style="list-style-type: none"> <li>• Call Centres</li> <li>• Customer Portal</li> <li>• Market managers and agents</li> <li>• Telephone and online channels available 24/7 and 365 days a year</li> <li>• Market research</li> <li>• Marketing campaigns</li> <li>• Channels for complaints and suggestions</li> <li>• Road shows</li> <li>• CIMB Branches</li> <li>• CIMB Clicks</li> <li>• Corporate Website</li> </ul>	<b>Media</b>	<ul style="list-style-type: none"> <li>• Dialogue with the media</li> <li>• Press releases</li> <li>• Press conferences</li> <li>• Transparency</li> <li>• Publication and dissemination of relevant information</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Social Dialogue with Employee Representatives</li> <li>• Whistleblower channels</li> <li>• Employee portal</li> <li>• Employee survey</li> <li>• Corporate intranet</li> <li>• Performance assessment and feedback training programmes</li> </ul>	<b>Competitors</b>	<ul style="list-style-type: none"> <li>• Observation of performance and services</li> <li>• Market research</li> <li>• Industry events</li> </ul>
		<b>NGOs</b>	<ul style="list-style-type: none"> <li>• Participation in events</li> <li>• Sponsorship</li> <li>• Engagement activities</li> <li>• Collaborations</li> </ul>
		<b>General Public</b>	<ul style="list-style-type: none"> <li>• Corporate website</li> <li>• CIMB branches</li> <li>• All CIMB communication channels</li> </ul>

G4-13, G4-14, G4-15, G4-18, G4-19, G4-20, G4-21, G4-23

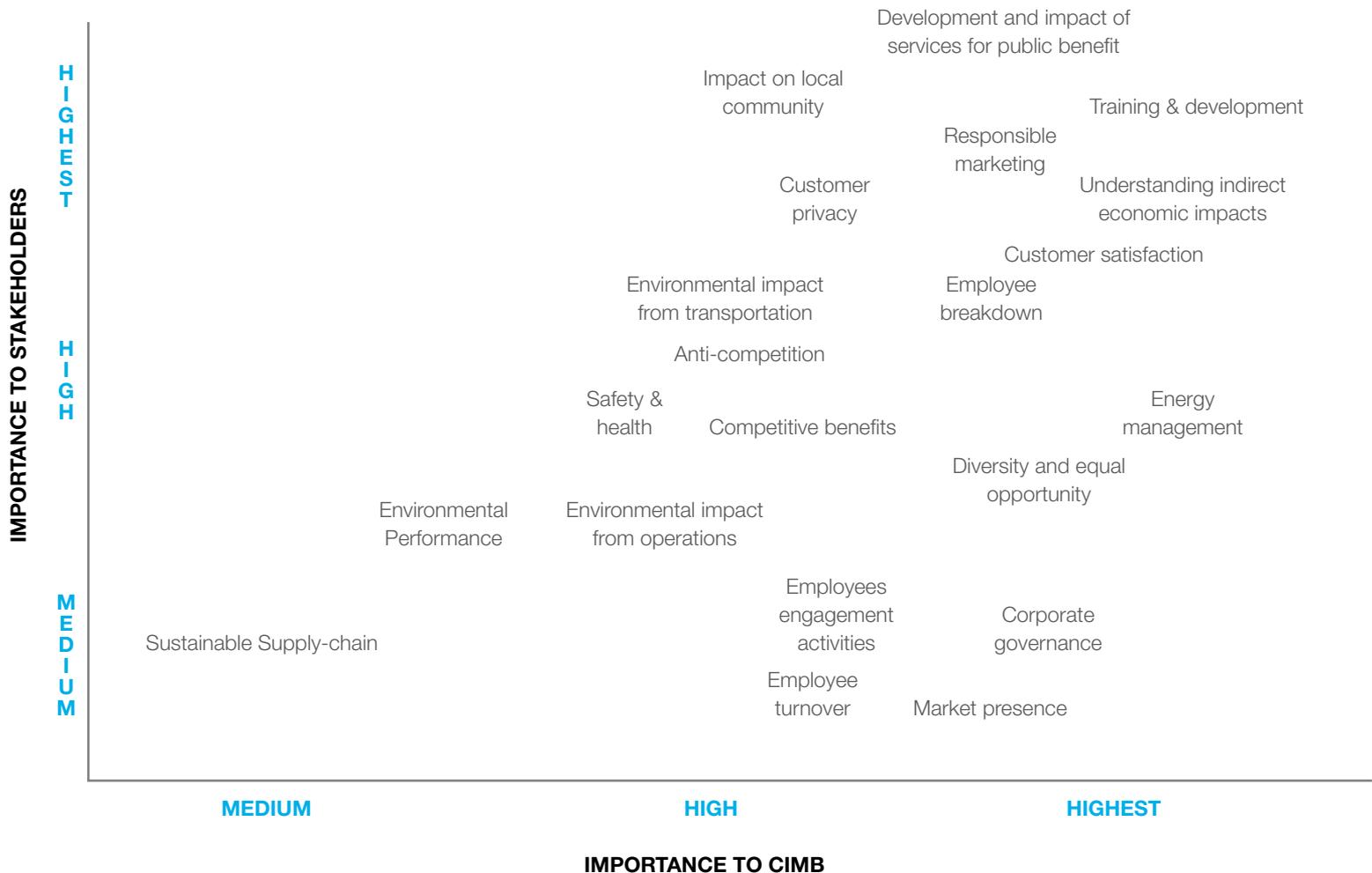
### Focusing on the issues that matter most

Sustainability covers a broad range of issues. CIMB is interested in the topics that impact its future business success and are relevant for stakeholders. CIMB conducted a materiality analysis to gain a better understanding of topics relevant to both the business and its stakeholders. The materiality index considers input from a broad range of stakeholders.

Understanding the relevance of specific sustainability topics for stakeholders is of mutual interest and can also support CIMB in building its sustainability strategy. This sustainability report places emphasis on the issues that matter most. These issues are defined by the scale of impacts as a business and feedback received from key stakeholders as part of the reporting process and throughout the year.

In developing this materiality matrix, CIMB consulted with internal and external stakeholders in the most extensive materiality assessment performed to date.

This engagement process enabled CIMB to prioritise the issues that are currently most material to the business and stakeholders. The following graph shows the relevant topics with the level of interest to stakeholders and CIMB. The issues that ranked highest have been reported in more depth and been included in the reported GRI G4 Indicators.



# COMMUNITY

**CIMB Foundation was launched in 2007 as the Corporate Responsibility and philanthropic platform for CIMB, marking a shift in the Group's Corporate Responsibility strategy. CIMB began moving towards long-term programmes that bring sustainable community benefits under its three pillars: Community Development, Sports and Education.**

**With initial seed funding of RM100 million, CIMB Foundation has gone on to make a difference in the lives of many in Malaysia whilst at the same time helping to develop sports in Malaysia through its junior development programmes. CIMB's education programmes have seen a rise in UPSR passes, especially in English.**







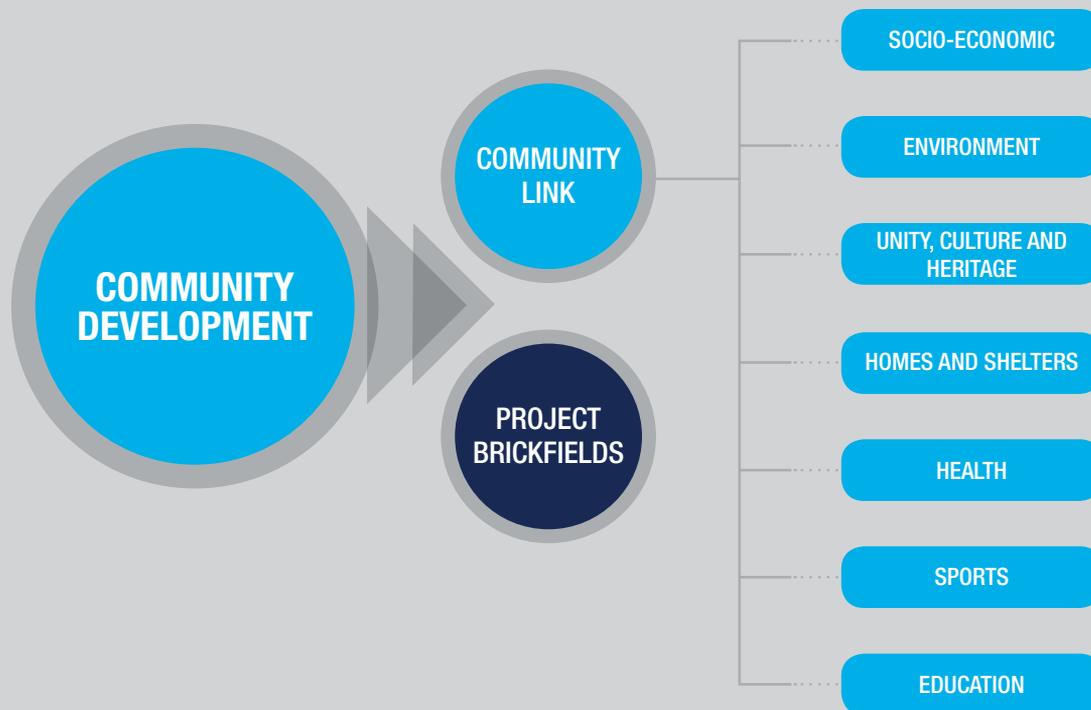
# AREAS OF FOCUS



# COMMUNITY DEVELOPMENT SPORTS EDUCATION

EC8

# COMMUNITY DEVELOPMENT



**THE FOUNDATION'S COMMUNITY DEVELOPMENT INITIATIVES CREATE OPPORTUNITIES AND BUILD CAPACITY WITHIN COMMUNITIES. THE NECESSARY RESOURCES ARE SUPPLIED TO IMPROVE QUALITY OF LIFE AND PROMOTE SUSTAINABLE DEVELOPMENT. COMMUNITIES ARE ENCOURAGED TO WORK TOGETHER TO IDENTIFY AND SOLVE PROBLEMS, BUILD SOCIALLY VALUABLE RELATIONSHIPS AND SUPPORT LEADERSHIP DEVELOPMENT.**

# COMMUNITY LINK

Community Link is the Foundation's flagship community development programme. This programme forges closer ties with communities through its large network of CIMB Bank and CIMB Islamic Bank branches nationwide. The central theme is community empowerment. Community Link identifies causes that are relevant to local communities.

Community Link provides an excellent platform for branch employees to understand customers' overall needs so that they can be served more effectively.

The programme was launched initially in Malaysia in May 2007 to help CIMB Bank and CIMB Islamic Bank 'give back' to communities served by their branches nationwide. The programme empowers customers to propose initiatives or social causes that will enhance the lives of those within their community. These projects are then funded by CIMB Foundation.

Community Link's success depends on branch staff working closely with customers to identify causes that are important to their communities.

Today, Community Link is a partnership between the Group's consumer banking franchise throughout Malaysia and CIMB Foundation. The wide reach and coverage of the branch network are leveraged on to introduce initiatives that will bring long-term sustainable benefits to local communities.

Community Link is an on-going programme. CIMB Foundation's key priority is developing and maintaining strong and mutually beneficial relationships with the community. Branch employees give their time freely to ensure the success of Community Link projects which they propose. In 2014, a total of 62 initiatives were approved with total grants of RM3.0 million.



Applications  
**540**  
projects

Approvals  
**62**  
projects

Disbursals  
**RM3.0**  
million

SO9, SO10

# COMMUNITY LINK 2014 PROJECT CRITERIA

	<p><b>SOCIO-ECONOMIC</b></p> <p>Vocational/skills training for disadvantaged groups including:</p> <ul style="list-style-type: none"> <li>Single parents</li> <li>Unemployed youths and adults</li> <li>At-risk youths</li> <li>People with physical or intellectual disabilities</li> <li>Ex-convicts</li> <li>Ex-drug addicts</li> </ul>	<p><b>ENVIRONMENT</b></p> <ul style="list-style-type: none"> <li>Waste management or reduction</li> <li>Solid waste disposal or management projects</li> <li>Renewable energy</li> <li>Mangrove rehabilitation or conservation</li> <li>Tree planting</li> <li>Natural disaster research</li> <li>Community aid activities such as:                     <ul style="list-style-type: none"> <li>River and waterway cleaning</li> <li>Beach cleaning</li> </ul> </li> </ul>
<p><b>UNITY, CULTURE AND HERITAGE</b></p> <ul style="list-style-type: none"> <li>Programmes that develop future leaders and thinkers</li> <li>Initiatives that improve harmony and understanding of different cultures and religions</li> <li>Promoting ASEAN through languages</li> <li>Promoting and preserving culture and heritage</li> <li>Researching ASEAN culture</li> </ul>	<p><b>HOMES AND SHELTERS</b></p> <ul style="list-style-type: none"> <li>Improving the living conditions at orphanages, old folks' homes and disabled shelters</li> </ul>	<p><b>HEALTH</b></p> <ul style="list-style-type: none"> <li>Medical treatment and health screening for low income groups</li> <li>Health awareness and safety skills programmes for communities and students</li> </ul>
<p><b>SPORTS</b></p> <ul style="list-style-type: none"> <li>School development programmes</li> <li>Sports for the disabled</li> <li>Community sports</li> </ul>	<p><b>EDUCATION</b></p> <ul style="list-style-type: none"> <li>Improving English and ICT skills</li> <li>School club activities</li> </ul>	



*Culturing All-male Giant Freshwater Prawns in Fiberglass Tanks*

**Community Link: Socio-Economic**

**Culturing All-male Giant Freshwater Prawns in Fiberglass Tanks**

In 2014, CIMB Foundation approved a grant of RM44,850 to help fishermen in Terengganu raise their incomes above the national poverty line. This initiative introduced fishermen to aquaculture as a source of income by breeding male prawns for sale on the open market.

This initiative improved the livelihoods of at least 10 low-income individuals and their families from Program Pembasmian Rakyat Termiskin (PPRT) and Persatuan Nelayan Kawasan Terengganu.

**Rumah Amal Hope Gardening Agricultural Programme**

Rumah Amal Kulim was established in 1983 to cater to children with special needs. Rumah Amal Kulim has 58 students, of which 23 have been selected to join the Rumah Amal Hope Gardening Agricultural Programme. Most of these children are either slow learners, have Down's syndrome or are autistic. CIMB Foundation supported the Rumah Amal Hope Gardening Agricultural Programme to improve students' skills and generate sustained income for the centre. The grant was used to purchase farming machinery and raw materials as well as upgrading farming technology for the agricultural programme.

**Community Link: Environment**

**SEEDS Malaysia 2014 Conference**

E-Magineers initiated an ecology education programme called Sustainable Eco Education Development for Schools (SEEDS) Malaysia. Its primary mission is educating school children about environmental protection using sustainable eco education methodologies.

An inaugural conference was held from 31 October to 2 November in Petaling Jaya. The two-day conference showcased various environmental solutions, which was followed by a day of practical workshops and presentations. This event brought educators, facilitators, corporations, NGOs, government bodies and members of the public together. It covered introducing projects in schools and educating children about the importance of protecting and sustaining the environment. The Reduce, Recycle and Re-use (3R) process which forms the backbone of sustainable environmental education was also highlighted.

**CIMB Gotong-Royong**

CIMB Foundation's gotong-royong programme promotes cleanliness to commercial shoplot tenants. This campaign increases public awareness of the need for hygiene. Tenants were also made aware of their personal responsibility to keep their surroundings clean with the help of Majlis Bandaraya Petaling Jaya (MBPJ). This project helps create a healthier environment for the public while engaging with surrounding schools, residences and communities.

**Leap Together**

Learn, Evaluate, Act, Participate (LEAP) Together brings together academics, students and members of the local community in their quest to increase the turtle population on Malaysian shores. LEAP Together consists of three phases: (i) the implementation of waste collection and development of disposal protocols for Pulau Lang Tengah, (ii) the identification of terrestrial fauna and flora species, and (iii) the implementation of improved sanctuary practices and continued monitoring of turtle landings.



*SEEDS Malaysia 2014 Conference*



*CIMB Gotong-Royong*



*Rumah Amal Hope Gardening Agricultural Programme*

## Community Link: Unity, Culture & Heritage

### #PBUH2014: Maulid 2.0 Giveaway

Volunteers all over Kuala Lumpur gave away free sweets, rose water perfumes and cookies to passers by in an attempt to inform the public about the Prophet's (pbuh) gentle and kind ways.

This simple action was intended to create greater understanding and respect between people of different religions, races and age groups. The event was broadcast on the Al Hijrah Assalamualaikum morning TV show on 18 January 2014.

### Bengkel Kepimpinan Belia (MAYC)/Jiran Muda KRT 1Malaysia

This workshop, supported by a CIMB Foundation grant, seeks to develop youths physically and mentally by encouraging positive mindsets and attitudes. Belia dan Beliawanis (MAYC) Bestari Taman Meru & Jiran Muda KRT Taman Meru 2B, in collaboration with Pejabat Perpaduan Negara & Integrasi Nasional Daerah Kinta dan Pejabat Belia dan Sukan Daerah Kinta, hosted a Bengkel Kepimpinan Belia (MAYC). Young people were exposed to key leadership values such as effective communication, planning and commitment.

### Young Inventors Challenge (YIC)

Teams of three to five students were given a challenge to conceptualise an invention and present it to a judging panel.

YIC's main objectives are to:

- Provide an opportunity for young inventors to develop and showcase their inventions in the area of sustainability
- Help young inventors experience the invention cycle, from concept to product and prototype
- Introduce the concept of sustainability to the participants
- Provide inventive young adults with an opportunity to promote their ideas to the outside world

Selected inventors were invited to exhibit and present their inventions. The best received awards and potential patent applications.



Young Inventors Challenge (YIC)



You Mean the World to Me (Hai Ki Xin Lor)

### You Mean the World to Me (Hai Ki Xin Lor)

Whilst most theatre productions are in Malay or English, Hai Ki Xin Lor used the medium of Hokkien to tell the story of a young movie director and his family. Part of the George Town Festival presentation, the play was a hit amongst the Hokkien speakers of Penang and other theatre lovers.

### George Town Festival (GTF) Creative Design Showcase

The GTF Creative Design Centre is part of the creative, community-focused initiative by GTF and Penang State. The centre exhibits and exchanges creative ideas and cutting-edge design techniques.

CIMB Foundation sponsored the forum which was held on 1 August 2014. A panel of 11 speakers shared their insights on creativity in city making, product development and design. The forum was officially opened by YAB Mr. Lim Guan Eng, Chief Minister of Penang. The month-long showcase was officially launched in conjunction with the opening of GTF.

### Art in the Park

Organised by City Hall to bring public art back into the forefront, Art in the Park commissioned exciting and original sculptures and art for display in Kuala Lumpur's oldest and largest park between 16 October and 2 November 2014. A series of talks, workshops and art-related activities were held at the Perdana Botanical Gardens, the Islamic Arts Museum, and the Bank Negara Malaysia Museum and Art Gallery. The Mayor's Prize for Sculpture was also launched during Art in the Park.

### Narratives In Malaysian Art Volumes 3 & 4

Narratives in Malaysian Art is a four-volume publication in progress comprising republished texts, essays and interviews on the development of visual art in Malaysia. A group of editors and writers produced this substantial publication on modern and contemporary Malaysian art. Narratives in Malaysian Art reflects the dedication of artists, patrons, educators, art workers, critics and thinkers. The publication aims to document, reflect and reinvigorate new and existing discussions on Malaysian art.





*Living Museum Content Development  
of a Polyglot Printing Press in Melaka*

### **Living Museum Content Development of a Polyglot Printing Press in Melaka**

CIMB Foundation helped TRP Heritage Sdn Bhd conserve the cultural heritage of a multi lingual printing press known as The Royal Press, located in the historic city of Melaka.

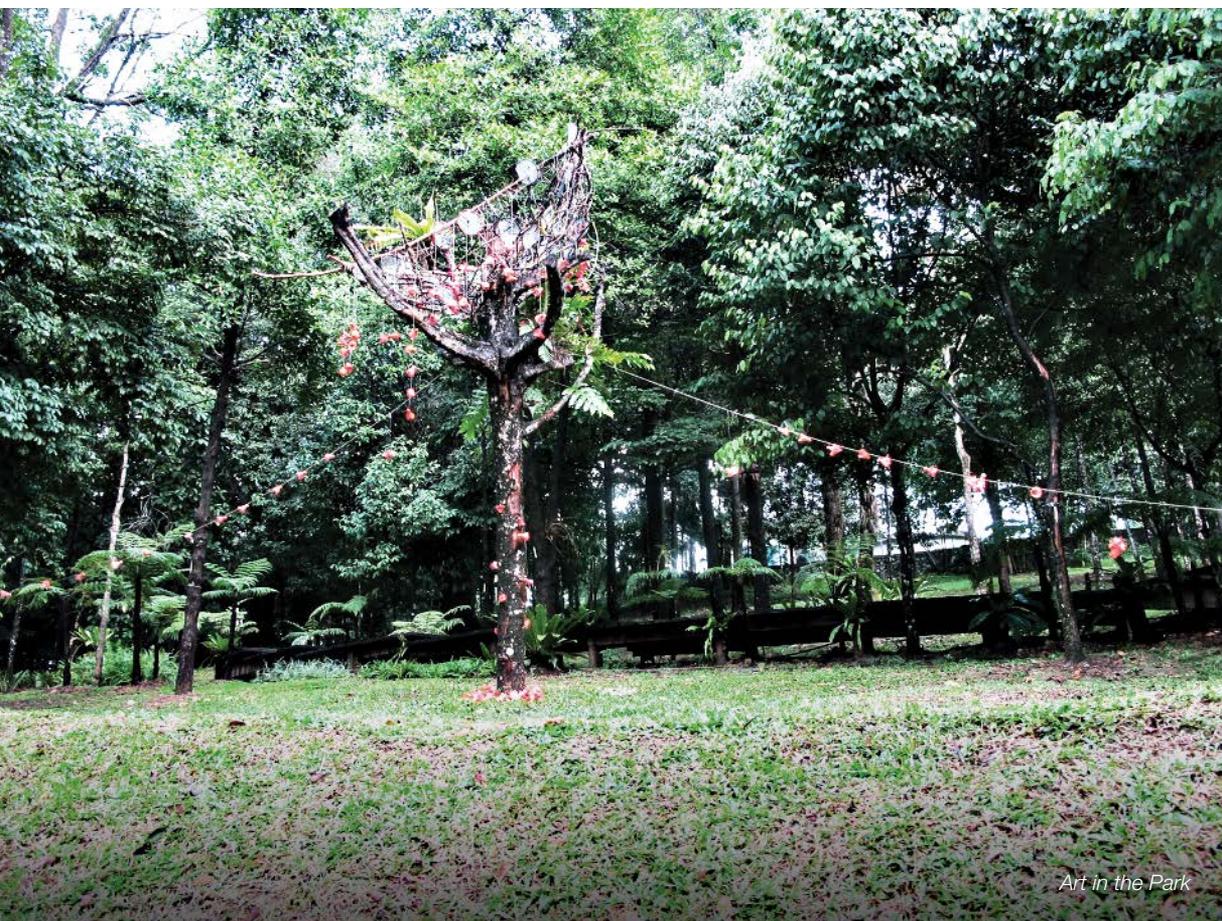
The project contextualises the social history of printing in Melaka, reflecting the unique social composition of this historic city. The project documents the interaction between languages that shaped the cultural formation of Melaka.

Artists, designers, institutions, writers, the local community, international tourists, students and architects will benefit from this project. The living museum is now open to the public and serves as an information centre, providing an intimate experience of the space and the craft.

### **Community Link: Homes and Shelters**

#### **Jalanan Kasih**

As modern family dynamics change, employing help to care for the elderly has become the norm. Old folks' homes now proliferate throughout Malaysia where our seniors spend most of their later days. Through a grant from CIMB Foundation, the Jalanan Kasih project has set up physiotherapy corners, cleaning services and meal services through the dilligence of one of CIMB Bank's units from the Consumer Sales Distribution division. These facilities have markedly improved the lives of the elderly living in the home.



*Art in the Park*

## Community Link: Health

### Love Your Bones

Love Your Bones raises the awareness level of the public in the fight against osteoporosis while encouraging people of all ages to take charge of their bone health. Love Your Bones reached out to the public at shopping malls, schools and corporate offices in Perak.

Education and preventative screening help detect the early onset of osteoporosis as well as those susceptible to the condition. The programme has reached out to 2,000 people to date.

### Community-based HIV and STI Testing and Counselling

This project aims to reduce the transmission of HIV and Sexually Transmitted Infections (STI), which can be achieved by expanding voluntary counselling and testing (VCT) coverage in key affected populations in the Klang Valley. CIMB works with PT Foundation, the largest community-based, voluntary non-profit organisation providing HIV and sexual health prevention, care and support programmes for marginalised communities most affected by HIV and AIDS in Malaysia to ensure that as many people as possible have access to such testing.

### Diabetic Retinopathy Screening (DRS) Programme

Diabetics have a high risk of blindness from diabetic retinopathy. Diabetes affects people of all ages and screening is the most neglected part of diabetic health management.

Early detection and screening through a simple process that can prevent blindness. The DRS programme is an important community health project that helps diabetics maintain their sight.

CIMB Foundation sponsored the diabetic retinopathy screening, which is performed using Digital Retinal Imaging. This programme also helped create awareness and educate the public, especially diabetic patients, of the importance of diabetic retinopathy and the prevention and treatment available. This programme provided early detection for 1,800 diabetic patients to prevent the onset of blindness. Laser treatment and intravitreal injections were also given to 30 patients.



### International Symposium on Frontiers in Intelligent Medicine

CIMB Foundation donated RM100,000 to the first International Symposium on Frontiers in Intelligent Medicine. Approximately 350 medical specialists from healthcare and academic institutions collaborated in the research and development of artificial intelligence and a human-centred system in Malaysia. This symposium will eventually benefit local patients.

This one-and-a-half day symposium brought together three independent groups: artificial intelligence, human-centred computing and medicine. Institut Jantung Negara (IJN), Monash University and other academic institutions were the three independent groups involved.

### World AIDS Day Red Carnival

CIMB Foundation supported the Red Carnival project which reached out to an estimated 2,000 members of the public. Information was shared and the public was educated about HIV at this event. Practical applications and services were also offered such as risk assessment exercises and referrals to voluntary HIV Counselling and Testing (HCT). Members of the public were also shown effective ways to support communities most affected by HIV.

### Stop Hunger Now

Stop Hunger Now is an international hunger relief organisation that coordinates the distribution of food and other life-saving aid around the world. The organisation's vision is a world without hunger; its mission is to end hunger in this lifetime. This can be achieved by providing food and life-saving aid to the world's most vulnerable and creating a global commitment to mobilise the necessary resources.

CIMB volunteers packed dehydrated, high-protein and highly nutritious meals for Stop Hunger Now's meal packaging programme. 50,000 meals were distributed to Yayasan Orang Kurang Upaya (YOKUK), Chin Student Organisation and Reach Out Malaysia. Each six-serving bag contained rice, soy, dehydrated vegetables and a flavouring mix with 21 essential vitamins and minerals.

**Community Link: Sports**

**Bengkel Bola Sepak: Belia Cergas Minda Cerdas**

Persatuan Belia dan Beliawanis (MAYC) Bestari Taman Meru Ipoh collaborated with Majlis Belia Daerah Ipoh to launch the Bengkel Bola Sepak Belia MAYC 2014 programme to help youths develop a sense of fair play and sportsmanship. Underwritten by CIMB Foundation, the initiative fosters closer relationships between young people. The event was attended by more than 200 youths.

**Kickalob Football Club Development Initiative**

Funded by the Foundation, this development initiative in Kuching, Sarawak was able to hold a football skills workshop for young players aged between six and 16.

**Sports Development Clinic for Deaf People**

The clinic trains deaf sports leaders and coaches to work with deaf children and adults. With funding from the Foundation, the clinic is able to provide opportunities for deaf sportspeople to compete. Selected sports include football, badminton and swimming.



*Sports Development Clinic for Deaf People*



*Diabetic Retinopathy Screening (DRS) Programme*

**Community Link: Education**

**Shakespeare's Hamlet Workshop 2014**

The Shakespeare Hamlet Workshop was held at University Sains Malaysia, Penang between June and October 2014. Various Shakespearean techniques were introduced. The students learned to speak in blank verse and understand the use of rhetorical devices in the text. The programme also connected Shakespeare to the local context and explored the artistic tensions created because of the localisation.

**Sponsor A Fellow**

Teach For Malaysia is an independent, not-for-profit organisation with the mission of ending education inequality in Malaysia. The Teach For Malaysia Fellowship is a two-year, full time and fully paid leadership development programme modelled on the extremely successful Teach For America initiative.

CIMB Foundation sponsored two Fellows who are serving at SMK Teriang Hilir, Negeri Sembilan and SMK Tengku Idris Shah, Selangor. Their initial training, underwritten by CIMB Foundation afforded them the necessary skills, mindset and experience to help children excel in their studies regardless of background.



*Sponsor A Fellow*

### Educating Students with Good Habits – Fun Reading in English

This project aims to help students realise the importance of reading. Activities included a book review, spelling bee, story telling, poem recitation and English camps. Through this project, the school, SK Batu Berendam hopes to improve its English pass rate from 78% to 90%.

### Computer Laboratory for English

CIMB Foundation helped build and sponsor a computer laboratory in Sekolah Rendah Islam Islah, in Pendang, Kedah. Pupils are able to use the technology to connect with the wider world and learn in a fun atmosphere. The main beneficiaries are Standards Four and Six pupils. The facility also helps teachers and students broaden their knowledge of information technology.

### Story Telling Training Camp

The story telling training camps teach children the joy of reading and acting out the stories that they read. Run by the Asia Global Language Centre, 15 free spaces at each camp are reserved for students from poor and middle income families who study in schools in Penang. Various schools were given free places at each camp to afford equal opportunity to the schools.

### The Cooler Lumpur Festival

The three-day Cooler Lumpur Festival engages the Malaysian public through reading, writing and performance in English and Bahasa Malaysia. The event was held from 20 to 22 June 2014 at Publika in Kuala Lumpur.

The festival was designed to reach out to the community as a whole and caters to everyone from three to 80 years old.

A total of 12 workshops were organised with more than 1,500 participants taking part. The children's programme held 10 activities with the British Council and Borders Malaysia.

### CIMB-NiE programme for English Language Development

CIMB Foundation sponsored the Newspaper in Education (NiE) workshops where teachers were shown how to use NiE effectively in the classroom. They were also taught to engage with the students and encourage thinking skills. Students read new stories that expanded their practical vocabulary. NiE materials were distributed to the sponsored schools, namely, SK Dato Seri Syed Ahmad, Ayer Hitam; SK Seri Muda, Ayer Hitam; SJKC Tong Yuh, Pokok Sena; SK Pedu and SK Kelibang.



EC9

# PROJECT BRICKFIELDS



## Developing the Local Community

Project Brickfields is an initiative by CIMB's Corporate Responsibility Department and funded by CIMB Foundation. Since relocating to the new headquarters, Menara CIMB in KL Sentral, Project Brickfields has worked to improve the standard of living of communities in the local area. Relationships with various local handicapped and blind NGOs have been forged. This initiative also introduced disabled football and futsal matches at Cruyff Court.

Brickfields is home to many organisations that help the handicapped and this programme affords its residents a better life. CIMB Foundation started working with the Malaysian Association for the Blind to build its digital library where users are able to access information and reading materials more easily.

CIMB Foundation also feeds the Brickfields poor and homeless for 26 weeks of the year. The Foundation alternates its feeding with Lions Club of Kuala Lumpur Bukit Kiara for the remaining 26 weeks to cover the whole year. This initiative helps 100 homeless men and women every day and is invariably their only source of food.

## Panel van for the disabled

A Foundation grant of RM66,923 bought a panel van for the Persatuan untuk Orang Kurang Upaya Akal Selangor dan Wilayah Persekutuan. This van is used to transport handicraft and goods produced by the handicapped, making their lives that much easier. The van has helped them transport more goods leading to an increase in income and orders. This in turn has led to a rise in self esteem in the disabled workers.

## CIMB-MyKasih 'Love my School' Student Bursary Programme

Working with MyKasih Foundation, CIMB Foundation selected 93 pupils from Brickfields schools who come from low income households. With a grant of RM84,168, the bursary programme issues debit cards to these pupils who receive RM80 (for secondary school pupils) and RM60 (for primary school pupils) a month. This allows the pupils to buy books, stationery, food and school accessories.

# CIMB FOUNDATION DONATIONS



## East Coast Floods

CIMB Foundation donated RM200,000 to Mercy Malaysia for immediate emergency supplies to alleviate the suffering of those affected by the floods on the East Coast of Peninsular Malaysia. The donation was used to supply fresh water, hygiene kits, towels, baby food and easy to cook food.

## East Coast Floods 2

A further donation of RM100,000 was made to the Malaysian Red Crescent Society which supplied emergency relief supplies to other towns and villages affected by the flooding.

## Sarawak Floods

As Miri was inundated, CIMB Foundation lent Mercy Malaysia a helping hand with a donation of RM100,000 to provide outreach mobile clinics and distribute hygiene kits to approximately 522 families affected by the rising waters.

## Orphans' Ramadan Treat

An annual affair, CIMB Foundation underwrote a shopping spree for 301 orphans at Kamdar in Kuala Lumpur. This shopping spree ensured that the children had new clothes for Eid.

## Malaysian Wheelchair Rugby Federation

Paying for their air tickets to the Asian Paralympics in Korea, the wheelchair bound athletes repaid CIMB Foundation by bringing home the bronze medal.

## Malaysia Rugby Union

A donation of RM15,000 ensured that the 7s Women's National (Rugby) Team was able to participate in the Asian Games in Korea.

# CIMB ISLAMIC BANK CSR ACTIVITIES

## Persatuan Pengasih Malaysia's new facility

CIMB Islamic donated RM1,000,000 to Pengasih, one of Malaysia's most successful drug rehabilitation organisations. This donation will help Pengasih relocate and build a new facility in Janda Baik that will be able to accommodate more patients. The donation will be used specifically to build the multi-purpose hall which will be named the CIMB Islamic Hall.



## Mercy Malaysia-Gaza Relief Fund

In an effort to help Gazans living in their war-torn land, CIMB Islamic Bank made a sizeable donation to Mercy Malaysia to supply Gaza with food and medical aid. Mercy Malaysia also helped to channel half the donation to United Nations Relief Works Agency (UNRWA) that rebuilds homes, schools and hospitals for war ravaged Palestinians.

## University of Malaya Medical Centre Welfare Fund

CIMB Islamic made a donation of RM500,000 to the social welfare fund to help impoverished HIV sufferers pay for their second line medication. The fund is used to pay for HIV medication and testing for the AIDS virus.

## Media Prima - NSTP Humanitarian Fund

CIMB Islamic donated RM100,000 to pay for Gleneagles Hospital in Penang to perform cardiac surgery on four young patients.

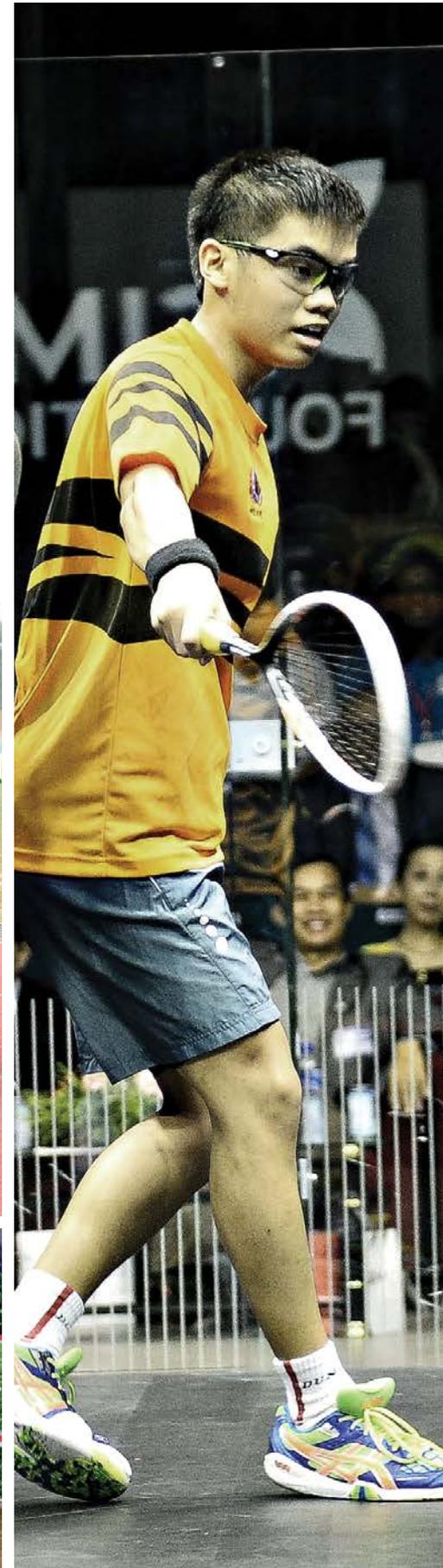


# SPORTS

**THE FOUNDATION SUPPORTS SPORTS DEVELOPMENT ACTIVITIES WITH PARTICULAR ATTENTION TO NURTURING YOUNG TALENT BY PROVIDING OPPORTUNITIES, FINANCIAL SUPPORT AND PROGRAMMES FOR THE DEVELOPMENT OF YOUNG ATHLETES. SPORTS HAVE BEEN A CORNERSTONE OF CIMB GROUP'S CORPORATE RESPONSIBILITY ACTIVITIES.**



# CIMB SPORTS JUNIORS' 2014 MEDAL TALLY



# SQUASH

The sports arena reflects the high performance culture associated with CIMB and embodies its tenet of continuous self-improvement as a driving force behind business innovation. While the Group is best known for its sponsorship of six-time World Squash Champion, Datuk Nicol David, CIMB Foundation also funds sports development initiatives as the Foundation believes in creating opportunities for young people to excel in sports.

CIMB has supported squash since 2005 when CIMB Investment Bank became the Rakan Sukan Squash in partnership with the National Sports Council (NSC) and the Squash Racquets Association of Malaysia (SRAM). The funding for the Junior Squash Development Programme is currently provided by CIMB Foundation.

The programme was initiated in 2006 and today covers 800 girls and boys in six age groups from U9 to U19. Two tournament circuits, the CIMB Rising Stars National Junior Circuit and the CIMB National Junior Circuit, form the mainstay of the junior development programme.

In 2014, the Foundation continued with its benchmarking and incentive scheme initiated in 2010. The Foundation also funds a high performance programme for CIMB juniors to compete at the World Junior Championships in 2016/2017. The World Junior Squash programme began well in its first year: a total of 19 juniors (nine boys and 10 girls) were selected for this elite training squad.



2014 was a successful year for the CIMB junior squash players competing on the international circuit. Most key players excelled in spite of being at the lower end of their age groups. At the Asian Youth Games in Nanjing, Malaysia won three of the four gold medals. For the Team event, the Malaysian girls' squad won gold by defeating Hong Kong 2-0 in a close final. The Malaysian boys' squad won the third gold after defeating India 2-1 in the finals. Vanessa Raj won the gold medal for the girls' individual title while Muhammed Syafiq Kamal won the silver medal for the boys' individual title.

The CIMB juniors excelled at the Asian Games in Incheon, the British Junior Open, the Japan Junior Open and the Asian Junior Individual Championships in Iran:

- Vanessa Raj won the Asian Games Team Gold medal at the Asian Games;
- Aifa Azman and S. Sivasangari won the Girls U13 and U15 categories respectively at the British Junior Open;
- Ng Eain Yow was a runner-up in the Boys U17 category after winning the Boys U15 in 2013;
- Andrea Lee won the Girls U17 category at the Japan Junior Open.

The CIMB juniors dominated the Asian Junior Individual Championships: Aifa Azman won the Girls U13, Andrea Lee won the Girls U17, Venessa Raj won the Girls U19 and Ng Eain Yow won the Boys U17 categories.

## CIMB Junior Squash Development Programme 2014 – Top Performers



## NG EAIN YOW

- Runner Up – British Junior Open 2014 (BU17)
- Champion – Asian Junior Individual Championships 2014 (BU17)
- Champion – National Junior Championship 2014 (BU17)
- Champion – SUKMA 2014 Team

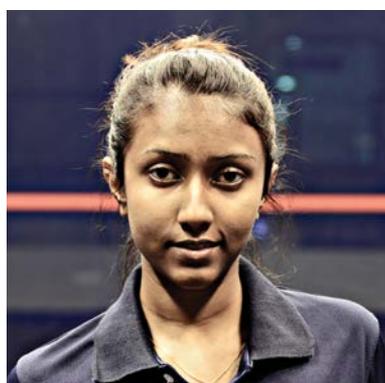


## S. SIVASANGARI

- Champion – British Junior Open 2014 (GU15)
- Champion – National Junior Championship (GU17)
- Champion – Penang Malaysia Junior Open 2014 (GU17)
- Team Champion – SUKMA 2014

## VANESSA RAJ

- Champion – Asian Team Championships 2014, Asian Games, Incheon
- Champion – Asian Junior Individual Championship 2014 (GU19)
- 2nd Place – SSJM No. 4 Kangar, Perlis
- 2nd Place – TC Malaysian Nationals
- 2nd Place – SUKMA 2014 Individual



## AIFA AZMAN

- Champion – British Junior Open 2014 (GU13)
- Champion – Asian Junior Individual Championships 2014 (GU13)
- Champion – India Junior Open 2014 (GU13)
- Champion – National Junior Championship (GU13)
- Champion – CIMB NJC 1st Leg (GU15)
- Champion – CIMB NJC 2nd Leg (GU17)
- Champion – CIMB NJC Grand Final (GU17)
- Champion – Penang Malaysia Junior Open 2014 (GU13)
- Champion – Redtone KL Junior Open 2014 (GU15)
- 2nd Place – Pontefract Junior Open (GU17)

## ANDREA LEE

- Champion – Asian Junior Individual Championships 2014 (GU17)
- Champion – HEAD Hong Kong Junior Squash Open 2014 (GU17)
- Champion – National Junior Championship (GU17)
- 2nd Place – Penang Malaysia Junior Open 2014 (GU17)
- Team Champion – SUKMA 2014



# GOLF



The CIMB Junior Golf Development Programme was initiated in 2010 and forms part of CIMB's title sponsorship of the CIMB Classic, Malaysia tournament, the first PGA Tour-sanctioned tournament in ASEAN.

In 2014, the programme covered 60 top juniors from four countries. It was divided into two age groups: Group B, 13-15 and Group A Elite, 16-18. The instructors of the PGA TOUR Academy delivered advanced instruction to the juniors at a series of three training camps to hone their course management and competitive skills. In 2014, the physical development of players was a core component as the juniors' technique became more advanced. The CIMB Junior Golf Development Programme - San Diego became a permanent fixture in the training calendar to prepare CIMB juniors for The Callaway Junior World Golf Championship in July.

In 2014, the top eleven juniors participated in a 21-day CIMB Junior Golf Development Programme in San Diego. They also competed at the San Diego Junior Masters and The Callaway Junior World Golf Championships. The programme exposed CIMB juniors to the highest level competitions in junior golf and provided an opportunity for them to be scouted by top US college coaches for golf scholarships.



The CIMB juniors won two age categories at The Callaway Junior World Golf Championship 2014. Paphangkorn Tavatanakit won in the Girls 13-14 with a course record score of 60 on the second day of competition and Benyapa Niphatsophon won in the Girls 15-17 age group. The juniors finished in the top 10 in two other age groups: Girls 11-12 and Boys 13-14.

Alvin Hiew and Aaerishna Shahsthy from Malaysia and Kristina Natalia Yoko from Indonesia were champions at the World Masters of Junior Golf in Las Vegas in the Boys 17-18, Boys 15-16 and Girls 13-14 age groups. Bryan Teoh won the Scottish Boys Amateur Open 2014 and Natasha Andrea Onn won the Girls 11-12 at the Future Champions Golf, San Diego. These players are both Malaysian.

Danthai Boonma, CIMB Foundation's Golfer of the Year in 2013 and 2014, won bronze medals at the Youth Olympics in Nanjing and Asian Games Team event. In December, Danthai turned professional after being recommended by the PGA Tour Academy. He performed well, finishing in joint fourth place at the Kings Cup, an Asian Tour event.

2014 was a good year with a total of 10 scholarships being offered to CIMB junior golfers. Three CIMB juniors from Malaysia were awarded golf scholarships in the United States: Muhammad Naquiddin from University of Louisiana at Lafayette; Paul San from University of North Texas; Nyca Kaw from Missouri Western State University. Puwit Anubpansuebsai was also offered a high school scholarship in the United States to continue his golf development. Four CIMB juniors, Loy Hee Ying from Malaysia, Ida Ayu Melati Putri from Indonesia, Savitree Tavong from Thailand are currently confirmed for 2015 college enrolment whilst Virunphat Olankitkulchai from Thailand will begin college in 2016.

CIMB junior golfers also performed well at the 2014 Asian Games in Korea: Benyapa Niphatsophon helped Thailand win the Women's Team gold medal whilst Danthai Boonma played a leading role in the Men's Team bronze win.



## MALAYSIA

### 1. Bryan Teoh Wiyang

- First place – Scottish Boys Amateur Open
- First place – World Junior Championship Match Play 2014, Florida

### 2. Alvin Hiew

- First place – World Masters of Junior Golf (17-18 Group)
- First place – FCG COBRA PUMA Collegiate Championship

### 3. Aaerishna Shahsthy

- First place – World Masters of Junior Golf
- Second place – Nick Faldo Malaysian Series

### 4. Natasha Andrea Oon

- First place – Future Champions Golf, San Diego

### 5. Ashley Lau Wen Jen

- Second place – Nick Faldo Malaysian Series
- Second place – 100 Plus Malaysian Junior Open
- Fourth place – Hong Kong Ladies Open

### 6. Siti Zulaikhaa Shaari

- First place – Titleist Champion of Champion (U14)
- First place – Malaysia Ladies Amateur Closed (U16)

### 7. Ervin Chang

- First place – Malaysian Amateur Closed
- Third place – Nick Faldo Malaysian Series
- First place – Professional Golf Malaysia satellite Tour, 4th Leg



## INDONESIA

### 1. Aaron John Hall

- First place – Gosnells Golf Club Junior Open
- First place – Drummond 54 Hole Open - Capel

### 2. Ida Ayu Indira Melati Putri

- First place – Faldo Series Indonesia
- Third place – 6th ASEAN Schools Games (Team)
- Fourth place – World Masters of Junior Golf

### 3. Kristina Natalia Yoko

- First place – World Masters of Junior Golf

### 4. Ribka Vania

- Second place – World Masters of Junior Golf

### 5. Rivani Adelia Sihotang

- Second place – 54th South East Asian Amateur Golf Championship (Kartini Cup)
- Third place – 7th Singha Thailand Junior World Championship 2014
- Third place – 6th ASEAN School Games 2014



## THAILAND

### 1. Danthai Boonma

- Third place – 17th Asian Games (Team)
- First place – 64th Singapore Amateur Open 2014
- First place – MPI Saujana Amateur Championship
- First place – 54th Putra Cup
- Third place – Asian Amateur Championship 2014

### 2. Paphangkorn Tavatanakit

- First place – Callaway Junior World Golf Championships
- First place – LA Junior Open

### 3. Pajaree Anunnarukarn

- First place – Thailand LPGA Masters 2013
- First place – 2nd Kartini Cup 2014

### 4. Virunpat Olankitkulchai

- Third place – College Golf Combine
- Fifth place – Future Champions Golf, San Diego
- Eighth place – Callaway Junior World Golf Championship 2014

### 5. Puwit Anupansuebsai

- Second place – The 1st Guangdong international junior golf team competition 2014
- Second place – 4th Nepal Amateur Golf Championship 2014

### 6. Kritchayapol Sinchai

- First place – Jakarta World Junior Golf Championships
- Fifth place – Callaway Junior World Golf Championship 2014

# FOOTBALL



The YFA-Bintang Muda community football academy was established in 2002. The club now has 1,325 junior footballers training in nine centres in Malaysia.

CIMB Foundation has funded this club since early 2009 to provide opportunities for young children to learn the sport. This funding pays for equipment, training and events. It also enables the club to lower its fees and provide apparel for free so that children from lower-income families are able to compete.

In 2014, YFA-Bintang Muda focused on developing elite juniors. A revised coaching programme was introduced in line with the players' skill progression.

In 2014, thirteen players from the junior programme were selected for the Harimau Muda programme. This represents the highest number of players from YFA-Bintang Muda representing Malaysia in a single season.

The Harimau Muda U14s was represented by six players: Dinesh Maniyarasan, Muhammad Alif Haikal, Muhammad Alif Safwan Salahuddin, Alif Haikal Lokman Hakim Lau, Shivan Pillay Asokan and Muhammad Asif Masszary.

The Harimau Muda U15s was represented by Saiful Iskandar Adha Saiful Azlan. Four players, Kogileswaran Raj, Dinesh Raja Singam, Syazwan Sahilin and Mohd Ali, represented Harimau Muda C team whilst Syafwan Syahlan represented Harimau Muda B team.

YFA-Bintang Muda performed well in the 2014 tournaments. At the School Football Festival in Brunei, the U9s and U12s were champions; the U10s, U11s and U14s came third in their categories. Locally, YFA-Bintang Muda's U7s, U8s, U9s, U10s, U11s and U12s were champions at the KL Junior League.

At the RSC Dato' Chu Cup, the U10s and U14s won while the U8s and U16s were runners up. The team was once again champions in the 1MCC League U14 category.





**Champion**  
U10 & U14

**Runner-up**  
U8 & U14

**RSC Dato' Chu Cup**

**Champion**  
U14

**Runner-Up**  
U12 & U16

**PKNS**

**Champion**  
U14

**1MCC League**

**Champion**  
U7, U8, U9, U10  
U11 & U12

**KL Junior League**

**Champion**  
U14

**Runner-Up**  
U12

**PNSB**

**Champion**  
U9 & U12

**Festival Bolasepak Sekolah Sukan 2014**

Kementerian Pendidikan  
Negara Brunei Darussalam

# PARALYMPICS

In 2013, CIMB Foundation embarked on an exciting programme in collaboration with Pan-Disability Football Academy for the disabled and people with special needs. Football helps those with special needs improve with behaviour management, gross coordination skills, social inclusion and integration.

The programme gained momentum in 2014 with 50 disabled footballers being divided into four disability groups: B1 for the visually impaired, B2 and B3 for the partially visually impaired, cerebral palsy and the intellectually disabled. Each training programme is tailored to the individual's disability. This is one of the first structured disabled football development programmes in Malaysia.

In 2014, the B1, B2/B3 and the cerebral palsy groups participated in a two-level programme covering a standard training syllabus and an advanced training programme. Within 10 months, ten B1 players joined the Malaysian Para football squad. The B1 national squad won a bronze medal at the recent Hong Kong International Open Championships.

The intellectually disabled footballers train in two groups according to their disabilities: Asperger's syndrome and dyslexia, and attention deficit hyperactivity disorder (ADHD). The programme acts as a physiotherapy programme. The footballers' behavioural control has seen a marked improvement since training commenced.



# CRUYFF COURT



## Johan Cruyff visits Cruyff Court Kuala Lumpur

Former Dutch national footballer Johan Cruyff, the winner of three Ballons d'Or paid a visit to the Cruyff Court in Kuala Lumpur on 26th March 2014.

Cruyff Court, the brainchild of the Cruyff Foundation, is a court specially built for futsal and can be found in numerous locations throughout the world. There are two Cruyff Courts in Malaysia: Iskandar, Johor and Brickfields, Kuala Lumpur. Cruyff Courts were brought to Malaysia by Khazanah Nasional and CIMB Foundation is the anchor corporate partner for the Kuala Lumpur location.

Through CIMB Foundation, the Kuala Lumpur Cruyff Court focuses on futsal programmes for disabled children and adults. During his visit, Johan Cruyff played a short game with some of CIMB Foundation's blind players. Also present during the visit were CIMB Foundation Board of Trustees Chairman Tan Sri Siti Norma Yaakob, Trustee Tan Sri GK Rama Iyer and Khazanah Nasional's Managing Director Tan Sri Azman Mokhtar.

Cruyff Court Kuala Lumpur is open every day and is used extensively by the community in Brickfields and futsal teams from all over Kuala Lumpur. Cruyff Court is a free to use futsal facility.



# EDUCATION

**THE FOUNDATION SUPPORTS COMMUNITY-BASED EDUCATIONAL LEARNING PROGRAMMES, ESPECIALLY THOSE THAT PROVIDE ACCESS TO KNOWLEDGE AND LEARNING FOR STUDENTS FROM LOWER INCOME FAMILIES. THE CIMB REGIONAL SCHOLARSHIP PROGRAMME PROVIDES FULL SCHOLARSHIPS TO SOUTHEAST ASIANS WISHING TO STUDY FOR POSTGRADUATE DEGREES, WHILST THE CIMB YOUNG ASEAN LEADERS SUMMIT PROVIDES UNDERGRADUATES WITH AN OPPORTUNITY TO DEBATE AND FORMULATE POLICIES IN THE ASEAN CONTEXT.**

# CIMB REGIONAL SCHOLARSHIP

MALAYSIA

SINGAPORE

THAILAND

**20**  
regional  
scholars  
since 2010

Established in 2010, the CIMB Regional Scholarship is fully funded by CIMB Foundation. This full scholarship programme is open to all Southeast Asians wishing to study for a postgraduate degree anywhere in the world. The scholarships cover academic and registration fees, examinations, airfares and travel document fees. The successful scholars also receive a subsistence allowance.

Whilst CIMB Foundation does not bond the scholars, they are expected to return to serve in Southeast Asia for at least three years.

The interview process to select the scholars is rigorous with three rounds of interviews and presentations by the candidates. The interview panel consists of CIMB management from all offices throughout Southeast Asia.

Since its inception, CIMB Foundation has awarded a total of 20 scholarships. Five scholarships were awarded in 2014. The scholars are listed overleaf.

# 2014 SCHOLARS



## JANET MOO TEIN NI

Category	<b>Psychology</b>
Programme	<b>MA in Dance Movement Psychotherapy</b>
University	<b>Goldsmiths, University of London, United Kingdom</b>
Duration	<b>2 years</b>
Completion Year	<b>2015</b>

## MOHD HELMAY HUSSAINI

Category	<b>Botany</b>
Programme	<b>PhD in Cell and Molecular Biology (Molecular Plant Sciences)</b>
University	<b>The University of Edinburgh, United Kingdom</b>
Duration	<b>4 years</b>
Completion Year	<b>2018</b>





# KAMONNART ONGWANDEE

Category **Fine and Creative Arts**  
 Programme **Master of Arts, Degree course in Textiles (Print)**  
 University **Royal College of Art, London, United Kingdom**  
 Duration **2 years**  
 Completion Year **2016**

# TEOW YUE HAN

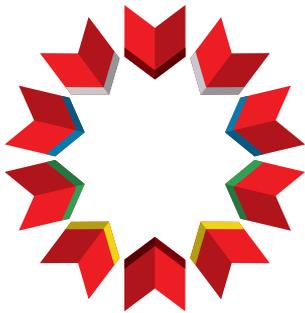
Category **Fine and Creative Arts**  
 Programme **MA in Fine Art**  
 University **University College London, United Kingdom**  
 Duration **2 years**  
 Completion Year **2015**



# TEOH SHU WOAN

Category **Botany**  
 Programme **Tropical Forest Ecology and Conservation Biology**  
 University **University of Chinese Academy of Sciences, People's Republic of China**  
 Duration **3 years**  
 Completion Year **2016**

# CIMB YOUNG LEADERS ASEAN SUMMIT 2014



## CIMB YOUNG LEADERS ASEAN SUMMIT

2014



MITI officers coaching the delegates

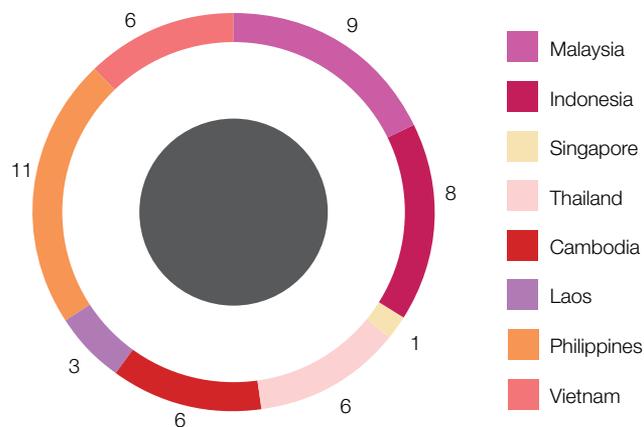
The CIMB Young Leaders ASEAN Summit is a learning opportunity offered to 50 of the most outstanding undergraduates from various educational institutions within the ASEAN region. The summit is modelled on the ASEAN Summit and coaches future leaders in the regional economic integration of ASEAN. Participants are exposed to and engaged with high level exercises that shape the region's supranational governance. These young leaders debated issues relating to the summit's theme of 'ASEAN as A Single Market: Diversity and Entrepreneurship'. This theme focused on the development of SMEs and innovation in a regional context.

Fifty university students and fresh graduates from various ASEAN educational institutions took on the role of ASEAN policy-makers, debated issues and formed resolutions related to ASEAN economic integration.

The highest performing team won places to attend the ASEAN Business Club (ABC) Forum in Singapore on 8 and 9 September 2014. ABC is a private sector driven initiative of ASEAN's leading businesses coming together to support economic integration whilst providing a platform for networking.

The best five delegates who represented Laos were Muhammad Quastan AlHadi Bin Alias from Malaysia, Firmansyah Shidiq Wardhana from Indonesia (CIMB Niaga Scholar), Sovanna RY from Cambodia, Guill Marc Mariano from the Philippines and Pawanrat Pasawongse from Thailand.

Delegate Composition of the CIMB Young Leaders ASEAN Summit 2014





*Best five delegates preparing for the ASEAN Summit simulation*



*Firmansyah debating his point*

## Best Five Delegates' Testimonials

### 01 PAWANRAT PASAWONGSE

It certainly was an experience like no other. Apart from the exchange of ideas about ASEAN and the exposure to different cultures, what I find most memorable is the ambition and willpower of each participant. Stories of other people's struggles and their journeys towards achieving their goals inspired me to pursue my own dreams. I am honoured to become a part of this programme. I believe that the experience gained from the programme will take me further than I would have imagined. CIMB Young Leaders ASEAN Summit was the best experience of my life so far.

### 02 MUHAMMAD QUASTAN ALHADI BIN ALIAS

I found that this event had a significant impact on the attending youths of the ASEAN community. It is a very good platform to obtain fresh, cutting-edge ideas and information from such good, youthful minds. Furthermore, with the input from the youths, our leaders of the nations will be able to plan according to the needs and requirements of the future. The purpose of the summit was doing the best for our future; youths may have ideas but lack the capacity and ability to implement them. The involvement of experienced seniors and leaders in the summit should be retained as they are the best people to implement the ideas to become national policy.

### 03 GUIL MARC MARIANO

It was indeed a great honour to be part of the CIMB Young Leaders ASEAN Summit. This two-day event taught me the importance of tolerance and respecting cultural differences when making concrete decisions to overcome challenges in the ASEAN region. The policy dialogue platform that the simulation allowed us to practice was indeed very eye-opening; it gave me greater appreciation of the policy making process. It is very empowering to voice out the opinion of young people like me and I am grateful that CIMB Foundation gave us the opportunity to do so.

### 04 SOVANNA RY

For the first time in my life, I participated in various significant discussions on innovative and controversial policies and their implementation. Topics included economic disparity, law and investment, and trans-boundary challenges on international trade within the diverse nationalities of ASEAN. I have dreams, and I struggle moving forward confidently in the correct direction. I was strongly inspired by the excellent habits and outstanding behaviours of my fellow participants. It eventually reminded me that "You have to live the life you have imagined. Create your history and enjoy your youth because you will never be younger than you are at this very moment." I promise that I will always trust in my own abilities, even when I think I can't... I CAN.

### 05 FIRMANSYAH SHIDIQ WARDHANA

CIMB Young Leaders ASEAN Summit has broadened my horizon in the field of cross cultural understanding and regional policy making by discussing and being involved intensively with distinguished youths from ASEAN. Moreover, it taught me the sequential process of how to draft a declaration as a result of regional joint summits in the field of economic, socio-culture and politics. The summit had the atmosphere of an ASEAN Regional Meeting and was a strategic platform to learn about international relations, trade and finance, negotiation processes, regionalism and contemporary issues in the ASEAN region. In a nutshell, the whole experience has taught me that youths have the power to make changes and that we should use our voice to effect such changes that will ensure a better ASEAN for all.

# PINTAR

10  
SCHOOLS

3,910  
PUPILS

## CIMB Foundation PINTAR Schools

PINTAR is a programme introduced by Khazanah Nasional Berhad that provides rural school children with access to quality education.

Five additional schools were adopted in Kedah in 2014 bringing the total schools in both Perlis and Kedah to 10.

The launch of CIMB Foundation's PINTAR schools in Kedah was held at Sekolah Kebangsaan Seri Muda, Alor Biak in Ayer Hitam, Kedah on 14 April 2014. The event was graced by Yang Teramat Mulia Dato' Seri DiRaja Tan Sri Tunku Puteri Intan Safinaz binti Tuanku Abdul Halim Mu'adzam Shah, DKH., DKYR., SHMS., SSDK., PSM., PAT., JP., Hon.PhD (UUM), Hon.PhD (KUIN) Tunku Panglima Besar Kedah, (Ahli Jemaah Pemangku Sultan Kedah).

The programme creates a competitive environment that encourages academic excellence through rewards and incentives. CIMB Foundation introduced new programmes to encourage the learning of English and upgraded the schools' computer labs to help the pupils study the English language using the internet and computer based programmes.

## Holistic learning

In 2014, CIMB Foundation added new categories that would allow less academic pupils to win awards at the annual PINTAR Awards ceremony. The new categories were:

- Best Student
- Most Improved Student
- Full Attendance
- Individual and Team Achievement in Sports and Co-Curricular events at District, State, National or International levels.

Having these new categories encouraged the pupils to attend classes more regularly and teachers reported a renewed interest in learning with an improvement in co-curricular activities.

## PINTAR Awards Ceremony

The PINTAR Awards Ceremony is a yearly event organised by CIMB Foundation to celebrate the academic achievements of Year 6 pupils. The new categories recognising non-academic achievements were awarded for the first time this year. Cumulatively, the results were very good with:

- 35 pupils achieving 5As in the UPSR
- 23 pupils being chosen as best students
- 31 pupils making remarkable overall improvements in the 2014 school examinations
- 61 pupils completing schooling with full attendance
- 43 pupils representing their schools and winning at least third place in individual and group activities at state, national or international levels.

The schools performed better in the UPSR 2014 compared to the year before. The overall pass rate increased with more students obtaining 5As in their UPSR examinations.

The awards ceremony was held on 29 December 2014 at Sunway Lost World of Tambun, Perak to recognise these pupils' achievements in the academic and non-academic fields. More than 140 pupils and 40 teachers were present to receive their cash prizes, Adidas school bags, stationery, CIMB Octo and other gifts. An additional RM1,000 was awarded to pupils who secured a place in a boarding school.

At the ceremony, SK Seri Perlis was nominated as the best school, followed by SJKC Tong Yuh and SK Seri Muda. These schools received cash prizes of RM10,000, RM8,000 and RM5,000 respectively.



The launch of PINTAR schools in Kedah



Motivational talk by Dato' Dr Fazley Yaakob



Activities held during the PINTAR Awards Ceremony



Performance by the Kedah school pupils

### PINTAR Schools Computer Lab Upgrade

In 2014, the newly adopted schools in Kedah were each given a personal computer (PC) with high specifications. The PCs enhance the teaching and learning process of the English language. These computers were placed in the computer labs and English self-access rooms. Teachers and pupils are encouraged to use the computers in their spare time to search for articles and materials for their teaching or learning.

### English Contest Day

The English Contest Day was held for two weeks in August and the final contest was held on 23 August 2014 at SK Seri Perlis, Kangar. More than 350 pupils from the 10 PINTAR schools in Kedah and Perlis were involved.

Competitions were held simultaneously in the English language: Scrabble, Story-telling for levels one and two pupils, and a Spelling Bee.

# CIMB NIAGA SCHOLARSHIP

The CIMB Niaga Scholarship provides full scholarships to Indonesians who want to study at Malaysian universities. Established in 2008, the scholarship has been awarded to 15 students who have attended various Malaysian universities. In 2014, five scholars graduated from the programme and joined The Complete Banker™ programme at CIMB Niaga.

#### 01 SATRIA AJI MUFATRA

Studied Information Technology at Universiti Kebangsaan Malaysia.

Graduated on 2 November 2014 with a CGPA of 3.92.

Started The Complete Banker™ programme at CIMB Niaga on 4 July 2014.

#### 02 MOHAMAD RIZKI ALDILA GUNAWAN

Studied International Business at Universiti Kebangsaan Malaysia.

Graduated on 2 November 2014 with a CGPA of 3.76.

Started The Complete Banker™ programme at CIMB Niaga on 4 July 2014.

#### 03 ANDREAS EKA KURNIAWAN

Studied Information Technology at Universiti Kebangsaan Malaysia.

Graduated on 2 November 2014 with a CGPA of 3.76.

Started The Complete Banker™ programme at CIMB Niaga on 4 July 2014.

#### 04 BINTANG PAMUNGKAS

Studied Information Technology at University of Malaya

Graduated in October 2014 with a CGPA of 3.51

Started The Complete Banker™ programme at CIMB Niaga on 14 November 2014.

#### 05 MUHAMMAD FAUZAL RIZKI

Studied Information Technology at University of Malaya

Graduated in October 2014 with CGPA of 3.28

Started The Complete Banker™ programme at CIMB Niaga on 14 November 2014.

# REGIONAL CSR ACTIVITIES



## INDONESIA

**CIMB NIAGA'S CSR INITIATIVES ARE IMMENSELY VARIED, FROM TREATING TRAUMA VICTIMS TO SCHOLARSHIPS, AND CARE FOR ORPHANS. INDONESIA'S CSR TARGETS THE UNDERPRIVILEGED TO ENSURE THAT A BETTER LIFE IS POSSIBLE FOR ALL.**



### **Let's Save and Share Campaign**

The 'Let's Save and Share' campaign is one of CIMB Niaga's main CSR programmes. Since 2011, this programme has been held at the beginning of every month. On 16 January 2014, CIMB Niaga organised 'Tour de Bank' at Pondok Indah Branch in South Jakarta. This was a financial literacy outreach programme for elementary schoolchildren.

### **CIMB Niaga Employee Volunteer Disaster Response**

Heavy rains in Jakarta caused flash floods that lasted a bit longer than usual in June 2014. Fifteen homes along the Jakarta levees were evacuated as the waters rose. CIMB Niaga volunteers helped send hygiene kits to assist the flood victims. When the floods receded, more volunteers headed out to clean the homes and remove the thick mud.

The Employee Volunteer Programme was initiated to deal with such situations and has proven to be a great boon to victims of unexpected tragedies.

### CIMB Niaga shares happiness in Ramadan 1435H

CIMB Niaga and the National Humanity Organisation PKPU celebrated Ramadan 1435H with 100 orphans in a 'Shopping Together with Orphans' event. It was held at Carrefour Hypermarket in Jakarta on 19 July 2014.

Ten CIMB Niaga employees spent their weekend shopping with the orphans who were each allocated Rp200,000 for basic items such as butter, eggs, flour, cookies and other household needs.

### Trauma Healing Activities

On 7 March 2014, a Trauma Healing Programme was held at Sinabung, Kabanjahe for the victims of the volcanic eruption disaster. This one-day programme was filled with storytelling and children playing with puzzles. CIMB Niaga also donated school equipment to the children.

### CIMB Niaga Care for Others Blood Donation Programme

On 24 and 25 April 2014, a blood donation programme was held in the Karawaci and Sudirman offices in collaboration with Red Cross Indonesia. The programme received an overwhelming response from employees and the community. 385 bags of blood were eventually donated to the Red Cross. During the programme, CIMB Niaga donated a blood donation car worth Rp525 million to Red Cross Indonesia.

### Semai Benih Bangsa Programme

The Semai Benih Bangsa programme instils moral values in young, underprivileged children by training their teachers. It also develops positive attitudes in teachers and creates a fun learning environment. This programme has benefited 10 Early Age Education teachers from Manado, Makassar and Balikpapan.

The first training session was conducted by the Indonesia Heritage Foundation (IHF) in IHF's office in Depok, Bogor. A second programme was conducted later in the year at the same venue. This programme was attended by 10 teachers of Early Age Education from Nangroe Aceh Darusslam, Palembang and Padang.





**An ambulance to Ijo Balit Village**

CIMB Niaga, through the Kick Andy Foundation, donated an ambulance valued at Rp150 million to Ijo Balit Village in East Lombok, West Nusa Tenggara. The ambulance was handed over on 23 January 2014.

**Flood Relief assistance through CIMB Niaga Cares**

Working with two NGOs, namely, Al-Azhar Caring Ummah and PKPU, CIMB Niaga Cares set up 10 emergency shelters in locations badly affected by flooding to distribute logistical assistance to communities in need. Clean water, public kitchens, medicine, tents, instant food, blankets, medicines, baby and adult diapers are just some of the assistance rendered. In addition to logistical support, CIMB Niaga provided free medical care, healthy foods for infants and trauma recovery help for schoolchildren.

**Playing and Learning with CIMB Niaga**

On 26 September 2014, CIMB Niaga conducted ‘CIMB Niaga Cares’ as part of CIMB Niaga’s 59th anniversary. The theme was ‘Playing and Learning with CIMB Niaga’.

The following day, 100 disadvantaged children were invited to Trans Studio Bandung, an integrated play and learn facility, where the children enjoyed various rides that represented aspects of science and technology.

**Donations to flood victims**

In January 2014, CIMB Niaga collaborated with Azhar Peduli Ummat and Lembaga Kemanusiaan Nasional PKPU to help flood victims in Jakarta, Subang, Kudus and Semarang (Central Java). CIMB Niaga donated emergency relief items consisting of daily essentials, medicines, blankets and bottled mineral water.





**Donation of 100 School Packages to an Orphanage in Madiun**

CIMB Niaga introduced a CSR wish list to encourage employees to propose ways of helping the local community.

David Ichwanto, an employee of CIMB Niaga Madiun, East Java proposed helping the Mandiri Orphanage. CIMB Niaga contributed 100 school packages to pupils with special needs in Karangrejo, Madiun, East Java.

**Relaunching the Let's Save and Share Programme 2014 & Kit For Kids - Banda Aceh**

Kit for Kids in Banda Aceh became the series opener for the Let's Save and Share (LSAS) 2014 that was held in nine other cities.

A tree planting ceremony marked the launch of the programme. CIMB Niaga also donated verticulture kits which will encourage children to be more concerned with the environment.

Approximately 300 students, teachers and family members watched the Run Banking Run video game. Students learnt the concept of banking and participated in the Mini Banking Role Play. In this activity, the students acted as bank tellers, customer service personnel and security staff.





## THAILAND

**CIMB THAI'S CSR INITIATIVES COVER EDUCATION, ENVIRONMENT AND ENERGY AS WELL AS SOCIAL AND COMMUNITY DEVELOPMENT. ALL CSR PROJECTS AND ACTIVITIES AIM TO CREATE VALUE AND STRENGTHEN RELATIONSHIPS WITH EMPLOYEES, SHAREHOLDERS, CUSTOMERS, LOCAL COMMUNITIES, PARTNERS AND SUPPLIERS.**



### **Children's Day @ Bonkai Community**

This event marked the fourth year of collaborating with Bonkai Youth Centre. Employees were encouraged to help serve the community, especially underprivileged children. Employees donated bicycles and gifts worth THB41,558 to approximately 1,000 children in Bonkai through an internal campaign organised by the CSR team. CIMB Thai ran lucky draws, and provided food and beverage worth THB20,000. On 18 January 2014, 15 employees from headquarters and branches participated as volunteers. The Gift to Give activity was held during this event.

### **Blood Donation Programme with the Thai Red Cross Society**

A blood donation programme was held on 14 March 2014 in collaboration with the Thai Red Cross Society. A second blood donation drive was held on 13 June 2014. These programmes attracted 280 and 305 donors respectively including CIMB Thai employees.



**Life Skills Enhancement in Technology Programme**

CIMB Thai donated 10 computers to the Community Information Technology Learning and Resource Centre of Sawasdee Wittaya School in Khu Khan, Srisaked. These computers will help improve the students' competency in information and communications technology.

CIMB Thai also established a computer and internet centre with a library in Bann Huey Sing School, Sung Ka District, Surin Province. The centre was equipped with nine computers and serves as an IT learning and resource centre for the local community.

**CIMB Thai Helps the Tambon administrative School in Parn District, Chiang Rai Province**

On 22 May 2014, CIMB Thai's Chiang Rai branch helped relocate a school that had been damaged by an earthquake. This assistance improved the morale of the students and people in Chiang Rai Province.

**Health Care Programme**

CIMB Thai held a health screening training workshop and exercise session which benefited the elderly and their caregivers. A talk was also delivered at Public Health Centre 19, Wong Sawang, Bangkok.

CIMB Thai collaborated with the doctors of Folk Foundation and Institute of Continuous Education and Social Services, Thammasat University on a lecture discussing the prevention and treatment of osteoarthritis and Alzheimer's disease.

**Payung Trees Reforestation Project**

The Bank worked with Thai TV 3 Channel's Krob Krua Kao 3 Foundation on the 3 Million Payung Saplings for Reforestation Project. Payung trees were planted to replace those illegally cut down in four provinces: Tak, Chiang Mai, Sa Kaew and Loei.

**Aiding Earthquake-affected People in Chiang Rai Province Project**

The Bank, in association with Thai TV 3 Channel by Jor Lok Setthakit (World Economic Outlook), Thai AirAsia and Muang Thai Life Assurance Plc., arranged a project to aid earthquake-affected people at Sai Khao Subdistrict Administration Organisation School in Sai Khao Subdistrict, Phan District, Chiang Rai Province about 600 meters from the earthquake's epicentre. The project gave books and learning tools to the school, hosted lunch to 290 school children in the affected areas, and entertained them with games and recreational activities.

**Food Offering to Monks in Honour of His Majesty the King's 87th Birthday**

For the fourth year, the Bank collaborated with Pathumwan District Office in inviting business people and vendors on Soi Langsuan to offer food to Buddhist monks as merit making in honour of His Majesty King Bhumibol Adulyadej's 87th Birthday.

### Science Classroom Project at Wat Khao Saphai Raeng, Muang District, Kanchanaburi Province

CIMB Thai provided tools and equipment for a school's science laboratory. This initiative created opportunities for needy students in rural areas to learn science to the same standard as schools in Bangkok.

### Language Learning Centre Project at Pimanwit School, Khao San Road and 'Once in a Lifetime... As a Voluntary Teacher' Activity

CIMB Thai is particularly proud of helping Pimanwit School, which is over 90 years old. The Theves branch manager recommended helping the school on Khao San Road, which is a favourite with tourists. The bank built a modern, fully equipped Language Learning Centre for kindergarten and primary school pupils. Working with Srinakharinwirot University, the Bank was able to deliver subjects that the school lacked teachers to teach.

The Language Learning Centre was handed over on 15 August 2014. The Bank also held the 'Once in a Lifetime... As a Voluntary Teacher' activity. It was led by Mr. Subhak Siwaraksa, President and CEO and Mr. Narongchai Wongthanavimok, SEVP. Approximately 30 members of staff of the Bank and its subsidiaries, who volunteered to teach English, art, and music to the students, were in attendance.

### Pa Jai Dee Learning Centre Project at Huay Khwang ONIE

The project was collaboration between CIMB Thai Bank, The Rotary Club of Bangkok South, and Huay Khwang District Community. A ceremony was held on 7 October 2014 to hand over 'Pa Jai Dee Learning Centre' to the Office of Non-formal and Informal Education (ONIE), Huay Khwang District. The centre will provide Huay Khwang ONIE students and teachers with access to a better environment for teaching and learning. The Bank received support from Srinakharinwirot University which provided English teachers and developed the programme to enhance Huay Khwang ONIE teachers' potential.

### 'Share of Love and Smiles' Voluntary Project

CIMB Thai organised an event for staff members to celebrate Valentine's Day with the disabled and underprivileged on 1 March 2014. This was the fourth year the activity was held. All proceeds went to the Foundation for Support and Development of Disabled Persons, Pakret District, Nonthaburi Province. Approximately 80 volunteers, senior and staff members worked together to improve the foundation's landscaping as well as painting the basketball and badminton courts. They also cleaned the rooms and surroundings for the good health of the disabled children. CIMB Thai also hosted lunch, gave tools and equipment, and arranged recreational activities to entertain and make the children smile.





### Community Computer Learning Centre and Library

A large number of young people still lack education. In 2014, CIMB Thai invested in educational projects that provided students and community members with computers, Internet systems and libraries. These new facilities served as quality learning resources to keep students abreast with new technology and changes. The community centre provides them with information that is beneficial to their lives and occupations. Business centres, CIMB Thai branches and customers worked on seven projects with business allies such as Media Associated Co., Ltd., Kingsman C.M.T.I. Co., Ltd., Mind Exhibit Co., Ltd., and Jamsai Publishing Co. Ltd. The projects were collaborated on at Baan Wang Rang School (Prasit Uppatham), Hat Yai District, Songkhla Province; Sawaddee Witthaya School, Khukhan District, Sisaket Province; Baan Huay Sing School, Sangkha District, Surin Province; Somdej Phrathirayanmuni School, Pakthongchai District, Nakhon Ratchasima Province; Baan Nong Nam Khem School, Muang District, Udonthani Province; Baan Rom Luang School, San Sai District, Chiang Mai Province; and Baan Pao Pa Sat, Nong Sung District, Mukdahan Province.

The Bank also collaborated with three schools in Nakhon Ratchasima Province, where computer learning centres were established. The schools were Baan Nong Somong School, Baan Phon Grang School and Baan Don Thayaeng School. The schools trained 150 community heads and interested people to use computer to search for information at the centres.



### Landscape Improvement on Lang Suan Road and Sarasin Road Project

The Bank, in association with Pathumwan District Office, public agencies, vendors and the private sector in Pathumwan District area, carried out a project to improve the landscape of Lang Suan Road and Sarasin Road. The project consisted of cleaning and painting footpaths, planting and pruning trees, and drawing traffic lines. Communication cords were also installed to secure the area, making it a more organised and better place to live.

### Blood Donation Events

Blood donations are held quarterly each year. The Bank supports Thai Red Cross Society's 'Generosity in Drought Season with Blood Donation' Project, and joined the 'Safe Blood for Saving Mothers' Campaign. In 2014, over 1,100 donors gave blood in total. Donors comprised staff and executive members of the Bank and subsidiaries as well as employees of nearby companies and shops.

# WORKPLACE

People are the foundation of CIMB's success. Our people come from many countries, cultures with different beliefs and points of view. It is this diversity that makes CIMB a dynamic place to work. With our global mobility scheme, staff can move from one country to another to experience a different way to live. A different way to work and a different way to see things. Located as we are in the most dynamic place in the world, the ability to adapt quickly is an advantage in the business of banking.





# CIMB'S EMPLOYEE VALUE PROPOSITION

## **Towards an ASEAN Champion:**

Employees will work for a brand that will increasingly be recognised as the ASEAN brand. Hence today, and even more in the future, CIMB will be the brand of choice in ASEAN.

## **Corporate Responsibility Leadership:**

CIMB recognises that employees care about the world they live in and support their investments in community stakeholders by allowing time for their contributions to corporate responsibility.

**RM85**  
MILLION  
INVESTED  
**IN TRAINING**

## **Competitive Remuneration:**

Employees who aim for results will like working at CIMB with its competitive compensation and rewards package for people who achieve business goals.

## **Obsessed with Talent Growth:**

From the time they start working here, employees will see an unparalleled focus on their personal growth and development. CIMB demonstrates its commitment to employees through positive investment in its talent pool.

CIMB values innovation and high-performance in all that it does. As such, CIMB invests significantly in developing its people. Last year alone, RM84.9 million was invested in training and both specialist and holistic programmes are offered to staff. CIMB offers a comprehensive rewards system that ensures its people are competitively remunerated while enjoying opportunities for learning and progression. CIMB has a low employee turnover, which remained at 16.3% in 2014.

## **Thriving on Diversity:**

Employees have the opportunity to work with a broad cross-section of people from ASEAN and beyond. This will enhance cross-cultural skills and effectiveness in a wide range of environments.

## **Dynamic Workplace:**

CIMB promises work in a fast-paced, challenging and varied environment with never a dull moment.

## Good Governance

CIMB's Human Resources Policies and Procedures (HRPP) govern all aspects of CIMB's human resource management. CIMB reviews its HRPP periodically to ensure that relevant and appropriate controls are in place to manage operational risks. Group Corporate Resources updates employees on changes to policies and procedures via emails or memoranda. Employees can view these documents on CIMB's intranet portal, CIMBNET.

All this is supported by e-learning on rules and regulations related to banking laws, including the Financial Services Act/Islamic Financial Services Act (2013), and Anti-Money Laundering and Anti-Terrorism Financing Act (2001). Staff members are also mandated to undergo e-learning programmes such as Introduction to CIMB Risk Appetite Principles, Business Continuity Management and Information Security Awareness to help them assess and know how to deal with risk.

CIMB employees adopt Bank Negara Malaysia's Code of Ethics for banking institutions. This code outlines the minimum level of conduct expected from employees. All aspects of daily business operations are covered. Good and ethical banking standards are inculcated in employees from their induction. New recruits must acknowledge in writing their understanding of the code. The code is also emphasised at the Group Orientation programme.

Periodically, employees receive reminders of the need for compliance with various laws. CIMB also has a No Gift Policy.

## A Better CIMB

A healthy organisational culture is as important as a sound strategy and operating model in ensuring the success of CIMB. All three must be synchronised for CIMB to realise its objectives.

As such, CIMB embarked on an initiative, Building A Better CIMB, to recalibrate and strengthen its culture. It is committed to:

- **Go the extra mile to delight its customers;**
- **Respect each other, engage openly and work together; and**
- **Recognise and support each other's efforts.**

**NO GIFT  
POLICY**

## CIMB Code of Ethics

**TO AVOID CONFLICT  
OF INTEREST**

**TO AVOID MISUSE  
OF POSITION**

**TO PREVENT MISUSE  
OF INFORMATION**

**TO ENSURE  
INTEGRITY OF  
RECORDS AND  
TRANSACTIONS**

**TO ENSURE  
CONFIDENTIALITY  
OF COMMUNICATION  
AND TRANSACTIONS**

**TO ENSURE FAIR  
AND EQUITABLE  
TREATMENT**



# DIVERSITY AND EQUAL OPPORTUNITY

G4-56

## People policy

CIMB is an employer that places a premium on high performance and diversity. It recruits based on organisational needs and the ability of the potential employee to excel in settings where high performance is expected. CIMB's people policies do not discriminate on gender, race, religion, orientation or nationality.

CIMB practises a people policy that harnesses local talents and treats diversity as an asset. At the divisional level, CIMB strives for an employee ratio of 70% locals, 20% regional and 10% who are in leadership positions. Regional employees may be direct hires or recruited through the Global Employee Mobility scheme.

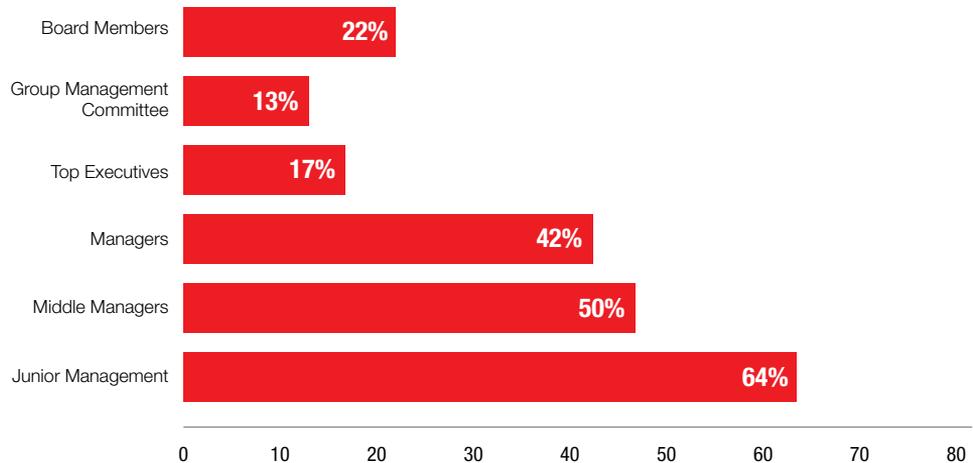
Regional committees target 30% non-locals. This approach provides a broader perspective for a regional bank. Regional learning programmes also aim for a composition of 70% locals and 30% regional staff.

Leadership training for universal bankers also focuses on diversity. This is referred to as the 2x2x2 Principle: two functions, two businesses and two geographies. Senior leaders must serve in such capacities as they grow with CIMB.



**41,669**  
STAFF FROM  
**20**  
COUNTRIES

### Women in Decision-making Roles



Women make up

**59%**  
of total staff

**Inclusivity**

Women play a large role in CIMB's success, making up 59% of total staff strength. In 2013, CIMB was awarded 'The Preferred Workplace for the Advancement of Women' by the Malaysian Ministry of Women, Family and Community Development. The bank's gender-neutral policies attract women to the firm and allow women to grow their careers.

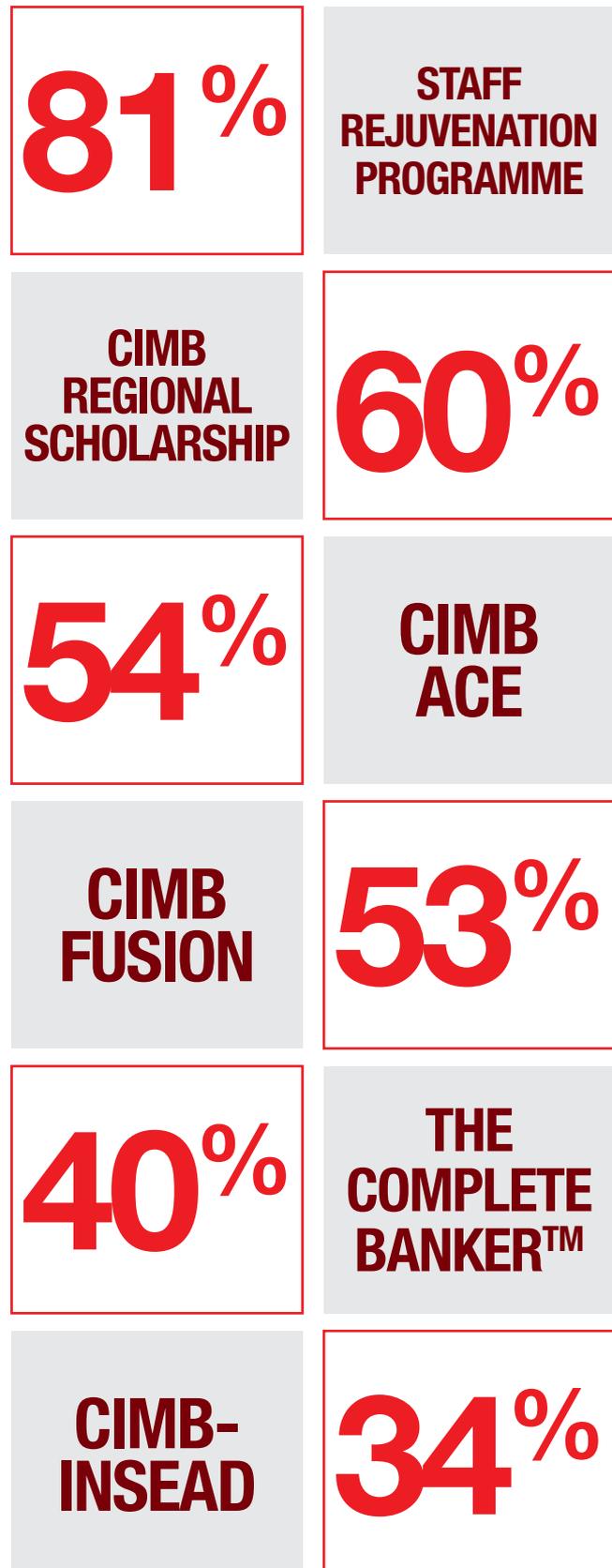
There are also opportunities for women at CIMB to continue their careers within the bank when they follow their husbands who grow their careers elsewhere.

CIMB is also able to recruit women thanks to a host of benefits which include three months' paid maternity leave, medical care for staff and family and subsidised child care.

Recruitment and promotion are done based on merit and competency. Compared to our national statistics of the female population (48.5%) and the female workforce (35.6%), CIMB registers better than national records where women are concerned.

All this culminated in CIMB being chosen as one of the 50 leading companies for women in APEC.

**Percentage of women participants in:**



G4-10, LA1, LA13

**Breakdown of employees by country**

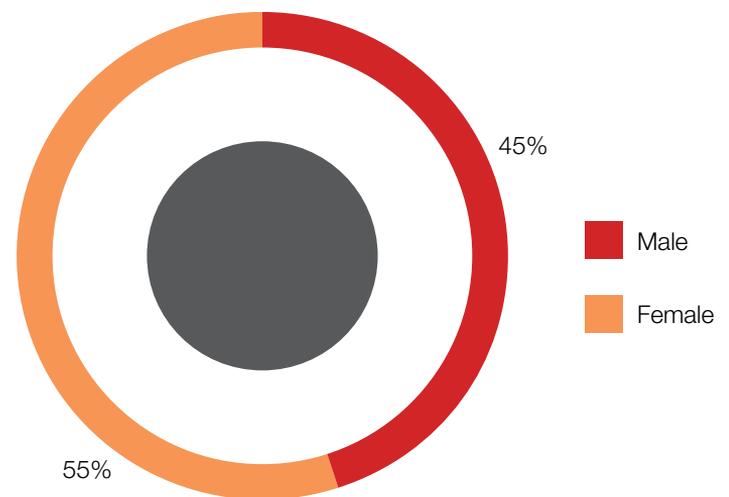
Malaysia	18,908
Indonesia	15,358
Singapore	1,684
Thailand	4,943
Cambodia	208
Australia	105
Bahrain	7
Brunei	4
China	24
Hong Kong	207
India	73
Korea	43
Laos	10
Myanmar	1
Philippines	1
Sri Lanka	5
Taiwan	31
UK	41
US	9
Vietnam	7
<b>Total</b>	<b>41,669</b>

LA2

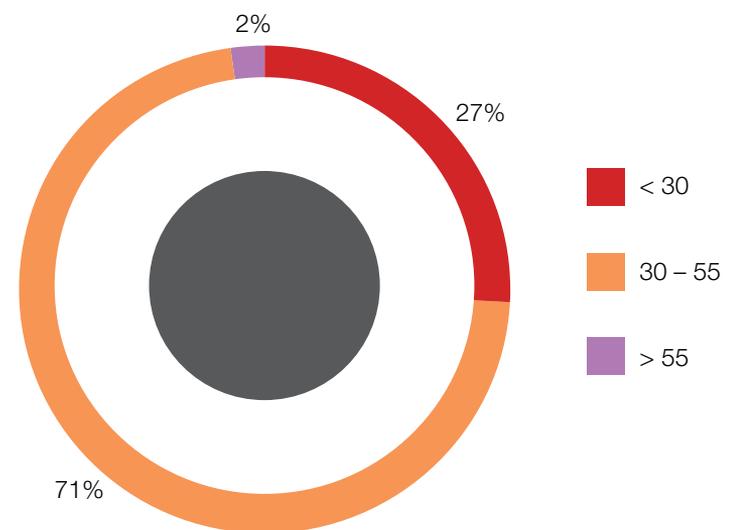
**Turnover rate by country**

Malaysia	15.2%
Indonesia	16.1%
Singapore	21.5%
Thailand	19.2%
Others	16.4%
<b>Average</b>	<b>16.3%</b>

**Workforce Breakdown by Gender**



**Workforce Breakdown by Age Group**



LA3

# BENEFITS

**CIMB employs a 'pay for performance' approach which ensures that individual rewards and incentives are commensurate with performance and contributions to the company's overall performance. CIMB carries out a regular benchmarking exercise of its pay and perks regularly.**

Variable bonuses are paid according to the performance of the company, business units and individuals. CIMB also offers share equity to its senior employees so that they enjoy commensurate rewards from the success of the organisation.

CIMB offers broad-ranging employee benefits that improve employees' personal and professional well-being. These benefits include, amongst others, hospitalisation, medical and dental benefits (including families), extended maternity leave, staff rejuvenation programme (that provides for unpaid leave of up to six months without loss of seniority or benefits), and special rates for car loans and home mortgages. Beyond the mandatory contribution to the Employee Provident Fund (EPF), an extra 3% or 4% (depending on pay scale) is paid into a Private Retirement Fund.

CIMB is proud of its child care centre at Menara Bumiputra-Commerce and is currently establishing another centre at Menara CIMB. CIMB provides mother's rooms in both buildings and a physiotherapy room is available in Menara CIMB for use by all employees.

## Loans approved for CIMB Consumer Bank staff in 2014

Types of Loans	No. of Loans	Total Loan Amount (RM)
Staff Housing Loan	351	130,833,508
Staff Renovation Loan	42	3,033,852
Staff Sundry Loan	150	774,472
Staff Vehicle Loan	257	7,288,858
<b>Total</b>	<b>800</b>	<b>141,930,690</b>

## Loans approved for CIMB Investment Bank staff in 2014

Types of Loans	No. of Loans	Total Loan Amount (RM)
Staff Housing Loan	118	49,708,232
Staff Renovation Loan	7	516,150
Staff Vehicle Loan	89	4,645,252
<b>Total</b>	<b>214</b>	<b>54,869,634</b>

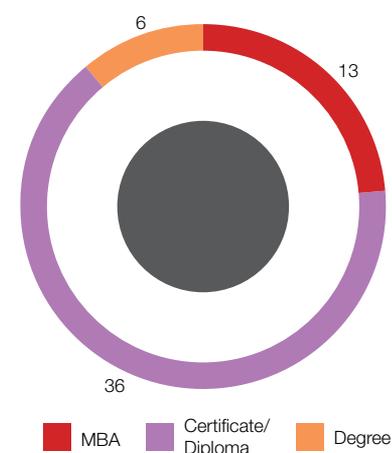
Employees wishing to take leave for a period of six months or less may apply for the Staff Rejuvenation Programme (SRP). Many of SRP's terms are similar to sabbatical leave. Employees can take up to six months leave to take care of personal matters without affecting their career progression, seniority and benefits. In the past, employees have utilised the SRP to care for ill family members. In 2014, a total of 111 employees have benefited from this programme. 90 of them were female while the remaining 21 were male employees.

## CIMB and assistance

CIMB extends financial assistance to employees at preferential rates. Sundry loans are available for employees who come from lower to medium income groups. Special life events including marriage, child birth, the Hajj and others related to immediate family members are also covered. Special leave of up to 10 working days per annum may be granted in circumstances such as the death or serious illness of immediate family members, natural disasters and paternity leave.

CIMB supports its employees who take up higher education, spending a total of RM1,009,607 in 2014 to finance two scholarships and 53 sponsorships. Of the 55 beneficiaries, 28 were female and 27 were male. The scholarships and sponsorships afford staff the possibility of moving up the ladder. This inevitably leads to a more productive and educated workforce that can make greater contributions to the bank's performance.

### Number of Beneficiaries by Qualifications Pursued



## Staff Rejuvenation

Year	% Male	% Female
2014	18	82
2013	23	77
2012	28	72

# WELLBEING

**Employees are trained to ensure they have the relevant skills and possess the necessary commitment and enthusiasm to achieve the company's business goals. CIMB attracts, develops and retains the best people by keeping them motivated. CIMB's inclusive workplace recognises employees' achievements and promotes wellbeing.**

Employees are encouraged to balance work and family commitments, manage stress and pursue a healthy lifestyle. Supporting employees' physical and mental wellbeing improves their performance and reduces absenteeism.

CIMB health, safety and wellbeing practices demonstrate the company's commitment to this area. Local markets develop initiatives tailored to the needs of their employees.

Facilities at CIMB for employees' wellbeing include:

- Gymnasiums and a physiotherapy room;
- Regular sports and recreational activities including CIMB SEA games;
- The Amazing Race to improve personal relationships of employees.

## Employee Engagement Survey (EES)

A global HR consultancy company conducts CIMB's Employee Engagement Survey (EES) every two to three years. This initiative is in line with CIMB's commitment to building and sustaining a high performance culture.

The EES measures employees' perception of what makes them committed to delivering the organisation's objectives. Engaged employees are more likely to support CIMB's mission, vision and delivery of services; have a strong attachment and be proud to work for the company. The Employee Engagement index (EEI), is derived from the survey. The EEI is compared across different norms ranging from country specific to those representing global groupings.

The latest EES was carried out in August 2014. All Group employees were invited to participate. Almost 37,000 employees responded, which is more than at any other time since CIMB began the EES in 2007.



In 2014, the EEI dropped slightly from the previous survey in 2011. However, the score of 79% is still high compared to other companies in the Global Financial Services sector. In 2014, key drivers identified were strategy, direction and objectives, work organisation and operating efficiency, and empowerment.

**79%**  
engagement  
level

# ENGAGING EMPLOYEES

**An engaged workforce improves company performance. At CIMB, employee engagement begins with an open and collaborative culture. At every level of the organisation, CIMB is committed to a level of openness and equality that strengthens the corporate culture. Employee engagement occurs at all levels, from the application and hiring process, to training and developing employees. Relationships are also maintained with retirees once they leave the company.**

CIMB engages with employees as soon as they join the company. The Virtual Onboarding Portal helps new joiners familiarise themselves with their new work environment and surroundings. CIMB's diverse workforce and consistent onboarding messages create a sense of uniformity. Equipped with the right information, new joiners can quickly adapt to their new roles. More importantly, it helps them enhance their onboarding experience as the information is consolidated and accessible from a single reference point.

Every employee is looked after throughout their employment with the Company. A pre-retirement plan seminar is offered to retiring employees to help them prepare themselves for retirement mentally, socially, physically and financially. CIMB appreciates the dedication of each employee and ensures a smooth transition into retirement. Two sessions were held in 2014 on 23 April and 29 October. 110 employees who will be retiring in 2015 and 2016 attended these courses.

## **CIMB Virtual Onboarding portal features:**

- CIMB today: direction, culture, values and management team
- Things employees need to know and do within their first 90 days
- Regulatory requirements employees must comply with, key policies and procedures they must familiarise themselves with
- Office set up, systems and facilities including who to contact for assistance
- Development programmes available to employees
- Beyond work such as sports, recreational and CSR activities

## **CIMB Long service and Retirement Awards**

In December 2014, CIMB honoured 91 long service and 62 retiring employees. The award ceremony was held at Dewan Srivijaya, Menara Bumiputra-Commerce.

## **CIMB methods of engagement**

### **COMMUNICATIONS**

CEO and Chairman's Blogs  
CIMBNET  
CIMB News  
Email communication  
Annual Management Summit

### **LEADERSHIP AWARDS**

CIMB Emerging ASEAN Leaders  
(CIMB Emerald)

### **SPORTS AND RECREATION**

CIMB Has Talent  
Treasure hunts  
Football clinics for employees' children  
CIMB SEA Games

### **DIVISIONAL/DEPARTMENTAL ACTIVITIES**

Conventions  
Townhall sessions  
Team luncheons and dinners  
Departmental team building activities  
Divisional Annual Management Dialogue  
Breakfast sessions

### **CARING INITIATIVES/CARING EMPLOYER**

Mothers' nursing rooms  
Childcare centre  
Welfare Fund and Disaster Relief Fund  
Staff long service awards  
Staff pre-retirement talks  
Food For Thought series

### **CSR INITIATIVES**

Community Link initiatives  
CIMB Volunteer Programme

### **INDUCTION, LEARNING AND DEVELOPMENT**

CIMB Group Orientation  
CIMB Virtual Onboarding  
The Complete Banker™ Programme  
CIMB Fusion  
CIMB-INSEAD Leadership Programme  
Accelerated Universal Banking Programme  
Essentials of Universal Banking Programme  
Scholarships and sponsorships

# ENGAGEMENT ACTIVITIES IN 2014

Relationships are at the core of the Company's ethos. CIMB collaborates with people both inside and outside the Company. CIMB gathers ideas on ways to improve the way business is conducted and customers are served. One critical component of engagement is continuous connection with employees.

CIMB hosts numerous forums, seminars and engagement sessions throughout the year. These engagement activities keep employees connected, increase their awareness of the latest market trends and provide them with useful lifestyle tips. In 2014, it became mandatory to conduct at least one monthly engagement session.



## CIMB Amazing Race

The CIMB Amazing Race was organised on 21 June 2014 to help employees appreciate the firm's vision, mission and values. This outdoor event attracted 67 teams consisting of 200 employees from CIMB Bank, CIMB Investment Bank and iCIMB.

The race was well received across the board: 67% of the participants were women and 37% men. 90% of participants were in their 20s and 30s. There were staff members of all levels including customer service representatives, tea-ladies, vice-presidents and directors.

As there was a learning component in the race, participants received learning hours while having fun. Twenty teams won cash prizes amounting to RM13,000.



## National Maulidur Rasul Celebrations

On 14 January 2014, 100 CIMB employees participated in the national-level Maulidur Rasul celebration themed 'Understanding the Foundation for Unity of the Ummah'. The event celebrating Prophet Muhammad's Birthday was graced by Yang di-Pertuan Agong, Tuanku Abdul Halim Mu'adzam Shah.

The event commenced early in the morning with a parade by several contingents from government agencies, statutory bodies, non-governmental organisations and the private sector.

## Ramadan activities

Corporate Responsibility and Sports & Recreation Departments organised lunch time fun for staff at Menara CIMB and Menara Bumiputra-Commerce with cookie decorating, cup cake making, ketupat weaving activities and sell out religious talks.



### **CIMB Bowling Tournament**

On 8 March 2014, 69 employees, attended the CIMB Bowling Tournament in Sunway Mega Lanes, Sunway. This was also an opportunity to select the best players to represent CIMB in the National Bank's Sports Council (NBSC), Malaysian Investment Banking Association (MIBA) Tournament 2014 and CIMB SEA Games 2014.

The best 20 players, 15 men and five women, were chosen for the NBSC tournament during the second round selection.

The nine best CIMB Investment Bank players were chosen to represent CIMB Group in the MIBA tournament on 24 May at Sunway Mega Lanes.

### **World Women's Day, Purple Walk**

On 25 May 2014, 100 ladies from CIMB participated in the 'World Women's Day - Purple Walk 2014' at Dataran Merdeka. The event was initiated by the Ministry of Women, Family and Community Development. It was held simultaneously nationwide in conjunction with the 2014 World Women's Day.

### **Bubur Lambuk Kampung Baru**

20 CIMB volunteers, led by the Sports and Recreation Department, were involved in distributing more than 4,000 packs of rice porridge to the public and local community. The event was held in conjunction with Ramadan in June 2014.

### **Shopping Spree and Breaking Fast with the underprivileged**

301 underprivileged children from four homes were treated to a shopping spree at Kamdar Departmental Store for Raya clothes, songkok, scarves and shoes. The four homes were Persatuan Kebajikan Rumah Perlindungan Teratak Nur Insan Kuala Lumpur & Selangor (NURI), Setapak; Pertubuhan Rahoma Darul Fakir, Taman Melati; Pertubuhan Nur Kasih Bistari, Segambut; and Rumah Titian Kasih (Pusat Jagaan Anak Ibu Tunggal & Anak Yatim, Taman Tasik Titiwangsa).

The children and single mothers from these homes broke fast with CIMB's senior management, employees and local community members at Masjid Ar-Rahah, Kampong Kerinchi, Lembah Pantai.

### **CIMB Hari Raya Gathering 2014**

Over 5,000 members of staff attended the CIMB Hari Raya Gathering which was held at Menara Bumiputra-Commerce on 11 August 2014. During the event, Tahliil prayers were held to remember the victims of the Malaysia Airlines tragedies and the violence in Gaza. Employees were also encouraged to donate to the CIMB Charity Drive 2014. A total of RM2,425 was raised for this good cause.

**CIMB SEA Games 2014**

The 2014 CIMB SEA Games was held at Iskandar from 19 to 21 September 2014. Over 500 participants including top management competed in six sports. The opening and closing ceremonies were held at KSL Resort, Johor Bahru, which housed all contingents from five zones.

**Overall Results of the CIMB SEA Games 2014**

<b>Champion</b>	<b>Zone 5 - Java and Sumatra</b>
<b>1<sup>st</sup> Runner-Up</b>	Zone 4 - Peninsular Malaysia (excluding Johor and Melaka)
<b>2<sup>nd</sup> Runner-Up</b>	Zone 3 - Thailand and Cambodia
<b>3<sup>rd</sup> Runner-Up</b>	Zone 1 - Singapore, Johor, Melaka
<b>4<sup>th</sup> Runner-Up</b>	Zone 2 - Sabah, Sarawak, Kalimantan, Sulawesi

**The Edge Rat Race 2014**

The Edge Rat Race 2014 was held on 23 September 2014 at the Malaysia Tourism Centre, Jalan Ampang, Kuala Lumpur. Runners representing over 100 companies donned their corporate attire to run for four kilometres. The charity race passed through the commercial heart of Kuala Lumpur, starting and finishing at the grounds of MATIC Lanai. RM1.8 million was raised from the event. Thirty employees represented CIMB in this race.

CIMB Group CEO, Tengku Dato' Zafrul raced in the 1.5 kilometre CEO Race and emerged 15<sup>th</sup> out of the 41 runners. The table below lists the medals won by the CIMB team.

Categories	Champions
<b>Mixed Category</b>	<ul style="list-style-type: none"> <li>Baskaran A/L Kuppusamy</li> <li>Kamalavanan A/L Balasubramaniam</li> <li>Kuljeet Singh A/L Manjit Singh</li> <li>Faherina binti Mohd Esa</li> <li>Chew Phaik Hua</li> </ul>
<b>Seniors Category</b>	<ul style="list-style-type: none"> <li>Vijayan A/L K Sreedharan</li> <li>Rattan Singh A/L Pritam Singh</li> <li>Mahadevan @ Kannan A/L Sivaswamy</li> <li>Margaret Tyoh Ah Lek</li> <li>Choo Ngiik Hung</li> </ul>
<b>Top Male Runner</b>	<ul style="list-style-type: none"> <li>Baskaran A/L Kuppusamy</li> <li>Kuljeet Singh A/L Manjit Singh</li> </ul>
<b>Top Female Runner</b>	<ul style="list-style-type: none"> <li>Choo Ngiik Hung</li> </ul>





**Bursa Bull Charge 2014**

The inaugural Bursa Bull Charge was held on 21 October 2014 at Bursa Malaysia, Bukit Kewangan, Kuala Lumpur. All proceeds raised from the Bursa Bull Charge were donated to charity. CIMB were champions in the Corporate Relay category and Baskaran A/L Kuppusamy from Penang won the Top Male Runner prize.

**Ma'al Hijrah Celebrations**

The national level *Ma'al Hijrah* celebration was held at the Putrajaya International Convention Centre on 25 October 2014. Thirty employees attended the celebration themed Unity, the Pulse of National Transformation.

**Khazanah Nasional Invitational Football Tournament**

The Khazanah Nasional Invitational Football Tournament was held on 18 October in Persada Plus, Subang. The four participating teams were Khazanah Nasional, Standard Chartered Bank, CIMB and Ernst & Young. CIMB won all of its games.

**Khazanah Nasional Invitational Football Tournament Scores**



**CIMB vs. Standard Chartered Bank**



**CIMB vs. Ernst & Young**



**CIMB vs. Khazanah Nasional**



**CIMB vs. Standard Chartered Bank (Finals)**

G4-11

**CIMB's Commitment to Freedom of Association and Collective Bargaining**

CIMB works closely with the unions and its employees. Employees enjoy their right to be informed and included in the decision-making process. This approach safeguards their rights and interests while providing a greater sense of ownership.

Seven unions represent various categories of employees. All collective agreements for the various unions have expired on 31 December 2014 and the negotiation for a new collective agreement for the period 2015-2017 has either commenced or will be commencing soon. Relationships with various unions are friendly and professional to ensure that amicable resolutions are reached.

**Unions and the Grades They Represent**

	<p><b>CIMB Bank Berhad Executive Staff Union (Peninsular Malaysia)</b>                  Grades 35 (Executive Officer) and 36 (Assistant Manager) based in Peninsular Malaysia</p>	<p><b>Association of Bank Officers Peninsular Malaysia (ABOM)</b>                  Grade 34 (Officer) based in Peninsular Malaysia</p>
<p><b>Kesatuan Pegawai Pegawai Bank Sarawak (KPPBS Sarawak)</b>                  Grade 34 (Officer) and 35 (Executive Officer) based in Sarawak</p>	<p><b>Kesatuan Pegawai Pegawai Bank Sabah (KPPBS Sabah)</b>                  Grade 34 (Officer) and 35 (Executive Officer) based in Sabah</p>	<p><b>National Union of Bank Employees, States of Malaya (NUBE)</b>                  Grades 32 (non-clerical), 33 (clerical) and 33S (special grade clerk) based in Peninsular Malaysia</p>
<p><b>Sarawak Bank Employees' Union (SBEU Sarawak)</b>                  Grades 32 (non-clerical), 33 (clerical) and 33S (special grade clerk) based in Sarawak</p>	<p><b>Sabah Bank Employees' Union (SBEU Sabah)</b>                  Grades 32 (non-clerical), 33 (clerical) and 33S (special grade clerk) based in Sabah</p>	

# LEARNING AND TALENT

As a regional franchise, CIMB has in place a talent management process that can support the growth of leaders with distinctive qualities, skills and competencies to support its businesses in different geographies. In 2014, CIMB established Talent Review Councils across the Group's businesses to drive the execution of the Talent Management Framework. These councils take ownership of the talent management outcomes in their respective jurisdictions, including identifying and developing high potential employees. Critical vacancies and succession concerns were also addressed including strategic hiring and transition plans.

723,988

HOURS  
OF STAFF  
TRAINING



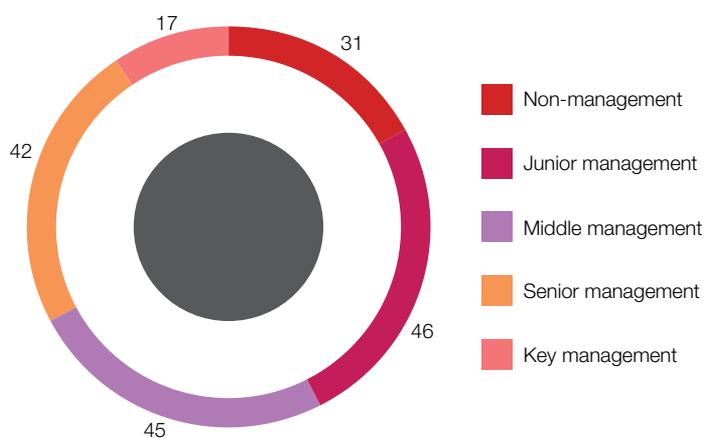
CIMB Group spent RM84.9 million on training in 2014. Awards to date include Malaysia's Most Preferred Employers Named by Talents, the Best Management Trainee/Graduate Programme; Second Runner-up for The Graduate Employer of the Year; and finalist for the Most Popular Graduate Employer in Banking and Financial Services. CIMB also won the Best Innovation on Campus awards.

Staff in Malaysia spent 723,988 hours in training in 2014. This translates to an average of 42 hours of learning per year per employee. A total of RM84,860,337 was spent on CIMB regional training programmes in 2014. The breakdown is as follows.

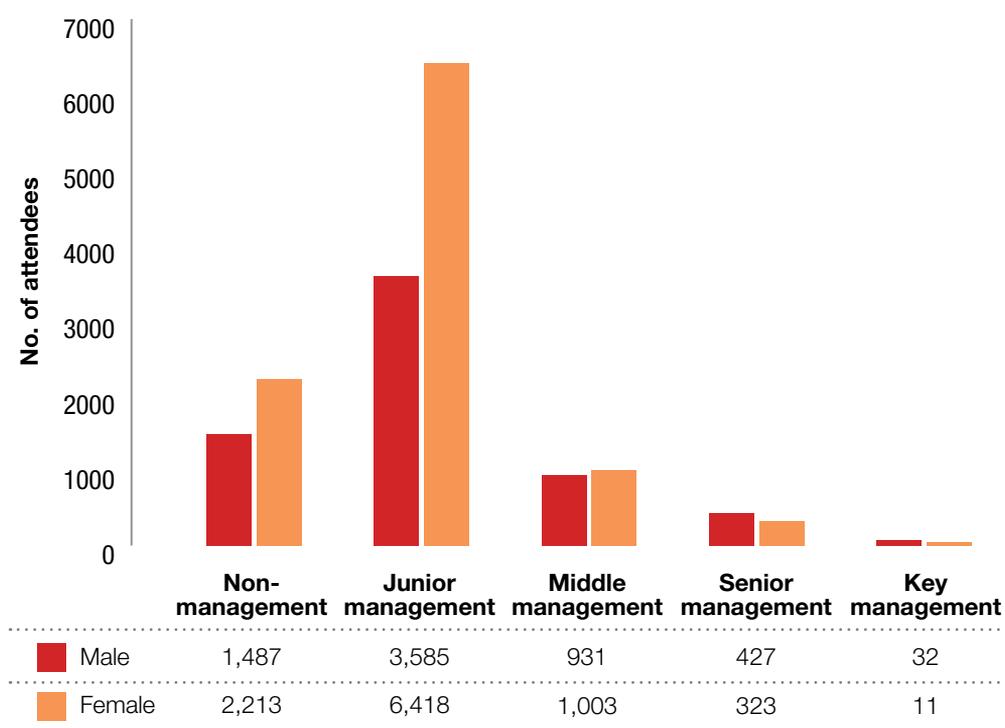
Region	Training Expenditure
Malaysia	RM32,865,826
Indonesia	RM42,797,444
Singapore	RM1,650,572
Thailand	RM7,039,028
Cambodia	RM507,467

LA10

Average Learning Hours by Employee Category (hours)



Breakdown of Training Attendees by Gender in 2014



Training programmes conducted via e-learning and face-to-face sessions in 2014 are classified under the following categories:

- Executive Leadership Development**  
Developing CIMB employees' skills and embedding a leadership culture to support the Group's corporate vision
- Professional Development**  
Enhancing professional expertise and supporting career progression.
- Treasury**  
Developing top-rated treasury personnel to optimise profitability and the use of capital.
- Sales & Service**  
Developing ASEAN For You experience through increased sales and service capabilities
- Corporate Advisory**  
Developing top-rated corporate advisors and corporate personnel
- Risk Management**  
Improving risk management culture that perpetuates sustainable optimal risk-returns.
- Credit**  
Building professionals with strong credit fundamentals.
- Business and People Management**  
Developing business and people managers with holistic business and management skill sets.
- Organisation and Culture Development**  
Inculcating an organisational culture that unifies CIMB employees across its regions.

## The Complete Banker™ Programme

In delivering its commitment of “Diversity within Banking”, CIMB introduced its flagship universal banking management training programme, The Complete Banker™ Programme (TCB). It grooms and develops future leaders with the mindset, leadership qualities and team building skills necessary to lead CIMB Group into the 21st century. Introduced in 2003, TCB has evolved into a comprehensive 12-month management trainee programme. All aspects of universal, conventional and Islamic banking are covered including consumer banking, investment banking and asset management.

The programme is offered to qualified fresh graduates from local and foreign universities or those with less than one year’s working experience. TCB incorporates two months of foundation building, followed by 10 months of practical on-the-job rotation in various business units.

In 2014, CIMB expanded TCB to include fresh graduates from Hong Kong and Australia.

Region	TCB Trainees Recruited in 2014			Total number of TCB Trainees since inception (as at 31 December 2014)
	Male	Female	Total	
Malaysia	21	31	52	317
Indonesia	12	25	37	156
Singapore	–	2	2	12
Thailand	4	5	9	23
Cambodia	–	–	–	1
Australia	–	2	2	1
Hong Kong	3	3	6	6

Trainees work with colleagues of different academic disciplines, work experience, cultures, nationalities and temperaments. Truly broad-minded universal bankers are developed as they are immersed in both support and business functions. In Malaysia, TCB has accelerated the career growth of many trainees.

### Progress of TCB trainees by Employment Grade\*

Category	%
Management Trainee	21
Executive	32
Assistant Manager/Senior Associate	14
Manager	14
Assistant Vice President/Associate Director	7
Director	3

\* Note: as at June 2014

## CIMB Fusion

Young graduates who possess knowledge and expertise, especially in more than one industry, are valuable assets. As part of the principle of 'Diversity Beyond Banking', CIMB introduced CIMB Fusion.

CIMB Fusion was first introduced in 2012 to provide fresh graduates with experience in two industries, one of which is banking. The programme expanded in 2013 following a successful pilot project with PricewaterhouseCoopers (PwC). CIMB has since engaged with five more industry partners and reached out to more youths. All six partners are leaders in their respective industries.



Industry	CIMB Fusion Partners	Years	Tenure
Accounting	PwC	4	2 years (PwC) + 1 year (CIMB) + 1 year (PwC)
Consulting	Accenture	2	1 (Accenture) + 1 (CIMB)
Information Technology	Hewlett-Packard (HP)	2	1 (HP) + 1 (CIMB)
Advertising	FCB Kuala Lumpur (FCBKL)	3	2 (FCBKL) + 1 (CIMB)
Law	ZICOlaw	3	2 (ZICOlaw) + 1 (CIMB)
Teaching & Leadership	Teach For Malaysia (TFM)	3	2 (TFM) + 1 (CIMB)

As CIMB Fusion entered its third year in 2014, two groups of Fusioners began their attachment at CIMB. Twelve Fusioners were from the CIMB-PwC track; seven were from the CIMB-Accenture track. CIMB continues to collaborate with its partner to drive recruitment for CIMB Fusion. In 2014, 13 fresh graduates joined the programme.

CIMB Fusion Tracks	No. of Fusioners
CIMB-PwC	23
CIMB-Accenture	7
CIMB-Teach For Malaysia	7
CIMB-FCB Kuala Lumpur	2
CIMB-HP	-
CIMB-ZICOlaw	-
<b>Total</b>	<b>39</b>

**CIMB Fusion won the Best Management Trainee/Graduate Programme at Malaysia's 100 Leading Graduate Employers Awards 2014. Winning this award demonstrates the true strength of collaboration among employers for the benefit of young talent.**

**“One fantastic opportunity to experience working with two industry leaders. This programme facilitates a smooth transition from studying to the working environment. It provides me with a breadth of learning opportunities including, but not limited to, technical and soft skills. It was a steep learning curve and has definitely trained me to adapt quickly to different industries and working cultures.**

**It's an innovative programme that enables my professional development with The Institute of Chartered Accountants in England and Wales (ICAEW). I am given classroom training under the Essentials of Universal Banking curriculum to be a universal banker. There's also networking opportunities with industry experts and business leaders across the organisation.”**

**Vincent Lee**

BSc in Accounting and Finance, London School of Economics.

Joined CIMB Fusion: CIMB-PwC track in September 2012, spent two years with PwC, now at CIMB.

**“CIMB Fusion is really the best of both worlds! It gives us good exposure to the corporate scene. My working experience in PwC and soon with CIMB, one of the Big 4 and a renowned ASEAN bank will boost my confidence. My attachment with PwC has opened my eyes to various businesses and learning experiences. It is a golden opportunity for fresh graduates to be trained in banking, finance and auditing.”**

**Hana Syaswani Johari**

BA (Hons) Accounting and Finance, Nottingham Trent University.

Joined CIMB Fusion: CIMB-PwC track in September 2013, currently on attachment at PwC for the first two years of the programme.

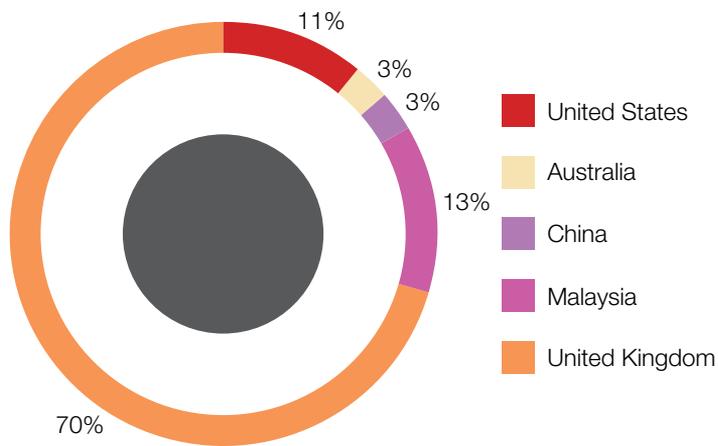
**“CIMB Fusion gave me an incredible opportunity to give back to my community. Being placed in my home state of Sarawak as a TFM Fellow gives me the opportunity I crave to make a difference. Besides seeing my community benefit, I am hoping to grow while exploring different career options. Stepping out of my comfort zone provides me with an ideal avenue to challenge myself and grow. My experience thus far has been enriching and refreshing. The people I met and the bonds formed are priceless and I am thoroughly looking forward to the journey ahead.”**

**Raymond Prakash Vijaendreh**

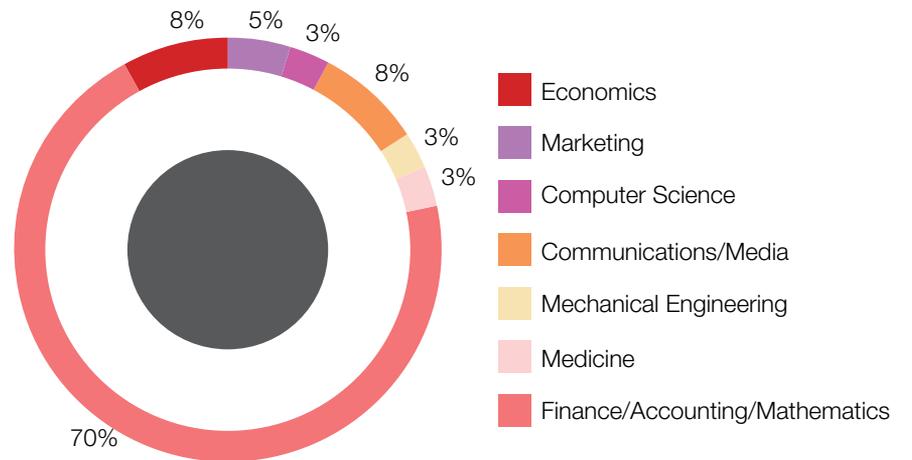
BSc in Mechanical Engineering, University of Colorado.

Joined CIMB Fusion: CIMB-Teach For Malaysia track in October 2014, currently on attachment at Teach For Malaysia for the first two years of the CIMB Fusion programme.

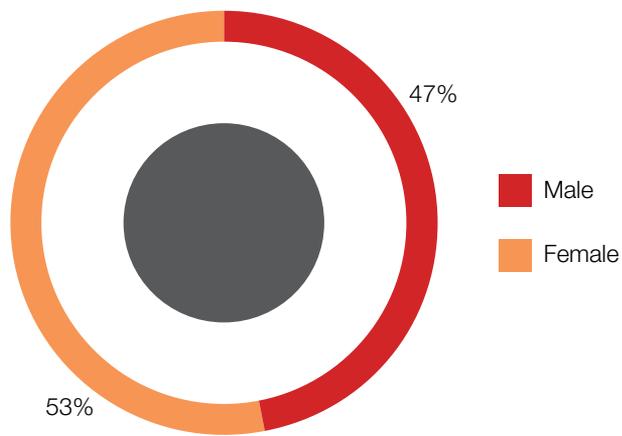
**CIMB Fusion Candidates by Graduating Countries**



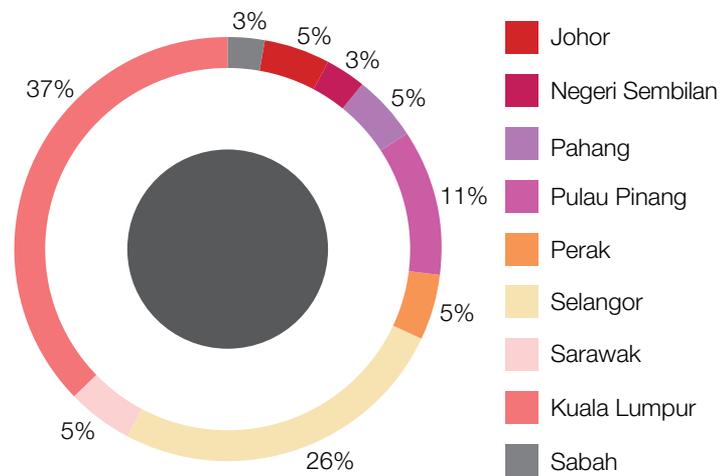
**CIMB Fusion Candidates by Discipline**



**CIMB Fusion Candidates by Gender**



**CIMB Fusion Candidates by Geographical Background**



## Essentials of Universal Banking (EUB)

The Essentials of Universal Banking (EUB) programme hones the business acumen of emerging leaders to support CIMB's universal banking model. EUB is tailored for assistant managers, managers and assistant vice presidents of CIMB Group to:

- Build a foundation of technical knowledge in key business areas of universal banking, focusing on the local business model;
- Provide better understanding of the working relationships between various associated front office functions;
- Help middle and back office staff provide stronger support and services to the front office; and
- Create networking opportunities for participants from various businesses within local establishments.

In 2014, key enhancements increased the programme's effectiveness by:

- Incorporating a service learning project that integrates meaningful community service as a form of experiential education. The project encouraged social networking with the community in line with the corporate theme, Network CIMB. A greater awareness of corporate social responsibility was also created.
- Equipping participants with presentation skills that helped them present their ideas during sessions with senior management.
- Deepening network with participants for synergies by organising social activities such as lunches and dinners.

A total of 39 participants from Cohort 7 graduated on 14 August 2014; the 42 participants of Cohort 8 will graduate on 22 January 2015. The programme is conducted for 14.5 days over a period of five months.

## The CIMB – Nanyang Technological University (NTU) Accelerated Universal Bankers Programme

The CIMB-NTU Accelerated Universal Bankers Programme is an executive development programme for middle management. A pool of competent Universal Bankers is developed who are expected to thrive and excel in ASEAN. The programme also serves as a networking and collaboration platform for middle management. Since its inception in 2010, four cohorts of 111 have graduated: 49 participants from Malaysia, 39 from Indonesia, five from Singapore, 11 from Thailand and seven from Cambodia.

## CIMB Emerging ASEAN Leaders (Emerald) Award

In 2013, CIMB introduced the Emerald Awards for emerging ASEAN Leaders. This award recognises and rewards middle managers who collectively manage 80% of the organisation. These managers are instrumental in the long-term success of CIMB.

This award is a collaborative effort between Human Resource and business operations. Nominations were called for outstanding middle managers from CIMB across ASEAN. The programme aims to discover, recognise and reward middle managers who have demonstrated exemplary leadership qualities and driven workforce engagement through effective people management skills.

## CIMB ACE (Accelerated Career Enhancement) Programme

CIMB ACE is a comprehensive, structured upward mobility scheme that improves employees' skills, productivity, career growth opportunities and income-generation power. During its launch on 17 April 2014, the Group announced an allocation of RM5 million for the programme to help non-executives advance in their careers. CIMB ACE places people development and nation building at its core. Providing the right platforms for non-executives to progress is imperative as the country moves towards becoming a high income nation. CIMB ACE supports the government's Program Majudiri 1Malaysia (PR1ME), in which government-linked companies help non-executives grow professionally.

Participants are expected to be enrolled for the Executive Banker qualification which is jointly awarded by the Institute of Bankers Malaysia and Chartered Banker Institute of the United Kingdom. This is fully sponsored by CIMB.

As part of the programme, CIMB also signed a Memorandum of Understanding (MoU) with Universiti Tun Abdul Razak for the development and delivery of English language proficiency classes, a major component of the CIMB ACE programme.

211 employees participated in the three-month programme which was conducted in four batches throughout 2014.



**“What I personally like most about the CIMB ACE Programme are the SPEED English classes at UNIRAZAK. For me, those were the best moments I had throughout the programme. I felt like a real university student there. The atmosphere, the trainers and the method of teaching really motivated me. I learnt a lot there and had a lot of fun, too. This CIMB ACE Programme is helping us to become more effective employees at our workplace by boosting our motivation and confidence level.”**

**Mohd Jihan bin Mohd Yusoff**  
Customer Service Representative

**“More often than not, non-executive staff feel that their growth within the organisation hits a glass ceiling. CIMB ACE is the platform that we provide for our non-executive staff to excel. It is structured not just as a stepping stone for them to upgrade their personal proficiency and progress their careers to a higher level, it also acts as a springboard for them to achieve something greater with the skills and knowledge that the programme is going to equip them with.”**

**Dato' Sri Nazir Razak**  
CIMB Chairman



## CIMB-INSEAD Leadership Programme

The CIMB-INSEAD Leadership Programme (CLP) is a bespoke executive leadership programme aimed at building the future senior leaders of the Group.

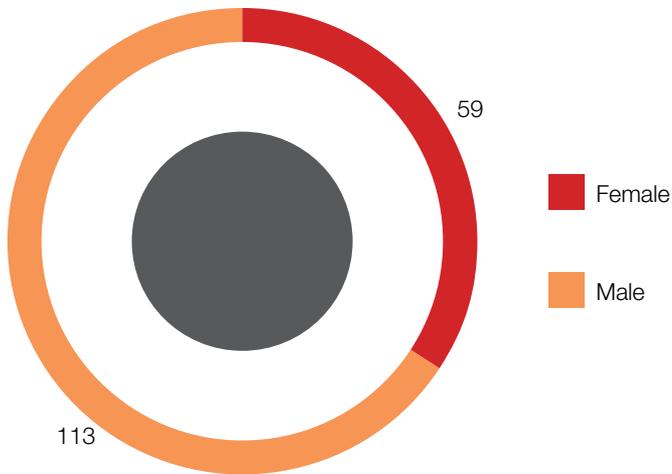
This is in line with CIMB’s vision to become a key player in ASEAN and beyond, which calls for our senior leaders to level up their leadership capabilities as we lead multi-cultural teams across the region to accelerate and drive business growth. CIMB has partnered with INSEAD, a world leading international business school to develop this highly-customised nine-month programme consisting of three modules and one capstone event.

The key objectives of the programme are to:

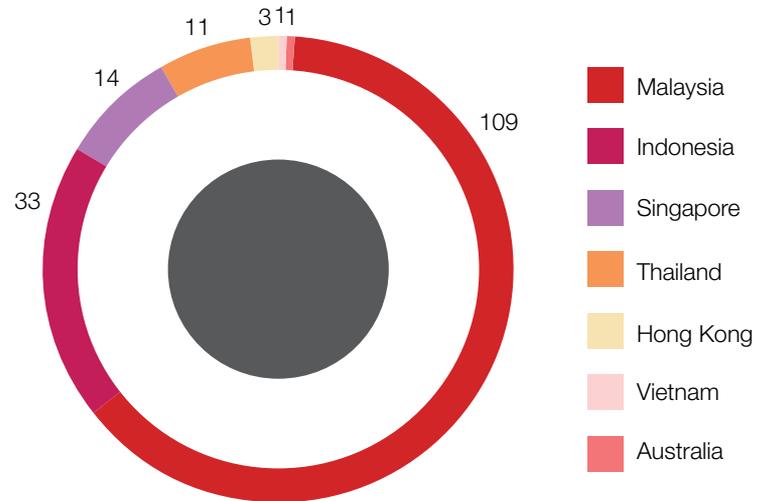
- Lead the way to become ASEAN’s leading franchise
- Build senior leadership bench strength and competencies
- Network and collaborate to leverage synergies across the Group
- Embed a leadership culture across the Group

Since its inception in 2010, five cohorts of 140 alumni have graduated and the sixth cohort was launched in 2014 with 32 pax from across region. The programme includes classroom training, executive coaching and action learning projects.

**CIMB-INSEAD Leadership Programme Candidates by Gender**



**CIMB-INSEAD Leadership Programme Candidates by Nationality**



## Skim Latihan 1Malaysia (SL1M)

Skim Latihan 1Malaysia (SL1M) is the government’s joint effort with prominent corporations to increase the marketability and employability of Malaysian graduates. The four month programme provides soft-skills and on-the-job training to these graduates. Fresh graduates in any field with less than two years’ working experience are encouraged to apply.

Candidates receive one month’s training that develops their critical thinking and communication skills while reinforcing positive work habits. Candidates then receive broad, practical experience from on-the-job attachments with business units. The programme helps graduates adopt the best work habits and gain work experience in the corporate world through accelerated work-based learning.

**SL1M Programme Details by Year**

Intake Year	Programme Duration (Months)	No. of Participants	No. of Participants employed by CIMB
2012	4	66	33
2013	4	37	16
2014	4	259	15

## Global Employee Mobility (GEM) Programme

High performing employees are encouraged to broaden their geographical work experience in countries that CIMB has operations in as part of career progression. The GEM scheme provides a structured and consistent approach to deploying internal talents internationally. GEM enriches the quality and quantity of career development opportunities within the Group to ensure better talent retention and development.

The GEM programme encourages movement to cross-fertilise ideas and develop multicultural awareness. Building different perspectives and broadening minds are important particularly to those being groomed for leadership positions.

In 2014, 115 talents were deployed in cross border assignments and regional projects.

## A breakdown of the Global Employee Mobility (GEM) programme

Country	No. Deployed	%
Malaysia	73	63.5%
Indonesia	11	9.6%
Singapore	11	9.6%
Thailand	15	13%
Australia	2	1.7%
Hong Kong	3	2.6%
<b>Total</b>	<b>115</b>	<b>100.00%</b>



**VIVEKANANDA  
GANESAMOORTHY**

Home Country **Singapore**  
Host Country **Hong Kong**  
Department **Investment Banking Group**

I had already been in contact with my Hong Kong colleagues for my previous work. This move allowed me to finally put a face to a name! The warmth I received from the team helped me continue to learn and contribute to the goals of the regional team.

Holding a regional role within the technology team facilitated an almost seamless transition when moving to Hong Kong. I had already been in contact with them for my previous work. This move allowed me to finally put a face to a name! The warmth I received from the team has helped me continue to learn and contribute to the goals of the regional team. Since arriving, it has been an exponential learning curve. I dived straight into two key tasks within the first week of my arrival. One needed considerable reading for me to get up to speed and carry out my task; the other required me to contact various members in the team to understand the workings of the team more effectively.

Experiencing the team dynamics in a different location is a fresh breath of air especially when seeking out new ideas or solutions to current issues. It also gave me a different perspective of day-to-day activities and made me realise how, as an organisation, we should continue to tap on the wealth of knowledge which resides in various locations. However, more than just work, I made it a point to experience the way of life in Hong Kong and to partake in various local activities. With a good amount of international influence and a strong local culture, Hong Kong is certainly full of colour and vibrancy which I'm glad to have had the opportunity to experience.



**HOH  
CHAI PING**

Home Country **Malaysia**  
Host Country **Hong Kong**  
Department **Risk Management**

Being in a newly set up branch in the financial hub of Hong Kong will undoubtedly be a steep learning curve. I was able to experience first-hand the vast effort required across all areas to ensure smooth operations of a newly established branch.

There may have been some hiccups along the way, but staff have the opportunity to gain knowledge and experience. This is unlike working in a more established setting. As the branch is still a small set-up, it also allows me to broaden my knowledge in my function and other functions within the branch.

This programme provides the option for existing staff to expand their horizons and opens up doors for overseas opportunities that may not be easy to come by. The GEM Programme provides not only good career advancement but also personal development. The GEM programme has expanded my horizon through overseas working exposure and widened my perspective in my area of work.



**CATHERINE  
ANG CAI LING**

Home Country **Malaysia**  
Host Country **Singapore**  
Department **Preferred Banking, Consumer Sales & Distribution**

The GEM Programme helps us to learn, experience and understand various cultures, people and countries. Perhaps most importantly it exposes us to the banking systems and regulations in almost the entire South East Asian region.

CIMB Bank is one of the more prominent banking groups in Malaysia. It has proven its capability by successfully expanding and extending its reach across Southeast Asia. The GEM Programme helps us to learn, experience and understand various cultures, people and countries. More importantly it exposes us to the banking systems and regulations in almost the entire Southeast Asian region. Predicated on such an extensive reach across various countries, it provides a good platform for participants to exchange ideas and brainstorm in order to adapt and capture the best practices from other countries. This will enable us to continue improving ourselves in the ever changing and challenging banking landscape in the long run.

Despite a period of only two months, this programme provided an opportunity for me to become acquainted with our regional colleagues. Firstly, this is the best platform to obtain and share information formally and informally. Secondly, it is a more comprehensive approach to understanding a foreign country's banking system and regulation via on the job attachment. Finally, the programme has provided invaluable experience to understand other cultures; knowing the people through more in-depth interaction; truly appreciate a foreign country; sample local cuisines; and enjoy the tourist spots.



**ABDUL  
QAYYUM NUR  
ZAKRI**

Home Country **Malaysia**  
Host Country **Indonesia**  
Department **Structured Finance, Mergers & Acquisition**

I was rotated across Structured Finance Mergers & Acquisition ("SFMA"), Corporate Banking Group in CIMB Niaga, Jakarta under the TCB regional rotation programme from February to May. With the regional programme extending to TCBians outside of Malaysia, I had the chance to become acquainted with a few Niaga TCBians rotating in Malaysia beforehand. This network was a driving factor that allowed me to have a running start on my first day in Jakarta. Being involved in many projects was one of the highlights of my time there. Also the management's hands on approach of Indonesian corporates also provided an opportunity to interact with several influential Indonesian individuals and families. Being in the epicentre of the Asian boom in 1H13 also allowed me to experience growth further and faster. The friendly people and the easy-to-learn Bahasa language also helped me adapt to the Indonesian culture very quickly.

GEM focused my interest to better serve the ASEAN CIMB. While the exposure has given me ideas for my career growth. I would like to return to SFMA sometime in the future.



**LIM  
SIU LIN**

Home Country **Malaysia**  
Host Country **Hong Kong**  
Department **Operations**

It was a pleasure to be a shortlisted candidate for the programme. The working experience has been great as there is so much to learn about their banking system. As it is a different country, the rules and regulations are different from back home. However, more time is required to be spent on reading, learning and gaining feedback from the locals on their banking system. It is a whole new experience and an eye opener compared to knowing only the banking system of Malaysia.

The GEM programme has allowed me to make more friends and contacts within and outside CIMB. Notes are compared when operating branches in a different country and lots of knowledge can be gained. Besides work, I am given the opportunity to explore the country on my days off.

GEM has given me more knowledge and experience to handle matters on my own. Seeing the world from a different perspective provided an opportunity, to meet new people, friends, colleagues and experience a four season country. Its been great!

# INSTITUTIONALISING CIMB

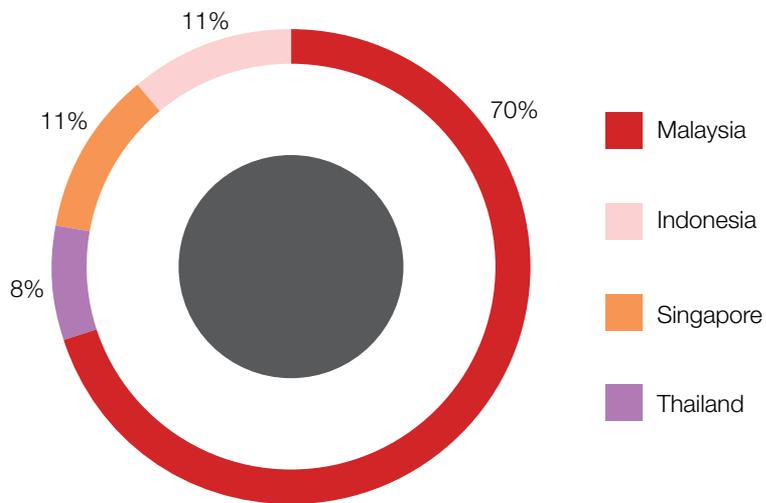
## CIMB Treasury and Markets Academy

On 6 December 2014, the CIMB Treasury and Markets Academy was launched at Dewan Md Nor, Menara CIMB. The academy aims at levelling up critical skillsets of Treasury and Distribution teams and to enhance the CIMB product value chain through stronger collaboration between product manufacturers and distributors.

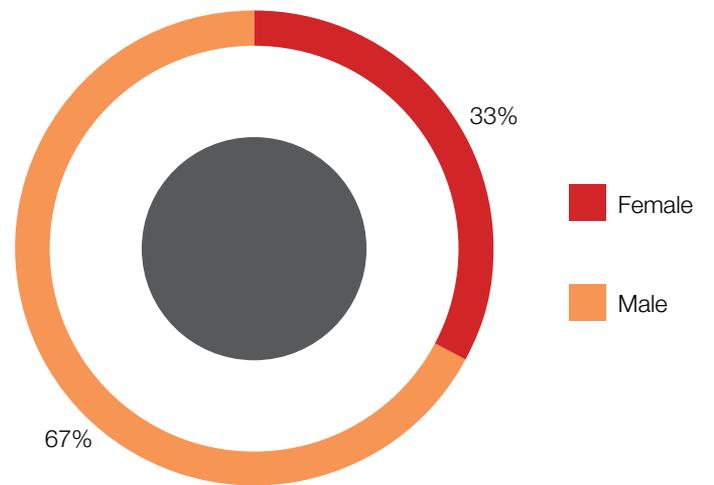
The CIMB Treasury and Markets Academy workshop covered technical upskilling, deeper product knowledge and the understanding of stronger buy side.

The CIMB Treasury and Market Academy follows the successful establishment of the Corporate Advisory Academy and the Credit Academy. CIMB has always been passionate about developing a dynamic and competent workforce. These academies strengthen competencies and collaboration, and also help institutionalise CIMB.

**Breakdown of Participants by Nationality**



**Breakdown of Participants by Gender**



### CIMB Credit Academy

The Group launched a credit development blueprint to strengthen the credit competency of its first and second lines of defence and a credit certification roadmap for its senior credit leaders such as those granted delegated authority and members of various credit committees.

Both the blueprint and roadmap were endorsed by the Board Risk Committee in April 2014. In the same year, 77 senior leaders attended Omega’s senior credit workshops, bringing the total to 232 across the region. Almost 1,000 employees began their journey on Omega’s core credit skills development roadmap. Over 1,400 staff have been trained through 49 workshops conducted by 11 internal Omega certified trainers throughout the region. Currently, more than 110 employees have obtained Omega’s credit certification.

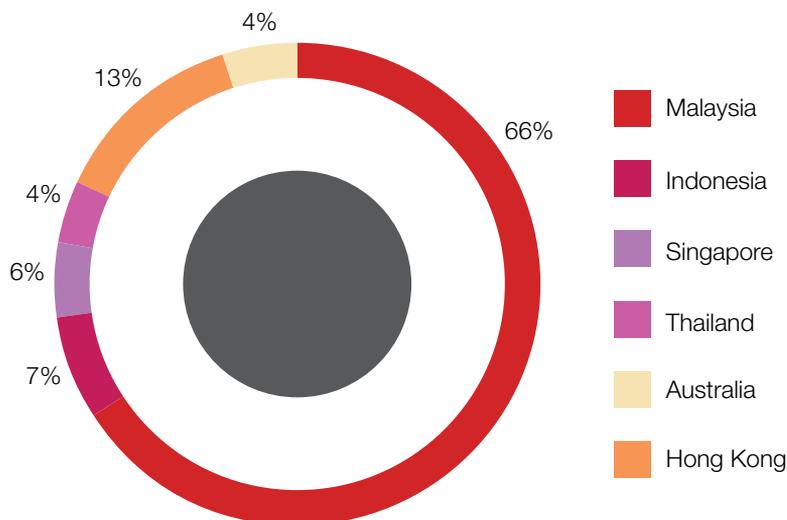
### Expert Sharing Platform and Networking (EXPN)

The EXPN, delivered by the Corporate Advisory Academy, brings together employees from across wholesale banking. Market and industry knowledge helps employees effectively advise clients on trends and opportunities in all sectors. Current market trends, recent M&A exercises and valuations are covered to provide insights that drive possible origination of deal ideas. This learning platform leverages on internal expertise and web-based technology.

In 2014, five one-hour talks were delivered covering oil and gas; gaming; consumer and retail; power and utilities; and agriculture. 448 participants across six countries took part.

Name of Programme	Nationality						Total
	Malaysia	Indonesia	Singapore	Thai	Australia	Hong Kong	
<b>EXPN Oil and Gas Talk</b>	69	11	4	2	13	13	112
<b>EXPN Gaming</b>	75	-	7	-	-	17	99
<b>EXPN Consumer/Retail</b>	52	4	12	6	-	10	84
<b>EXPN Power and Utilities</b>	62	7	-	7	5	15	96
<b>EXPN Agricultural</b>	37	9	-	6	3	2	57
<b>Total</b>	295	31	23	21	21	57	448

Breakdown of Participants by Nationality



# FOOD FOR THOUGHT SERIES

**CIMB Food for Thought Series enriches the world of employees and their children. The talks and workshops aim to increase their awareness and knowledge of the latest lifestyle trends, personal effectiveness and safety. Each session is kept to a digestible two to four hours. Participation is open to all employees.**

## Food for Thought Sessions held in 2014

Category	Event	Objective	No of Participants
<b>Financial Literacy</b>	Retirement Planning Beyond The Numbers	Helping employees prepare and plan for a smooth transition to an empowered retirement.	<ul style="list-style-type: none"> <li>• 54 employees retiring in 2014, 2015 and 2016</li> <li>• 19 employees retiring in 2014-2017</li> </ul>
<b>Health &amp; Safety Awareness</b>	Stay Aware, Stay Safe	Sharing crime prevention, survival tips and techniques.	<ul style="list-style-type: none"> <li>• 220 employees</li> <li>• 218 employees</li> </ul>
	Posture Care at the Workplace	Sharing common causes of backaches, their prevention and treatment available.	<ul style="list-style-type: none"> <li>• 203 female and 40 male employees</li> </ul>
	Children's Safety	Sharing crime prevention and survival tips and techniques.	<ul style="list-style-type: none"> <li>• 98 employees' children aged between seven and 12</li> </ul>
<b>Personal Effectiveness</b>	Youth Crime Survival Workshop	Sharing crime prevention and survival tips and techniques.	<ul style="list-style-type: none"> <li>• 65 employees' children aged between 13 and 17</li> </ul>
	Rediscover Your Power Voice	Sharing tips on workplace positivity, gaining confidence, cultivating a clear voice and rapport strategies.	<ul style="list-style-type: none"> <li>• 146 female and 60 male employees</li> </ul>
<b>Financial Literacy</b>	Be Money Wise	Sharing the importance of investing wisely and avoiding illegal investment schemes or scams.	<ul style="list-style-type: none"> <li>• 130 employees</li> </ul>



# CIMB COMPETENCY FRAMEWORK

## LEARNING FACILITIES

**CIMB Group’s classroom training is conducted at its dedicated training centres. Training facilities include classrooms, computer laboratories for systems training and recreational amenities.**



The main training centre, Akademi CIMB Putra, provides accommodation for employees attending training sessions. The training centre houses nine fully equipped training rooms and four computer training rooms. It is complete with air-conditioned residential facilities and a dining hall. Football, volleyball, netball, squash and tennis facilities are available at the centre along with a gymnasium and swimming pool.

A variety of facilities that promote employee learning are provided. Employees can access the latest work-related books and magazines through Knowledge Centres located at CIMB’s main office buildings. There are also various regional training centres located in the major towns of Malaysia.

**The CIMB Competency Framework covers eight competencies and the expected levels of proficiency for different levels of staff. These competencies were decided on after much internal deliberation and were verified by an external consultant. This approach helps ensure that they conform to best practices and are relevant to the company’s goals.**

The framework gives clarity to the behaviours that CIMB values and needs to achieve its objectives. CIMB employees can work more effectively and develop their careers in a structured manner.

**Competencies covered by the CIMB Competency Framework:**

<b>People Competencies</b>	<b>Business Competencies</b>
<b>Managing Talent Across CIMB</b>	<b>Shaping the CIMB Strategy</b>
<b>Networking and Alliance Building</b>	<b>Driving for Business Results</b>
<b>Communicating</b>	<b>Customer Orientation</b>
<b>Building the CIMB Learning Organisation</b>	<b>Entrepreneurship</b>

The Competency Framework also helps line managers evaluate the performance of their staff more fairly. Shortcomings can be addressed through training and customised professional development. Accurate assessment helps CIMB reward highly competent people and prepares them for more important roles. It also allows succession planning to be implemented more easily.

The competencies were introduced for recruitment, training and career development and was used for performance management from July 2014. A Competency Dictionary is available on CIMB’s intranet, CIMBNET.

# OCCUPATIONAL SAFETY AND HEALTH

**CIMB places great emphasis on occupational safety and health (OSH). The Company does everything in its power to ensure the safety, health and welfare of people engaged in work or employment throughout the Group. The ultimate goal of CIMB's OSH programmes is to foster a safe and healthy work environment for all employees and stakeholders.**

CIMB is guided by the MS 1722 OSHA Management System which provides practical techniques for planning, implementing and monitoring an effective OSHA system.

Social responsibility, high performance and integrity are core values that underpin CIMB's commitment to protecting the safety and health of employees and the communities in which the company operates. The safety and health management system and its processes are key to operational excellence.

The Safety and Health Committee is committed to continuous improvement in safety culture and performance. The Group's Occupational Safety and Health Administration Unit is responsible for compliance with the Occupational Safety and Health Act 1994 and other regulations by the Department of Occupational Safety and Health (DOSH) and Ministry of Human Resource, Malaysia.

CIMB Health and Safety Committee's responsibilities include:

- Assisting the development of safety and health rules, and safe systems at work
- Reviewing the effectiveness of safety and health programmes
- Carrying out studies on the trends of accidents, near-misses, dangerous occurrences, occupational poisoning or occupational diseases that occur
- Reporting any unsafe or unhealthy conditions or practices together with recommendations for corrective action
- Reviewing safety and health policies and providing recommendations for policy revisions.

The occupational safety and health statistics include accidents and incidents. This data is tracked and reviewed so that safety risks and hazards can be proactively and effectively managed. Proactive measures are taken after every accident is reported. Education, training, counselling and preventive action, including risk-control programmes, minimise future recurrence.

## Safety and Health Incidence by Category in 2014

Incident	Incident/Rate
Accident with fatality (death)	0
Accident With Lost Workdays	3
Total workdays lost	14
Accident Without Lost Workdays	4
Total number of accidents	7
Fatality rate	0
Incident rate	0.01
Frequency rate	0.15
Severity rate	0.30

CIMB's health and safety programme is designed to prevent accidents and occupational diseases. Types of OSHA training include basic first aid and CPR, basic fire rescue, defensive riding and safety risk management. One of the modules teaches participants how to run an OSHA committee effectively at branch and building levels. Training eases the implementation of health and safety policies into specific job practices. It also raises awareness and skills levels to an acceptable standard.

### Safety and Health Training Programmes in 2014

Programme Title	Objectives	Number of Participants	Number of Sessions
<b>Basic Fire Safety Training</b>	<ul style="list-style-type: none"> <li>• Basic firefighting skills to minimise the risk to life and property</li> <li>• Learning the responsibilities of an Emergency Response Team (ERT)</li> <li>• Enabling employees to understand the maintenance and use of firefighting equipment at building premises</li> <li>• Learning the prevention and dousing of fire during initial stages</li> </ul>	236	8
<b>Induction for Contractors</b>	<ul style="list-style-type: none"> <li>• Briefing contractors on the importance of safety</li> <li>• Practising a safety culture in the workplace</li> </ul>	121	4
<b>Response To Cardiac Arrest: Every Minute Counts (AED) User Training Basic Occupational CPR &amp; First Aid Training</b>	<ul style="list-style-type: none"> <li>• Introducing Sudden Cardiac Arrest</li> <li>• Highly effective CPR techniques</li> <li>• Proper use of an Automated External Defibrillator (AED)</li> </ul>	161	4
<b>Basic Occupational CPR &amp; First Aid Training</b>	<ul style="list-style-type: none"> <li>• Preparing participants as first aiders</li> <li>• Complying with the OSHA 1994</li> <li>• Preparing participants to act during first aid scenarios</li> </ul>	61	5
<b>National Kidney Foundation – Early detection &amp; prevention</b>	<ul style="list-style-type: none"> <li>• Creating awareness of the importance of early detection and prevention of kidney disease and kidney associated diseases such as diabetes and hypertension</li> <li>• Promoting health and wellbeing to employees</li> <li>• Cultivating a healthy lifestyle in employees</li> </ul>	323	4
<b>Mini Safety Road Show</b>	<ul style="list-style-type: none"> <li>• Creating public health awareness by providing complimentary health tests, health education and consultations</li> <li>• Promoting health and wellbeing to employees</li> <li>• Cultivating a healthy lifestyle in staff</li> </ul>	All members of OSH Unit and Beacon Hospital – Corporate Social Responsibility (CSR) Department.	3

# MARKETPLACE

**CIMB is committed to honesty, integrity, professionalism and excellence in all business dealings.**

**Our supplier diversity programme focuses on increasing business opportunities for small, certified suppliers. We make it a point to source from local suppliers to support local industries. All suppliers are encouraged to adopt responsible and sustainable business practices.**

**Constant innovation in services and delivery make a difference to customers' lives. CIMB works closely with supply chain partners to achieve the highest efficiencies possible. These changes ultimately have a positive effect on customer experience.**





## Client Charter

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### 1. Ensuring Safe and Reliable Operations

We shall take the necessary measures to ensure that products and services offered by us or our third party vendors are dependable, reliable and secure. Our computer and network systems will adopt high-end access and authentication protocols and employ firewalls at strategic points to protect, secure and safeguard the integrity and privacy of your transactions.

### 2. Safeguarding the Privacy of Your Information

We recognise the importance of public trust and confidence in our products and services. It is our policy to respect, maintain, protect and safeguard the privacy of your personal, banking and financial information as well as any other information in respect of or pertaining to the same which you have disclosed, shared, exchanged or otherwise provided to us.

### 3. Providing Reliable and Quality Services

To ensure that you receive only reliable and high-quality services, we deploy robust hardware, equipment and software, and engage only qualified and trained personnel. We ensure that our business methodologies comply with regulations and guidelines set by regulators including Bank Negara Malaysia.

### 4. Transparency of Products and Services

We shall be transparent in our dealings with you and we do not engage in conduct which is deceptive, fraudulent or otherwise misleading. We shall endeavour to ensure that representations, statements and assurances from us shall be accurate and true. We will fully disclose all the relevant terms and conditions relating to the products and services offered.

### 5. Providing Prompt Response and Action for Customer Enquiries and Complaints

Your convenience and satisfaction is of paramount importance and we welcome your suggestions, comments, feedback, enquiries, or complaints which you may have in respect of our products or services. We will ensure that relevant steps are taken to resolve your complaints promptly. We welcome your enquiries and feedback which we view as opportunities for us to better understand and manage your requirements.

# OUR PRESENCE

## AMONG STAKEHOLDERS IN THE REGION



### CIMB ASEAN Stock Challenge

The CIMB ASEAN Stock Challenge is an annual regional stock trading competition. The virtual competition gives university students from Malaysia, Indonesia, Singapore, Thailand and Cambodia hands on cross-border trading experience on four major ASEAN stock exchanges. Participants experience the excitement of buying and selling stocks on Bursa Malaysia, Indonesia Stock Exchange (IDX), Singapore Exchange (SGX) and the Stock Exchange of Thailand (SET) via a single virtual trading platform.

Cambodia entered the competition for the first time in 2014. Stocks Elite from HELP University, Malaysia was the regional champion winning a prize of USD28,000. A total of USD38,000 in prize money was given out this year. Aside from cash prizes, the top three teams from each country were also offered internship opportunities with CIMB Group.

### CIMB Talent Trail

The CIMB Talent Trail 2014 was an outdoor challenge organised by CIMB Group and Talent Corporation aimed at enhancing employability skills of Malaysian university students. Both organisations understand that learning is most effective when it is enjoyable and challenging. Participants were encouraged to use English and improve various skills required for career success. The event attracted 149 teams from 18 universities. The teams registered through TalentCorp's Ready4Work portal but only 58 teams qualified.

The trail involved half a day of fun and games in English emphasising employability skills such as clear communications, teamwork, self-confidence and preparation for facing challenges. Physical fitness was also important as the participants travelled around Kuala Lumpur on foot or used buses, the Light Rail Transit and the Monorail.

Combined cash prizes of RM25,000 were awarded to 28 top teams. International Medical University won an LED television for the highest number of registered teams.

**“The CIMB Talent Trail is one of CIMB’s many efforts towards enhancing the talent landscape of Malaysia. We hope this challenge will spur them on to actively use English when they get back to campus. English is the language of international commerce, and it opens the door to many career opportunities”**

**Hamidah Naziadin,**  
Group Chief People Officer, CIMB Group

# CIMB CONTINUES TO EMPOWER BUMIPUTERA ENTREPRENEURS

**CIMB supports aspiring and existing Bumiputera SME entrepreneurs by giving valuable insights into building successful enterprises. By offering the various learning networks available through this programme, Bumiputera entrepreneurs will be better prepared to thrive in the country's dynamic economy.**

## CIMB Bumiputera Entrepreneur Skills Transformation Programme

On 25 September 2014, CIMB introduced the CIMB Bumiputera Entrepreneur Skills Transformation Programme (CIMB BEST). CIMB BEST's high-impact development programmes empower Bumiputera entrepreneurs with knowledge of finance, business development and management. This helps create access to markets and funding opportunities.

In the pilot of CIMB BEST, 181 entrepreneurs with various experience levels participated in the structured capability-building courses. Their skills to run successful SMEs were developed with modules covering the identification of business opportunities, marketing and potential expansion strategies.

Government agencies Unit Peneraju Agenda Bumiputera (TERAJU) and Majlis Amanah Rakyat (MARA) helped to select participants for the pilot programme.

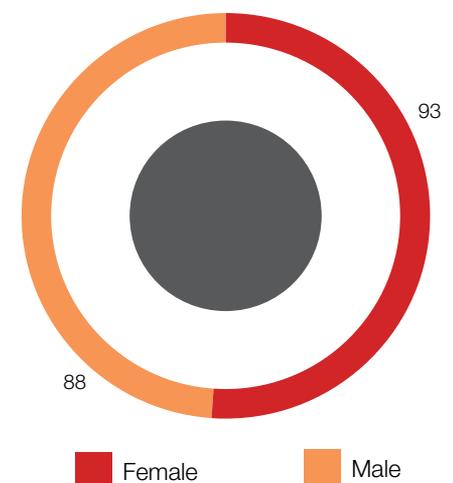
CIMB BEST offers a multi-track curriculum that caters for participants at different stages of business maturity:

- 1) The Aspiring Entrepreneur Programme for those who are establishing or are new to business;
- 2) The Emerging Entrepreneur Programme for those running a business but want to enhance their business skills and performance; and
- 3) The Leading Entrepreneur Programme for established entrepreneurs who are looking at business growth and expansion.

Periodic public seminars by industry experts, sector specialists and successful entrepreneurs complement these multi-track programmes. This approach promotes knowledge, improves experience-sharing and creates powerful business networking platforms. Additional education opportunities will be made available to qualified and deserving CIMB BEST graduates of the Aspiring Entrepreneur Programme and the Emerging Entrepreneur Programme. These graduates can pursue professional full-time studies to earn a Bachelor of Business Management (Hons) – Entrepreneurship at UNIRAZAK.



**Breakdown of CIMB BEST Participants by Gender**



CIMB BEST

**181**  
participants

# EFFICIENCY AT THE HEART OF OUR BUSINESS



## CIMB Plug n Pay

With the widespread availability of affordable smartphones and tablets, the move from a cash-only to a cashless ecosystem is a natural step. CIMB's Plug n Pay service allows businesses of any size to conduct mobile transactions by simply plugging the portable Plug n Pay card reader into their mobile devices. The hand-held device allows businesses to readily accept chips with signature-based credit and debit cards. They can conduct transactions safely using the Plug n Pay mobile application.

CIMB's Plug n Pay supports the government's effort of promoting electronic payments and reducing dependence on cash transactions for greater economic efficiency. The Plug n Pay system is aligned with Malaysia's objective of boosting the number of cashless transactions per person per year.

## CIMB OctoSend

CIMB introduced OctoSend as a new way for users to send money to their friends using their mobile numbers or email addresses. With this peer-to-peer (P2P) banking service, CIMB customers can transfer money to their friends for lunch, send allowances to children or donate to charities easily without bank account details.

Once the sender has initiated the transfer, OctoSend provides the recipient with a Claim Code via email and SMS. The recipient must claim the money from CIMB within seven days otherwise the Claim Code will expire and the funds returned to the sender. The sender is notified via SMS once the payment has been claimed.

## CIMB Kwik Account

CIMB Kwik Account is the easiest and only CIMB account that can be instantly registered and activated online. It requires no documentation or deposit fee, and comes with a Kwik Card for a lifetime fee of only RM10 with a maximum RM4,999 balance capacity in the account. Kwik Account offers standard online banking services as well as benefits to customers such as:

- Crediting the account via CIMB Bank or any other bank;
- Sending money by email address or phone number;
- ATM withdrawals through CIMB and Mastercard networks;
- Shop and save with discounts and privileges from CIMB online and in-store merchants; and
- Paying bills and topping up prepaid reloads.

**KWIK ACCOUNT**  
Who goes to a bank branch these days?

We've made it really convenient for you to open a Kwik Account. All you need is to sign the account online and it will be activated immediately.

Use your Kwik Account to shop online, reload mobile prepaid, pay bills, send money overseas and send money and donations using only a mobile number or an email address. What's great is that you can even apply for a Kwik Card to shop at your favourite stores for exclusive discounts and privileges of selected merchants.

Visit [www.cimb.com.my/kwik](http://www.cimb.com.my/kwik) now to open your Kwik Account.

CIMB Bank. At the forefront of digital banking innovation.

Open a Kwik Account now, perform transactions and get Hotline rewards. Also, stand to win exciting gadgets.

OctoSend RM10 to 012-345 6789 for lunch

IKHBL, 57

Topped-up my prepaid reload

JRBA, 53

# Kwik

THE ONLY ACCOUNT THAT CAN BE OPENED ONLINE.

Purchased a dress from an online boutique with my Kwik Account

MBRBL, 54

Helped my mum send money to Australia

MBTJ, 51

Paid all my bills

GRYB, 53

For more information, log on to [www.cimb.com.my/kwik](http://www.cimb.com.my/kwik) or call 1 300 890 900. Contact with us on [CIMB Malaysia](#) [CIMB Assets](#)

Terms and conditions apply. Member of FICM. Eligible for protection by FICM. CIMB Bank Berhad (12487) P.

MALAYSIA INDONESIA SINGAPORE THAILAND

ASIAN FOR YOU **CIMB BANK**

# SOCIAL MEDIA

Social media is one of the tools CIMB uses to communicate with customers and stakeholders. An avid social media user, CIMB sites are regularly updated with news, stories and information relevant to its audience.

 **2,718,999**  
**LIKES**

**#1**  
most liked  
ASEAN bank



CIMB MALAYSIA  
**1,347,658**



CIMB INDONESIA  
**788,308**



CIMB SINGAPORE  
**42,302**



CIMB THAILAND  
**450,996**



CIMB GROUP  
**29,054**



CIMB CLASSIC  
**60,681**



**100,124**  
**FOLLOWERS**

@CIMBMalaysia  
**3,884**

@CIMBIndonesia  
**27,528**

@CIMB\_Assists  
**68,712**



**31,389**  
**FOLLOWERS**

# OTHER COMMUNITY INITIATIVES



## CIMB Color Run Brings the Community Together

'The happiest 5k on the planet', the Color Run is a five-kilometre fun run in which participants run through showers of coloured powder in a celebration of health and happiness. Exploding in popularity since its January 2012 launch, it has taken the world by storm. It has grown from just over 50 runs with 600,000 participants in 2013, to over 100 international events. It debuted the ASEAN runs in Singapore in 2013 and subsequently held its second ASEAN run in Jakarta in January 2014, attracting nearly 30,000 runners from both cities. The run was brought to KL in 2014.

**“We’re so pleased to be able to now bring it to Kuala Lumpur. It’s a wonderful event, great for both families and running enthusiasts, and stands for friendship, fitness and lots of fun. We look forward to sharing this with the community at large.”**

**Effendy Shahul Hamid,**

Group Chief Marketing and Communications Officer, CIMB Group

### CIMB Halfest

Halal Fiesta Malaysia, also known as HALFEST, is a five-day consumer trade show. It showcases quality halal-certified products and services by 600 Malaysian small and medium-sized enterprises (SME).

CIMB Islamic is committed to meeting the needs and growing demand for financial products and services that comply with the Shariah in order to develop a holistic economy. CIMB Islamic organised CIMB Islamic Clinic during Halfest 2014. This clinic disclosed ways the Islamic banking and banking systems can help develop SMEs through bank loans and other financial services.



### SuperMokh the Musical

CIMB was the proud title sponsor of a tale about Malaysia's most celebrated footballer, Mokhtar Dahari. 'SuperMokh The Musical' was on its second showing at Istana Budaya in September 2014 thanks to popular demand.

Starring Awie as Mokhtar Dahari and Maya Karin as his wife Tengku Zarina, the story recalled some of the most memorable moments of Mokhtar's sporting career. It covered his relationship with his wife Tengku Zarina and fellow footballers such as Santokh Singh and Soh Chin Aun.



**“CIMB is very pleased to be supporting this amazing production chronicling the exploits of one of Malaysia’s most celebrated sporting icons who has inspired so many. We hope that through *SuperMokh*, all who watch it will get to know the late Mokhtar Dahari and better appreciate the glorious past of Malaysian football and perhaps Malaysia too. With the show’s successful first outing back in November 2013, we believe that it will receive yet another overwhelming response from theatre goers.”**

**Dato’ Sri Nazir Razak,**  
Chairman, CIMB Group

PR6

# RESPONSIBLE MARKETING

## Providing Accurate and Transparent Information

CIMB's marketing, sales and advertising ensure customers' investments and banking options are based on the most current information.

CIMB adheres to industry best practice to ensure communication materials contain clear and precise information that are in line with relevant rules and regulations. The Company takes its responsibilities related to marketing, sales and advertising seriously. These activities are evaluated regularly to ensure they are consistent with laws and regulations.

Sales and marketing practices are governed by regulations and industry codes of conduct. They also follow CIMB's Code of Conduct, corporate policies and procedures. Practices are monitored to ensure that engagement helps customers make accurate and balanced decisions.

CIMB furnishes customers and the public with clear and accurate information of its services. Clear and easy to understand language allows customers and the public to make a decision with full possession of the facts.

Customers are always provided with CIMB's general conditions. When new services are offered, customers also receive a copy of their rights and responsibilities in relation to the services.

CIMB delivers training to staff before new products are launched. Training is extended to relationship managers, personal financial consultants and call centre personnel.

## Keeping customers informed

CIMB's integrity is reflected in its commitment to provide accurate and transparent information to customers. CIMB informs customers of every product and service the company delivers. When new products are launched, frontline employees conduct special product briefings. Seminars and other customer events may be delivered to select groups of customers. For example, CIMB experts present investments and structured products to CIMB preferred customers and inform them of the potential returns and risks involved in these investments.

Product owners are responsible for providing marketing collaterals and product information including brochures and booklets. Product information is also published on the Group's website for easy reference. All branch employees are required to familiarise themselves with the products. They also educate customers on individual products including the risks involved as specified in the guidelines by Bank Negara Malaysia.

# GOOD PRACTICES IN THE MARKETPLACE



## Anti-Bribery and Corruption

Integrity is a core value of CIMB and any acts which breach this value are not tolerated. The Group firmly believes in acting professionally, fairly and with integrity in all business dealings and relationships. CIMB has introduced various policies and processes to address bribery and corruption. A more comprehensive policy has been deemed necessary as the Group operates in many jurisdictions with anti-corruption laws. The Group established the Anti-Bribery and Corruption policy in-line with global best practices and good governance.

## Whistle Blowing

A well-disciplined and professional workforce is the cornerstone of a successful organisation. All employees are expected to be vigilant about wrong doing, malpractice or irregularities in the workplace. All employees must report any such instances to the management immediately. CIMB deals with these issues promptly and introduces measures to minimise potential financial or reputational loss. The Group is wholly committed to protecting the confidentiality and the identity of the complainant. The complainant is also protected from any resulting harassment and victimisation at work.

## Code of Ethics

The Group has institutionalised Bank Negara Malaysia's Code of Ethics for banking institutions in all its entities. This is the minimum standard CIMB expects from all employees. It encompasses all aspects of its business operations. Good and ethical banking standards are inculcated into employees. This begins when employees join the organisation as they are required to acknowledge in writing their understanding of the code. The code is emphasised at the Group Orientation programme and training programmes.

## Anti-competitive behaviour

CIMB is pleased to report that there were no significant incidents or penalties for violations involving anti-competition, anti-trust and monopolistic practices at any time during this reporting period. There were no significant incidents or penalties for non-compliance with laws and regulations at any time during this period.

PR5

# CUSTOMER SATISFACTION & COMPLAINTS

**CIMB is committed to customer satisfaction, truthful advertising and complying with applicable laws and regulations. Business units receive customer feedback to track their performance, products and services. More direct real time online feedback is obtained as more customers go online.**

CIMB Group is transparent in handling customer complaints and is contactable 24/7 via its call centre at 1-300-880-900 and corporate website. Customers can complain and give feedback via emails, letters, telephone, and social media channels such as Twitter and Facebook. They can also contact branches and centres.

CIMB's Customer Resolutions Unit (CRU) was established as branches' second level escalation points of contact for all complaints. CRU helps frontline employees resolve customer issues that have been escalated through a complaint log-in form.

For customers' easy reference, CRU's contact details are also available on CIMB's official website and Bank Negara Malaysia's weblink. They are printed on most forms such as remittance applications, offer letters and collection communications. CRU records the data and attends to the complaints highlighted. Case executives can contact customers, escalate issues to product owners if necessary and follow up with the customers until the matter is resolved. Any complaints received by CRU are logged, processed and treated with the utmost importance. The data is collated and reviewed to help improve products, services, policies and procedures.

The Group is committed to resolving all cases, feedback and complaints. The respective units apply root cause analysis to rectify highlighted shortcomings. A Six Sigma Kaizen project has been initiated to improve product and service quality. CRU is guided by the Group's policies and procedures and Bank Negara Malaysia's guidelines. It is also governed by Internal Standard Operating Procedures for timely resolution of customer issues. A team of internal quality officers audit the correspondence and call quality.



PR8

# PRIVACY POLICY



## **CIMB's Compliance to the Personal Data Protection Act (PDPA)**

CIMB is committed to privacy and protects personal information in compliance with Malaysian laws. CIMB only collects and uses personal information in accordance with such laws, including the Personal Data Protection Act 2010, and the terms and conditions in customer agreements.

Personal information is an asset and CIMB Group places great importance on keeping it secure. Technical and organisational security measures to process personal information are reviewed and updated regularly.

Employees are trained to handle the personal information securely and with the utmost respect. Failure to do so may result in disciplinary action.

Customers' personal information is treated as private and confidential with disclosure or reporting subject to the laws and regulations that govern CIMB and terms and conditions of agreements.

# SECURITY POLICY

**CIMB endeavours to ensure that all data, communications and information are kept private and confidential. The exchange, disclosure, sharing, storing of information, or any transactions made by CIMB's system are kept private and confidential.**

CIMB complies with Bank Negara Malaysia's requirement governing the privacy and confidentiality of information and transactions as well as the need to maintain the security and integrity of its system. CIMB has introduced robust security procedures and requirements. These processes ensure optimum security of the information, transactions and system at all times.

## Data Privacy, Confidentiality and Integrity

Authentication, encryption and auditing mechanisms serve as a powerful barrier against all forms of system penetration and abuse. These mechanisms protect the privacy, confidentiality and integrity of all information and transactions that are exchanged, disclosed, shared, stored or otherwise used on the system.

All mechanisms have been thoroughly tested in a series of independent security audits. They effectively protect against known security issues. The key controls to prevent any form of tampering or theft of information or transactions include:

- Secure Sockets Layer (SSL) channel
- 128-bit encryption
- Username and password protection and authentication
- Firewalls
- Account-locking

## Authentication

CIMB employs a stringent process to verify the identity of its customers. The authentication process uses individual and distinct usernames, PINs, passwords and a preferred security question and answer Access Codes. These Access Codes are required when accessing accounts, financial information and banking facilities, products and services. CIMB also uses digital certificates and hard token One-Time-Pin (OTP) devices to confirm the identity of its business customers.

## Access and System Design

The system is designed primarily to safeguard the security and integrity of all information and transactions. A wide range of security features is deployed; these features are constantly reviewed and audited to determine their effectiveness. The system is updated and maintained to ensure these security features perform optimally at all times.

A variety of measures to monitor and review the security and integrity of the system have been adopted including:

- Enhanced data-encryption methods
- Anti-virus detection, prevention and protection procedures
- Firewall barriers
- 24/7 surveillance and detection

These measures intercept and prevent any attacks, penetration or otherwise unauthorised access to the banking system. They ensure that the critical sectors of the system including the information and its storage, and the processing and authentication of the transactions are free from attack, penetration or unauthorised access.

## WebTrust Security Assurance

The [www.cimbclicks.com.my](http://www.cimbclicks.com.my) website is WebTrust certified. The WebTrust Seal of Assurance assures customers that an independent certified public accountant has evaluated CIMB Bank's business practices and controls and has determined that they conform to WebTrust Principles and Criteria for Security.

G4-12

# SUSTAINABLE PROCUREMENT

## Supplier Performance

Environmental and social performance is not specifically stipulated in supplier contracts. However, these elements are included in supplier selection during the Request For Information (RFI) process. Suppliers must disclose relevant ISO 14001 certification and their contribution to the environment and society.

All contractors must obtain a CIDB licence before conducting renovations. This ensures that all safety and health issues are addressed based on their competency and building by-law requirements and compliance.

CIMB considers many aspects when measuring suppliers' commitment to environmental sustainability and corporate citizenship including:

- Policies addressing equal opportunity, child or forced labour, health and safety, and human rights;
- Supplier and subcontractor audits for social compliance;
- Anti-corruption, gifts and entertainment; and
- Environmental certification.

CIMB's procurement team monitors suppliers' environmental and social performance on an ad-hoc basis. More formal processes address vendor governance issues such as data security and privacy. In the future, CIMB will explore whether environmental and social factors can be more formally integrated into supplier monitoring procedures.

Environmentally Preferable Purchasing helps CIMB reduce environmental impact with its suppliers. The practice is particularly useful for reducing paper, cafeteria and office supplies. Other factors assessed in the supplier selection process include:

- Quality of products;
- Support and commitment before and after sales;
- Track record of services, delivery and performance;
- Financial capability;
- Network capability; and
- Total cost of ownership.

# 04

# ENVIRONMENT

**CIMB's main environmental footprint is from office materials and energy usage. The Company is committed to managing the carbon impact on all its operations. CIMB has processes in place to make continuous improvements in energy efficiency, emissions reduction and resource conservation.**





# MENARA CIMB: GREEN AND GOLD

Menara CIMB was awarded the 'BCA Green Mark Gold Award' by Singapore's Building and Construction Authority and GBI Certified via Green Building Index Malaysia. CIMB's 40-storey regional headquarters at KL Sentral incorporates the latest green building features. The green office tower is situated in the nation's main transportation hub and enjoys panoramic views of Kuala Lumpur Botanic Gardens.

Amenities consist of an auditorium, restaurant, physiotherapy room and a gymnasium. A child care centre is currently being designed. Employees' well-being was a major consideration when designing the office floors. Comfortable breakout areas encourage staff to interact and collaborate. There is a well-equipped pantry and mother's rooms available on every floor.

An open-plan concept with efficient deskings and centralised print stations that do not compromise workspace needs and efficiency are standard features on all floors. An entire floor is dedicated to a corporate reception with state-of-the-art meeting suites. Telepresence, video conferencing, interactive SMART presentation display boards, unified communications and Wi-Fi connectivity are some of the advanced technical features that allow seamless communications within the Group and with its stakeholders. There are five telepresence facilities: two are in Kuala Lumpur and one each in Indonesia, Singapore and Thailand. These are complemented by video-conferencing facilities available at office premises in Malaysia and overseas.



## Menara CIMB Green Building Features:

- Energy efficient curtain walls with a high heat resistance value
- Shading devices for curtain walls
- High efficiency air-conditioning chillers
- T5 lighting with high frequency ballasts for offices, car parks and staircases
- Mechanical ventilation in car parks equipped with CO sensors
- Lifts with sleep mode function
- Motion sensors for lights in toilets and staircases
- Light sensors for perimeter office lighting
- Water efficient sanitary fittings
- Bicycle and green vehicle parking lots
- Recycling and compost bins
- Low volatile organic compound (VOC) paint for internal areas
- Vacuum degasser for chilled water

# OUR ENVIRONMENTAL INITIATIVES

EN29

## Minimising Our Travel Environmental Footprint

CIMB introduced the Managed Airline Programme to monitor and measure all travel and, in future, reduce travel emissions. Employees can manage their trips economically and efficiently while considering the resulting carbon emissions. Employees can use the Preferred Hotel Programme and Travel Policy when planning their trips.

This programme is overseen by the recently established a Corporate Travel Management Department to strategically manage all business travel. Responsibilities include implementing a corporate travel policy; negotiating with business travel suppliers such as travel agencies, airlines, hotels and ground transportation companies; ensuring travellers' safety and security; and managing all business related data management.

### Preferred Hotel Programme

This newly implemented hotel information and booking system displays the preferred hotel near to CIMB's offices. Business travellers and travel arrangers can easily choose a hotel within walking distance of the meeting or office location. This system also encourages travellers to share shuttle transportation which reduces carbon emissions.

The preferred hotel directory encourages business travellers and travel arrangers to choose hotels that implement green initiatives such as the linen reuse programme as well as energy and waste management programmes.

### Travel Policy

A Group-wide Travel Policy encourages all employees and travel arrangers to utilise these new initiatives when booking business travel.

## Environmental Initiatives by our Regional Office in Indonesia

### Workshop on Recycling of Used Materials

On 20 June 2014, CIMB Niaga held a recycling workshop on the third floor of the Dynaplast Building. The theme was 'Let's Improve Environmental Awareness by Recycling Scraps into Crafts'. The event was hosted by Mrs. Muslihah from Rumah Gemilang Indonesia, which is CIMB Niaga's community development and empowerment programme partner. 55 employees attended the workshop.

Participants discovered how to make pencil holders out of different types of plastic waste. An assortment of plastic handicrafts such as purses, tote bags, laptop bags and mats were also exhibited. CIMB Niaga hopes that these activities will increase environmental awareness.

**-38%**  
fewer annual  
reports printed

# ENERGY MANAGEMENT

EN5

## CIMB ENERGY MANAGEMENT STATEMENT

### PURPOSE

To reduce energy consumption and eliminate waste without adversely affecting business operations by optimising the use of electrical energy and adopting best energy management practice. This will assist CIMB in meeting the energy efficiency practice established by The Energy Commission.

### OBJECTIVES

In order to increase the efficiency of energy use, CIMB will:

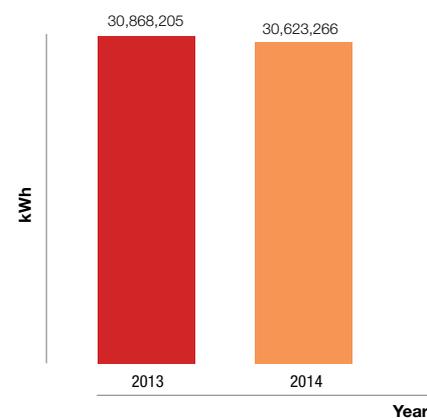
- Adopt best energy management practices as guided by The Energy Commission
- Regularly monitor energy use
- Report monthly energy use
- Identify and implement ways to increase staff awareness with regards to energy efficiency
- Ensure that new appliances, equipment and systems are energy efficient and cost effective

Various initiatives are in place to effectively use energy resources. Some of the initiatives that have been approved by the management are summarised in the table below.

Scope	Method
<b>Luminaries</b>	<ul style="list-style-type: none"> <li>• Using energy-saving bulbs</li> <li>• Changing Halogen to LED bulbs in the lift lobby area</li> <li>• Changing T8 to T5 energy-saving fluorescent tubes</li> <li>• Changing EXIT fluorescent lights to LED bulbs</li> </ul>
<b>Air conditioning</b>	<ul style="list-style-type: none"> <li>• Energy efficient chiller</li> <li>• Automated Start/Stop AHU</li> </ul>
<b>LPG</b>	<ul style="list-style-type: none"> <li>• Installing leakage detectors</li> </ul>

CIMB's energy consumption for 2013 and 2014 is presented in the chart below.

Electricity Consumption (kWh) for 2013 and 2014



\*Note: Electricity data consists of Menara CIMB, MBC, MSB, MUAB, ACP and Oriental Building, based on actual consumption.

# EMISSION CONTROL

**CIMB has set a challenging goal of reducing greenhouse emissions gradually by 2020.**

The elements to these reduction plans are:

- Reducing energy consumption at all operating areas of the company;
- Implementing energy efficient initiatives;
- Installing a chilled water fan coil unit to optimise energy use of chillers in new areas and developments subject to building conditions;
- Replacing centralised air cool package units with split unit air conditioners based on building operational requirements and conditions.

# WASTE MANAGEMENT

**As a company that operates in the financial industry, the bulk of waste produced is made up of office materials. Although the industry does not greatly impact the environment in terms of waste disposal, CIMB does its best to keep office waste to a minimum and recycle whenever possible.**

The huge reduction in paper and cartridge recycled in 2014 was partly due to the recent environmental initiatives introduced at CIMB where more multi-function printers are used in place of individual printers. This centralised approach has resulted in less paper and cartridge use, hence a lower recycling rate for these items. CIMB hopes to replace more individual printers with multi-function printers in the coming years to reduce paper and cartridge usage at its offices.

**Waste Recycled (kg) from 2012 to 2014**

Waste	2012	2013	2014
<b>Total Paper Recycled</b>	26,965	69,886	12,646
<b>Total Cartridges Recycled</b>	2,159	1,952	265



**From left:**

- Dato' Mohd Shukri Hussin
- Tan Sri Dato' Seri Siti Norma Yaakob
- Tan Sri G K Rama Iyer
- Datuk Dr. Richard Leete
- Puan Rosnah Kamarul Zaman



# CIMB FOUNDATION'S BOARD OF TRUSTEES

# TAN SRI DATO' SERI SITI NORMA YAAKOB

Chairman of CIMB Foundation



Appointed as the Chairman of CIMB Foundation on 7 September 2012.

Tan Sri Dato' Seri Siti Norma Yaakob was first called to the English Bar in 1962. Her career achievements marked many firsts for women in the Judicial and Legal Service of Malaysia. She rose to become the first woman to be appointed to an executive position in the Judicial and Legal Service in 1963 and was elevated to the High Court Bench in 1983. In 1994 she was appointed as a Court of Appeal Judge and as a Federal Court Judge in 2001. Sworn in as Chief Judge of Malaya on 8 February 2005, Tan Sri Siti Norma subsequently retired in January 2007.

In January 2008, the Dubai International Financial Centre (DIFC) Courts appointed Tan Sri Siti Norma as one of their six new judges, becoming the first female judge to join the DIFC Courts.

In addition to her distinguished career on the Bench, Tan Sri Siti Norma was also the President of both the Federation of Women Lawyers and the Judicial and Legal Service Officers Association, a Regional Vice-President of the Commonwealth Magistrates' and Judges' Association, and a member of the Judicial and Legal Service Commission.

Her accolades include the Women Development Institute Fellowship in 1988, an international award as an Eisenhower Exchange Fellow in 1990, and the 'Anugerah Nur Gemilang 2001 – Guaman' in 2001 awarded jointly by the Ministry of Women and Family Development and the Association of Women Graduates Malaysia.

In November 2011, Tan Sri Siti Norma was awarded one of the top honours in the BrandLaureate Brand ICON Leadership Awards 2010-2011 celebrating iconic Malaysians, receiving the BrandLaureate Most Eminent Brand Icon Leadership Award 2011.

She was conferred the Johan Setia Mahkota (JSM) in 1978, the Panglima Mangku Negara (PMN) Honours in 2005 by His Majesty the Yang di-Pertuan Agong of Malaysia, the Dato' Setia Negeri Sembilan (DSNS) in 1987 and the Darjah Seri Paduka Tuanku Ja'afar Yang Amat Terpuji (SPTJ) in 2007 by His Royal Highness The Ruler of Negeri Sembilan Darul Khusus.

# TAN SRI G K RAMA IYER

## Trustee of CIMB Foundation

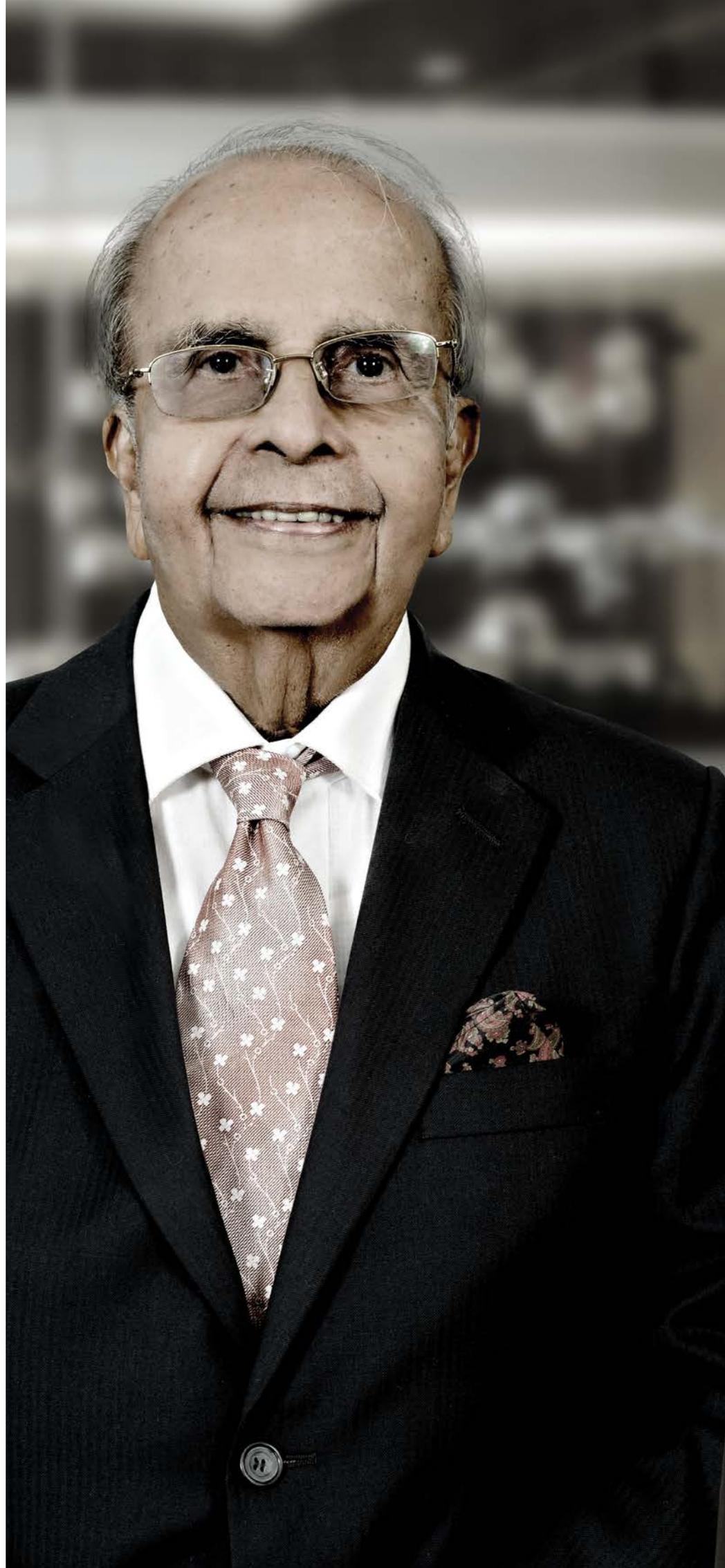
Appointed to the Board of Trustees of CIMB Foundation on 7 September 2012.

Tan Sri G K Rama Iyer holds a Master's degree in Public Administration from Harvard University and a Bachelor of Arts in Economics (Hons) degree from University of Malaya (Singapore). He also completed the Advanced Management Programme Course at Harvard Business School.

In his 30 year career in the civil service, he was the Secretary-General of the Ministry of General Planning and Social Economic Research, the Ministry of Works and Utilities and the Ministry of Primary Industries.

Tan Sri Rama was also the first Chairman of Malaysian Airline System Berhad and a founder Director of Malaysian International Shipping Corporation Berhad. He also serves as a Director of YTR Harta Sdn Bhd and the Maritime Institute of Malaysia and is a Trustee of a number of other foundations.

Tan Sri Rama was a Director of CIMB Bank Berhad and its antecedents from 1987 to 2012.



A portrait of Dato' Mohd Shukri Hussin, an elderly man with white hair, smiling warmly. He is wearing a dark suit jacket, a white shirt, and a patterned tie. The background is blurred, suggesting an indoor setting.

# DATO' MOHD SHUKRI HUSSIN

## Trustee of CIMB Foundation

Appointed to the Board of Trustees of CIMB Foundation on 15 November 2007.

Dato' Shukri was the Foundation's first CEO from 2007 to 2011. He holds a Bachelor of Economics (Hons) degree from the University of Malaya and qualified as a Chartered Accountant with the Institute of Chartered Accountants of England and Wales (ICAEW).

He has a long and respected history at CIMB: he was its Chief Operating Officer from February 2003 to January 2006, after which he was appointed Executive Director until retirement in December 2011. He also served as Commissioner of CIMB Niaga from May 2006 to December 2011 and as President Commissioner from May 2006 to December 2011.

# PUAN ROSNAH KAMARUL ZAMAN

## Trustee of CIMB Foundation

Appointed to the Board of Trustees of CIMB Foundation on 15 November 2007.

Puan Rosnah began her career in banking as a Management Trainee with Bank of Commerce Bhd (now known as CIMB Bank Berhad) in 1979. Early in her career she was seconded to JP Morgan in New York and attended their Commercial Bank Management Programme.

Puan Rosnah has presented at various local and international seminars on banking and is well respected in banking circles. In 2004 she completed the Global Leadership Development Program, initiated by the government to develop leaders in the financial industry.

Her last appointment at CIMB was as Senior Executive Vice President heading the Banking Unit, responsible for the strategic businesses of Retail Banking, Business Banking, Corporate Banking, Treasury and International Banking.

In January 2012, she was appointed to the Board of Directors of CIMB Bank Berhad.

Puan Rosnah also sits on the board of CIMB Islamic Bank Berhad.





# DATUK DR. RICHARD LEETE

## Trustee of CIMB Foundation

Appointed to the Board of Trustees of CIMB Foundation on 7 September 2012.

Dr. Richard Leete is currently the Director of the Department of Social Development at the Ministry of Development Planning and Statistics, Qatar.

He served as the Resident Representative of the United Nations Development Programme (UNDP) for Malaysia, Brunei Darussalam and Singapore between October 2003 and March 2007. He concurrently served as the Resident Coordinator for the United Nations' Operational Activities for Development in Malaysia, as well as UNFPA Representative.

Prior to his assignment in Malaysia, he was the Chief of the Population and Development Branch at UNFPA Headquarters in New York responsible for global policy on population and development inter-relations.

Richard Leete obtained his Ph.D. in Economics (Population Studies) from the London School of Economics and Political Sciences, University of London.

Dr. Leete is also a distinguished Fellow of Malaysia's Institute of International Strategic Studies (ISIS).

In June 2007, His Majesty the Yang di-Pertuan Agong XIII awarded Dr. Richard Leete the Darjah Kebesaran Panglima Jasa Negara (PJN) (Honorary) that carries the title Datuk.

# **CIMB** **FOUNDATION'S** **CHARTER**

**SUPPORT**

the development and empowerment of communities

**IDENTIFY**

and implement quality projects within our key areas of focus, give priority to those that are sustainable, build local capacity and have measurable and realistic outcomes.

**BUILD**

meaningful relationships and strategic partnerships with communities and key stakeholders in achieving the Foundation's vision.

**REALISE**

CIMB Group's commitment to be a responsible corporate citizen, with active participation of its employees.

CIMB Foundation is established as a non-profit organisation limited by guarantee. CIMB Group will make financial contributions to the Foundation for the sole purpose of implementing CIMB Group's corporate social responsibility (CSR) initiatives and philanthropic activities. This Charter has been adopted by the Foundation.

At CIMB Group, our vision is 'To be the leading ASEAN company' which means that CIMB Group strives to be the bank of choice to the community, the preferred employer to its employees and the bank that accords the highest premium to its shareholders.

The Group continuously anticipates and delivers on its customers' needs, and looks beyond present circumstances and requirements to actively anticipate the future, always with the aim of creating value.

Premised on this philosophy, the Foundation's commitment to value-creation extends to a wider community, and aims to empower communities through sustainable capacity building initiatives.

**AREAS OF FOCUS**

The causes which the Foundation supports are as follows:

**Community Development**

The Foundation's initiatives within this category create opportunities for and build the capacity of communities by providing them with the necessary resources to improve their quality of life and promote sustainable development. It encourages communities to work together to identify and solve problems, cultivate socially valuable relationships and support leadership development.

**Sport**

The Foundation will support activities related to sports development with a particular focus on efforts aimed at nurturing young talent by providing opportunities, financial support and programmes for the development of young athletes.

**Education**

The Foundation will support projects that provide community-based learning opportunities as well as facilitating access to knowledge and learning.

**Accountability**

The Foundation is committed to the highest standards of governance, transparency and accountability. It will have sound financial management systems and controls to ensure that all expenditure is fully accounted for and audited on an annual basis. The Foundation is given overall guidance by the Board of Trustees. Community and/or partner agencies will be engaged by the Foundation in the identification and implementation of projects.

**BOARD OF TRUSTEES**

The Board will ensure that funds are properly administered and disbursed according to the Foundation's vision, objectives, and areas of focus. Board meetings will be held at least once quarterly and more frequently, if needed.

**Working committee**

The Board will be assisted by a Working Committee. The Working Committee will evaluate projects submitted to the Foundation against a pre-determined set of criteria. Projects that satisfy the criteria will be recommended by the Working Committee to the Chief Executive Officer of the Foundation or the Board for approval.

# REPORTS AND FINANCIAL STATEMENTS

for the financial year ended 31 December 2014

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# TRUSTEES' REPORT

for the financial year ended 31 December 2014

The Trustees of CIMB Foundation (“the Foundation”) hereby submit their report together with the audited financial statements of the Foundation for the financial year ended 31 December 2014. The Foundation is incorporated as a company limited by guarantee and does not have share capital.

The Trustees regard CIMB Group Holdings Berhad, a company listed on the Main Board of the Bursa Malaysia Securities Berhad and incorporated in Malaysia, as the ultimate holding company.

## OBJECTS

The objects of the Foundation are to receive and administer funds for public welfare, religious, educational, cultural, artistic and charitable purposes. There was no significant change in the objects of the Foundation during the financial year.

## FINANCIAL RESULTS

	RM
Net shortfall of income over expenditure for the financial year	(6,300,094)

## TRUSTEES

The Trustees who have held office since the date of the last report and as at the date of this report are as follows:

Tan Sri Dato' Seri Siti Norma binti Yaakob  
 Tan Sri Dato' Md Nor bin Md Yusof (*Resigned on 31 August 2014*)  
 Dato' Mohd Shukri bin Hussin  
 Datuk Dr. Richard Leete  
 Puan Rosnah binti Dato' Kamarul Zaman  
 Tan Sri G.K. Rama Iyer A/L V.R.G Iyer

In accordance with articles 46 and 47 of the Articles of Association, the following Trustees retire from the Board at the forthcoming Annual General Meeting (“AGM”) and being eligible, offer themselves for re-election:

Dato' Mohd Shukri bin Hussin  
 Datuk Dr. Richard Leete  
 Puan Rosnah binti Dato' Kamarul Zaman  
 Tan Sri G.K. Rama Iyer A/L V.R.G Iyer

Tan Sri Dato' Seri Siti Norma binti Yaakob, who is eligible for re-election, had notified the Foundation that she will not be seeking re-election at the forthcoming AGM and accordingly will retire at the conclusion of the forthcoming AGM.

# TRUSTEES' REPORT

for the financial year ended 31 December 2014 (Continued)

## TRUSTEES' INTERESTS IN SHARES AND SHARE OPTIONS

According to the Register of Trustees' Shareholdings, the beneficial interests of Trustees who held office at the end of the financial year in the shares of the ultimate holding company during the financial year are as follows:

	No. of ordinary shares of RM1 each			As at 31 December
	As at 1 January	Acquired/ Granted	Disposed	
<b>ULTIMATE HOLDING COMPANY</b>				
<b>CIMB Group Holdings Berhad</b>				
<b>Direct Interest</b>				
Dato' Mohd Shukri bin Hussin	200,000*	13,311 <sup>^</sup>	(203,311)	10,000
Tan Sri Dato' Seri Siti Norma binti Yaakob	2,037	62 <sup>^</sup>	–	2,099
# Tan Sri G.K. Rama Iyer A/L V.R.G Iyer	52,152	967 <sup>^</sup>	–	53,119

\* Deemed interested by virtue of shares held under a discretionary trust with his children as beneficiaries.

<sup>^</sup> Include shares granted under Dividend Reinvestment Scheme ("DRS").

Note: Includes shareholding of spouse/child, details of which are as follows:

	No. of ordinary shares of RM1 each			As at 31 December
	As at 1 January	Acquired/ Granted	Disposed	
# Vijayalakshmi A/P Krishnaswamy	37,624	554 <sup>^</sup>	–	38,178
# Ganapathy Srihari A/L Rama Iyer	12,528	384 <sup>^</sup>	–	12,912

Other than as disclosed above, according to the Register of Trustees' Shareholdings, the other Trustees in office at the end of the financial year did not hold any interests in shares and share options of the ultimate holding company and related companies during the financial year.

## TRUSTEES' BENEFITS

During the financial year, no arrangements subsisted to which the Foundation is a party, with the object or objects of enabling Trustees of the Foundation to acquire benefits by means of the acquisition of shares in or debentures of any other body corporate.

Since the inception of the Foundation, no Trustee of the Foundation has received or become entitled to receive a benefit by reason of a contract made by the Foundation or with a firm of which the Trustee is a member, or with a company in which the Trustee has a substantial financial interest.

## STATUTORY INFORMATION ON THE FINANCIAL STATEMENTS

Before the financial statements of the Foundation were made out, the Trustees took reasonable steps:

- to ascertain that proper action had been taken in relation to the writing off of bad debts and the making of allowance for doubtful debts and satisfied themselves that all known bad debts had been written off and that adequate allowance had been made for doubtful debts; and
- to ensure that any current assets, which were unlikely to realise in the ordinary course of business, their value as shown in the accounting records of the Foundation have been written down to an amount which they might be expected so to realise.

## STATUTORY INFORMATION ON THE FINANCIAL STATEMENTS (CONTINUED)

At the date of this report, the Trustees are not aware of any circumstances:

- a) which would render the amounts written off for bad debts or the amount of the allowance for doubtful debts in the financial statements of the Foundation inadequate to any substantial extent; or
- b) which would render the values attributed to current assets in the financial statements of the Foundation misleading; or
- c) which have arisen that render adherence to the existing method of valuation of assets or liabilities of the Foundation misleading or inappropriate.

No contingent or other liability has become enforceable or is likely to become enforceable within the period of twelve months after the end of the financial year which, in the opinion of the Trustees, will or may substantially affect the ability of the Foundation to meet its obligations as and when they fall due.

At the date of this report, there was:

- a) no charge on the assets of the Foundation has arisen since the end of the financial year which secures the liability of any other person; or
- b) no contingent liability of the Foundation which has arisen since the end of the financial year.

At the date of this report, the Trustees are not aware of any circumstances not otherwise dealt with in this report or the financial statements which would render any amount stated in the financial statements misleading.

In the opinion of the Trustees,

- a) the results of the Foundation's operations during the financial year were not substantially affected by any item, transaction or event of a material and unusual nature; and
- b) in the interval between the end of the financial year and the date of this report there was no item, transaction or event of a material and unusual nature likely to substantially affect the results of the operations of the Foundation for the financial year in which this report is made.

## AUDITORS

The auditors, PricewaterhouseCoopers, have expressed their willingness to continue in office.

Signed on behalf of the Board of Trustees in accordance with their resolution.



**Tan Sri Dato' Seri Siti Norma binti Yaakob**

Trustee



**Dato' Mohd Shukri bin Hussin**

Trustee

Kuala Lumpur

6 March 2015

# STATEMENT OF ASSETS AND LIABILITIES

as at 31 December 2014

	Note	2014 RM	2013 RM
<b>Non-current assets</b>			
Intangible assets	2	199,605	–
<b>Current assets</b>			
Other assets	3	2	704,222
Financial investments held-to-maturity	4	9,731,726	9,845,107
Cash and short term funds	5	29,303,980	11,974,683
Deposits and placements with a related licensed bank		–	23,287,815
		<b>39,035,708</b>	45,811,827
<b>Current liabilities</b>			
Payables and accruals	6	5,467,464	5,743,884
		<b>5,467,464</b>	5,743,884
<b>Net current assets</b>		<b>33,568,244</b>	40,067,943
<b>Net assets</b>		<b>33,767,849</b>	40,067,943
<b>Represented by:</b>			
Accumulated funds		<b>33,767,849</b>	40,067,943
		<b>33,767,849</b>	40,067,943

# STATEMENT OF INCOME AND EXPENDITURE

for the financial year ended 31 December 2014

	Note	2014 RM	2013 RM
<b>Income</b>			
Donations		2,726,114	7,962,894
Interest income and hibah	7	975,590	913,924
Accretion from financial investments held-to-maturity	7	301,364	302,501
		<b>4,003,068</b>	9,179,319
<b>Less : Expenditure</b>			
Contribution for charitable expenses	8	(10,151,584)	(11,018,100)
Advertising		55,440	(110,000)
Meeting allowance (Trustees)		(39,000)	(41,500)
Withholding tax		(75,295)	(42,071)
Audit fees		(3,150)	(3,000)
Tax agent fees		(2,400)	(2,300)
Transportation cost		(37,343)	(46,795)
Bank charges		(4,375)	(5,996)
Equipment rental		-	(11,500)
IT outsource services		(33,721)	(36,923)
Professional and consultancy fees		(9,908)	(20,036)
Realised forex loss		-	(4,221)
Other general expenses		(1,826)	(2,893)
		<b>(10,303,162)</b>	(11,345,335)
<b>Shortfall of income over expenditure</b>		<b>(6,300,094)</b>	(2,166,016)
<b>Taxation</b>	9	-	-
<b>Net shortfall of income over expenditure</b>		<b>(6,300,094)</b>	(2,166,016)

# STATEMENT OF CHANGES IN ACCUMULATED FUNDS

for the financial year ended 31 December 2014

	Total RM
At 1 January 2014	40,067,943
Net shortfall of income over expenditure	(6,300,094)
At 31 December 2014	<b>33,767,849</b>
At 1 January 2013	42,233,959
Net shortfall of income over expenditure	(2,166,016)
At 31 December 2013	40,067,943

# STATEMENT OF CASH FLOWS

for the financial year ended 31 December 2014

	Note	2014 RM	2013 RM
<b>Cash flows from operating activities</b>			
Shortfall of income over expenditure		(6,300,094)	(2,166,016)
Adjustment for:			
Donations received		(2,726,114)	(7,962,894)
Interest income		(975,590)	(913,924)
Accretion from financial investments held-to-maturity		(301,364)	(302,501)
		(10,303,162)	(11,345,335)
<b>Decrease in operating assets</b>			
Other assets		504,615	14,432,490
<b>Decrease in operating liabilities</b>			
Payables and accruals		(276,420)	(9,540,010)
Net cash flows used in operating activities		(10,074,967)	(6,452,855)
<b>Cash flows from investing activities</b>			
Purchase of financial investments held-to-maturity		(19,585,255)	(9,824,022)
Proceeds from maturity of financial investments held-to-maturity		20,000,000	10,000,000
Withdrawal of deposits and placements with a related licensed bank		23,000,000	–
Interest received from deposits and placements with a related licensed bank		958,974	482,338
Interest received from cash and short term funds		304,431	193,670
Net cash flows generated from investing activities		24,678,150	851,986
<b>Cash flows from financing activity</b>			
Donations received		2,726,114	7,962,894
Net cash flows generated from financing activity		2,726,114	7,962,894
<b>Net increase in cash and cash equivalents during the financial year</b>		<b>17,329,297</b>	<b>2,362,025</b>
<b>Cash and cash equivalents at beginning of the financial year</b>		<b>11,974,683</b>	<b>9,612,658</b>
<b>Cash and cash equivalents at end of the financial year</b>		<b>29,303,980</b>	<b>11,974,683</b>
<b>Cash and cash equivalents comprise:</b>			
Cash and bank balances	5	1,303,980	6,447,407
Deposits and placements with banks maturing within one month	5	28,000,000	5,527,276
		<b>29,303,980</b>	<b>11,974,683</b>

# SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

for the financial year ended 31 December 2014

The following significant accounting policies have been used consistently in dealing with items that are considered material in relation to the financial statements.

## A BASIS OF PREPARATION

The financial statements of the Foundation have been prepared in accordance with the Malaysian Financial Reporting Standards ("MFRS"), International Financial Reporting Standards, and the requirements of the Companies Act, 1965 in Malaysia.

The financial statements of the Foundation have been prepared under the historical cost convention, unless otherwise indicated in this summary of significant accounting policies.

The preparation of financial statements in conformity with MFRS requires the use of certain critical accounting estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements, and the reported amounts of income and expenses during the reported period. It also requires Trustees to exercise their judgement in the process of applying Foundation's accounting policies. Although these estimates and judgement are based on the Trustees' best knowledge of current events and actions, actual results may differ from those estimates.

There are no critical accounting estimates and assumptions used that are significant to the financial statements.

### (a) Standards, amendments to published standards and interpretations to existing standards that are applicable to the Foundation but not yet effective

The Foundation will apply these standards, amendments to published standards from:

#### (i) Financial year beginning on/after 1 January 2018

- MFRS 9 'Financial Instruments' (effective from 1 January 2018) will replace MFRS 139 "Financial Instruments: Recognition and Measurement". The complete version of MFRS 9 was issued in November 2014.

MFRS 9 retains but simplifies the mixed measurement model in MFRS 139 and establishes three primary measurement categories for financial assets: amortised cost, fair value through profit or loss and fair value through other comprehensive income ("OCI"). The basis of classification depends on the entity's business model and the contractual cash flow characteristics of the financial asset. Investments in equity instruments are always measured at fair value through profit or loss with a irrevocable option at inception to present changes in fair value in OCI (provided the instrument is not held for trading). A debt instrument is measured at amortised cost only if the entity is holding it to collect contractual cash flows and the cash flows represent principal and interest.

For liabilities, the standard retains most of the MFRS 139 requirements. These include amortised cost accounting for most financial liabilities, with bifurcation of embedded derivatives. The main change is that, in cases where the fair value option is taken for financial liabilities, the part of a fair value change due to an entity's own credit risk is recorded in other comprehensive income rather than the income statement, unless this creates an accounting mismatch.

There is now a new expected credit losses model on impairment for all financial assets that replaces the incurred loss impairment model used in MFRS 139. The expected credit losses model is forward-looking and eliminates the need for a trigger event to have occurred before credit losses are recognised.

The adoption of the above new accounting standard is not expected to have any significant impact on the financial results of the Foundation.

## B FINANCIAL ASSETS

### (a) Classification

The Foundation allocates its financial assets into the following categories: financial assets at fair value through profit or loss, loans and receivables, financial investments held-to-maturity and financial investments available-for-sale. Management determines the classification of its financial instruments at initial recognition.

#### (i) Financial assets at fair value through profit or loss

Financial assets at fair value through profit or loss comprise financial assets held for trading and other financial assets designated by the Foundation as fair value through profit or loss upon initial recognition.

A financial asset is classified as held for trading if it is acquired or incurred principally for the purpose of selling or repurchasing it in the near term or if it is part of a portfolio of identified financial instruments that are managed together and for which there is evidence of a recent actual pattern of short-term profit-taking. Derivatives are also categorised as held for trading unless they are designated and effective as hedging instruments.

The Foundation did not designate any financial assets at fair value through profit or loss upon initial recognition during the financial year ended 31 December 2014.

#### (ii) Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market.

#### (iii) Financial investments held-to-maturity

Financial investments held-to-maturity are non-derivative instruments with fixed or determinable payments and fixed maturities that the Foundation's management has the positive intent and ability to hold to maturity. If the Foundation sells other than an insignificant amount of financial investments held-to-maturity, the entire category will be tainted and reclassified as financial investments available-for-sale.

#### (iv) Financial investments available-for-sale

Financial investments available-for-sale are those intended to be held for an indefinite period of time, which may be sold in response to needs for liquidity or changes in interest rates, exchange rates or equity prices or that are not classified as financial assets at fair value through profit or loss, loans and receivables and financial investments held-to-maturity.

### (b) Recognition and initial measurement

Financial assets are initially recognised at fair value plus transaction costs for all financial assets not carried at fair value through profit or loss. Transaction costs for securities carried at fair value through profit or loss are taken directly to the statement of income and expenditure.

### (c) Subsequent measurement

Financial assets at fair value through profit or loss and financial investments available-for-sale are subsequently carried at fair value, except for investments in equity instruments that do not have a quoted market price in an active market and whose fair value cannot be reliably measured in which case the investments are stated at cost. Gains and losses arising from changes in the fair value of the financial assets at fair value through profit or loss are included in the statement of income and expenditure in the period which they arise. Gains and losses arising from changes in fair value of financial investments available-for-sale are recognised directly in equity, until the securities are de-recognised or impaired at which time the cumulative gains or loss previously recognised in equity are recognised in the statement of income and expenditure. Foreign exchange gains or losses of financial investments available-for-sale are recognised in the statement of income and expenditure in the period it arises.

Financial investments held-to-maturity are subsequently measured at amortised cost using the effective interest method. Gains or losses arising from the de-recognition or impairment of the securities are recognised in the statement of income and expenditure.

# SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

for the financial year ended 31 December 2014 (Continued)

## B FINANCIAL ASSETS (CONTINUED)

### (c) Subsequent measurement (Continued)

Interest from financial assets held at fair value through profit or loss, financial investments available-for-sale and financial investments held-to-maturity are calculated using the effective interest method and is recognised in the statement of income and expenditure. Dividends from available-for-sale equity instruments are recognised in the statement of income and expenditure when the entity's right to receive payment is established.

Loans and receivables are initially recognised at fair value – which is the cash consideration to originate or purchase the receivables including the transaction costs, and measured subsequently at amortised cost using the effective interest rate method. Interest on receivables is included in the statement of income and expenditure. In the case of impairment, the impairment loss is reported as a deduction from the carrying value of the loan and recognised in the statement of income and expenditure.

### (d) Reclassification of financial assets

The Foundation may choose to reclassify a non-derivative financial assets held for trading out of the held for trading category if the financial asset is no longer held for the purposes of selling in the near term. In addition, the Foundation may choose to reclassify financial assets that would meet the definition of loans and receivables out of the held for trading or available-for-sale categories if the Foundation has the intention and ability to hold these financial assets for the foreseeable future or until maturity at the date of reclassification.

Reclassifications are made at the fair value at the date of the reclassification. The fair values of the securities becomes the new cost or amortised cost as applicable, and no reversals of fair value gains or losses recorded before the reclassification date are subsequently made. The effective interest rates for the securities reclassified to held-to-maturity category are determined at the reclassification date. Further changes in estimates of future cash flows are recognised as an adjustment to the effective interest rates.

## C FINANCIAL LIABILITIES

Financial liabilities are measured at amortised cost, except for trading liabilities and liabilities designated at fair value, which are held at fair value through profit or loss. Financial liabilities are initially recognised at fair value less transaction costs for all financial liabilities not carried at fair value through profit or loss. Financial liabilities at fair value through profit or loss are initially recognised at fair value, and transaction costs are expensed in profit or loss. Financial liabilities are de-recognised when extinguished.

### (a) Financial liabilities at amortised cost

Financial liabilities that are not classified as fair value through profit or loss fall into this category and are measured at amortised cost. The financial liabilities measured at amortised cost are payables and accruals.

## D DERECOGNITION OF FINANCIAL ASSETS AND FINANCIAL LIABILITIES

Financial assets are de-recognised when the contractual rights to receive the cash flows from these assets have ceased to exist or the assets have been transferred and substantially all the risks and rewards of ownership of the assets are also transferred (that is, if substantially all the risks and rewards have not been transferred, the Foundation tests control to ensure that continuing involvement on the basis of any retained powers of control does not prevent de-recognition). Financial liabilities are de-recognised when they have been redeemed or otherwise extinguished.

## E IMPAIRMENT OF FINANCIAL ASSETS

### (a) Assets carried at amortised cost

A financial asset or a group of financial assets is deemed to be impaired if, and only if, there is objective evidence of impairment as a result of one or more events that has occurred after the initial recognition of the asset (an incurred 'loss event') and that loss event (or events) has an impact on the estimated future cash flows of the financial asset or the group of financial assets that can be reliably estimated.

The criteria the Foundation uses to determine that there is objective evidence of impairment loss include indications that the borrower or a group of borrowers is experiencing significant financial difficulty, the probability that they will enter bankruptcy or other financial reorganisation, default of delinquency in interest or principal payments and where observable data indicates that there is a measurable decrease in the estimated future cash flows, such as changes in arrears or economic conditions that correlate with defaults.

The Foundation first assesses whether objective evidence of impairment exists individually for financial assets that are individually significant, and individually or collectively for financial assets that are not individually significant. If the Foundation determines that no objective evidence of impairment exists for an individually assessed financial asset, whether significant or not, it includes the asset in a group of financial assets with similar credit risk characteristics and collectively assesses them for impairment.

The amount of the loss is measured as the difference between the assets' carrying amount and the present value of estimated future cash flows discounted at the financial assets' original effective interest rate. The carrying amount of the asset is reduced through the use of an allowance account and the amount of the loss is recognised in the statement of income and expenditure. If a loan or financial investment held-to-maturity have a variable interest rate, the discount rate for measuring any impairment loss is the current effective interest rate determined under the contract.

Financial assets that have not been individually assessed are grouped together for portfolio impairment assessment. These financial assets are grouped according to their credit risk characteristics for the purposes of calculating an estimated collective loss. These characteristics are relevant to the estimation of future cash flows for groups of such assets by being indicative of the debtors' ability to pay all amounts due according to the contractual terms of the assets being assessed. Future cash flows on a group of financial assets that are collectively assessed for impairment are estimated on the basis of historical loss experience for assets with credit risk characteristics similar to those in the group.

The methodology and assumptions used for estimating future cash flows are reviewed regularly by the Foundation to reduce any differences between loss estimates and actual loss experience.

When a receivable is uncollectible, it is written off against the related allowance for receivable impairment. Such receivable are written-off after taking into consideration the realisable value of collateral, if any, when in the judgement of the management, there is no prospect of recovery.

If, in a subsequent period, the amount of impairment losses decreases and the decrease can be related objectively to an event occurring after the impairment was recognised (such as an improvement in the debtor's credit rating), the previously recognised impairment loss is reversed by adjusting the allowance account. The amount of the reversal is recognised in the statement of income and expenditure.

### (b) Assets classified as available-for-sale

The Foundation assesses at the end of each reporting period whether there is objective evidence that the financial asset is impaired.

For debt securities, the Foundation uses criteria and measurement of impairment loss applicable for "assets carried at amortised cost" above. If in a subsequent period, the fair value of a debt instrument classified as financial investments available-for-sale increases and the increase can be objectively related to an event occurring after the impairment loss was recognised in statement of income and expenditure, the impairment loss is reversed through statement of income and expenditure.

# SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

for the financial year ended 31 December 2014 (Continued)

## E IMPAIRMENT OF FINANCIAL ASSETS (CONTINUED)

### (b) Assets classified as available-for-sale (Continued)

In the case of equity instruments classified as financial investments available-for-sale in addition to the criteria for “assets carried at amortised cost” above, a significant or prolonged decline in the fair value of the security below its cost is considered in determining whether the securities are impaired. If there is objective evidence that an impairment loss on financial investments available-for-sale has incurred, the cumulative loss that has been recognised directly in equity is removed from equity and recognised in the statement of income and expenditure. The amount of cumulative loss that is reclassified to profit or loss is the difference between the acquisition cost and the current fair value, less any impairment loss on that financial asset previously recognised in statement of income and expenditure. Impairment losses recognised in statement of income and expenditure on equity instruments are not reversed through the statement of income and expenditure.

## F CASH AND CASH EQUIVALENTS

Cash and cash equivalents consist of cash in hand, bank balances and deposit placements maturing less than one month.

## G INTANGIBLE ASSETS

### Intangible assets

Intangible assets are measured at fair value. Intangible asset include software. Intangible assets are initially recognised when they are separable or arise from contractual or other legal rights, the cost can be measured reliably and, in the case of intangible assets not acquired in a business combination, where it is probable that future economic benefits attributable to the assets will flow from their use. The value of intangible assets which are acquired in a business combination is generally determined using fair value at acquisition. Acquired computer software licences are capitalised on the basis of the costs incurred to acquire and bring to use the specific software.

Intangible assets that have a finite useful life are stated at cost less accumulated amortisation and accumulated impairment losses, and are amortised over their estimated useful lives.

Intangible assets are amortised over their finite useful lives as follows:

Software      3 years

## H IMPAIRMENT OF NON-FINANCIAL ASSETS

Assets that have an indefinite useful life are not subject to amortisation and are tested annually for impairment. Assets that are subject to amortisation are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the carrying amount of the asset exceeds its recoverable amount. The recoverable amount is the higher of an asset's fair value less costs to sell and value in use. For the purposes of assessing impairment, assets are grouped at the lowest levels for which there are separately identifiable cash flows (cash-generating units). Non-financial assets other than goodwill that suffered impairment are reviewed for possible reversal of the impairment at each reporting date.

The impairment loss is charged to the statement of income and expenditure unless it reverses a previous revaluation in which case it is charged to the revaluation surplus. Any subsequent increase in recoverable amount is recognised in the statements of income and expenditure unless it reverses an impairment loss on a revalued asset in which case it is taken to revaluation surplus.

**I PROVISIONS**

Provisions are recognised by the Foundation when all of the following conditions have been met:

- (i) the Foundation has a present legal or constructive obligation as a result of past events;
- (ii) it is probable that an outflow of resources to settle the obligation will be required; and
- (iii) a reliable estimate of the amount of obligation can be made.

Provisions are not recognised for future operating losses.

Where there are a number of similar obligations, the likelihood that an outflow will be required in settlement is determined by considering the class of obligations as a whole. A provision is recognised even if the likelihood of an outflow with respect to any one item included in the same class of obligations may be small.

Provisions are measured at the present value of the expenditures expected to be required to settle the obligation using a pre-tax rate that reflects current market assessments of the time value of money and risks specific to the obligation. The increase in the provision due to passage of time is recognised as interest expense.

**J RECOGNITION OF DONATION**

Donations are recognised in the statement of income and expenditure of the Foundation when the Foundation is entitled to receive the donations.

**K RECOGNITION OF INCOME AND HIBAH**

Income and hibah are recognised on fixed deposits and current accounts using the effective interest method on an accrual basis.

# NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 December 2014

## 1 GENERAL INFORMATION

The objects of the Foundation are to receive and administer funds for public welfare, religious, educational, cultural, artistic and charitable purposes. There was no significant change in the objects of the Foundation during the financial year.

The Foundation is incorporated and domiciled in Malaysia as a company limited by guarantee, without share capital.

The Trustees regard CIMB Group Holdings Berhad, a quoted company incorporated in Malaysia, as the ultimate holding company.

The address of the registered office of the Foundation is Level 13, Menara CIMB, Jalan Stesen Sentral 2, Kuala Lumpur Sentral, 50470 Kuala Lumpur, Malaysia.

## 2 INTANGIBLE ASSETS

2014	Software work in progress RM	Total RM
Cost		
At 1 January	-	-
Transfer from other assets	199,605	199,605
At 31 December	<b>199,605</b>	<b>199,605</b>

CIMB Foundation is developing an online grant management system to automate the existing grant processes, which include project adoption, grant disbursement and project reporting for CSR activities.

## 3 OTHER ASSETS

	2014 RM	2013 RM
Membership fees receivable	2	2
Prepayment	-	199,605
Sundry debtors	-	450
Amounts due from related company	-	504,165
	<b>2</b>	<b>704,222</b>

The balance with a related party at year ended 2013 was carried out in the course of ordinary Foundation transactions and are unsecured, interest free and repayable on demand.

#### 4 FINANCIAL INVESTMENTS HELD-TO-MATURITY

	2014 RM	2013 RM
<b>Money market instrument:</b>		
<b>Unquoted</b>		
Bank Negara Malaysia Negotiable Notes	<b>9,713,096</b>	9,824,022
Accretion of discount	<b>18,630</b>	21,085
	<b>9,731,726</b>	9,845,107

The Bank Negara Malaysia Negotiable Notes has a principal of RM10 million (2013: RM10 million), with a discount rate of 3.40% (2013: 2.96%), and matures on 16 October 2015 (2013: 11 July 2014).

#### 5 CASH AND SHORT TERM FUNDS

	2014 RM	2013 RM
Cash and short term funds maintained with related licensed banks:		
a) Cash and bank balances	<b>1,303,980</b>	6,447,407
b) Deposits and placements	<b>28,000,000</b>	5,527,276
	<b>29,303,980</b>	11,974,683

The effective weighted average interest rate is 3.10% (2013: 3.00%).

#### 6 PAYABLES AND ACCRUALS

	2014 RM	2013 RM
Donations payable	<b>5,368,010</b>	5,194,433
Accrued expenses	<b>75,980</b>	544,352
Interest income received in advance	<b>23,474</b>	4,246
Amounts due to related company	-	853
	<b>5,467,464</b>	5,743,884

The balance with a related party at year ended 2013 was carried out in the course of ordinary Foundation transactions and are unsecured, interest free and repayable on demand.

# NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 December 2014 (Continued)

## 7 SIGNIFICANT RELATED PARTY TRANSACTIONS AND BALANCES

### (a) Related parties and relationship

The related parties of, and their relationship with the Foundation are as follows:

Related party	Relationship
CIMB Group Holdings Berhad ('CIMB Group')	Ultimate holding company
Subsidiaries and associates of CIMB Group as disclosed in the Notes to CIMB Group's financial statements	Subsidiaries and associates of ultimate holding company

### (b) Related party transactions

In addition to related party disclosures mentioned elsewhere in the financial statements, set out below are other significant related party transactions. The related party transactions described below were carried out on terms and conditions obtainable in transactions with unrelated parties unless otherwise stated. Interest rates on short-term deposits were at normal commercial rates.

	2014 RM	2013 RM
Interest income and hibah received from CIMB Islamic Bank Berhad	975,590	913,924
Accretion from financial investments held-to-maturity with Bank Negara Malaysia	301,364	302,501

### (c) Related party balances

	2014 RM	2013 RM
Bank balances with CIMB Bank Berhad	61,119	–
Bank balances with CIMB Islamic Bank Berhad	1,242,861	6,447,407
Short term placements with CIMB Bank Berhad	–	527,276
Short term placements with CIMB Islamic Bank Berhad	28,000,000	5,000,000
Deposits and placements with CIMB Islamic Bank Berhad	–	23,287,815
Amount due from CIMB Bank Berhad	–	504,165
Amount due to CIMB Investment Bank Berhad	–	853
Interest income received in advance from CIMB Bank Berhad	23,474	4,246
Financial investments held-to-maturity with Bank Negara Malaysia	9,731,726	9,845,107

The balances with related parties at year end were carried out in the course of ordinary Foundation transactions and are unsecured, interest free and repayable on demand.

### (d) Transactions with shareholders and Government

Khazanah Nasional Berhad ("KNB"), the major shareholder of the ultimate holding company owns 29.31% of the issued capital of the ultimate holding company (2013: 30%). KNB is an entity controlled by the Malaysian Government. The Foundation considers that, for the purpose of MFRS 124 – "Related Party Disclosures", KNB and the Malaysian Government and Malaysian Government controlled bodies (collectively referred to as "government-related entities") are related parties of the Foundation. The transactions are done in the Foundations normal course of business, and they are done in accordance with the Foundations' internal policies.

## 8 CONTRIBUTION FOR CHARITABLE EXPENSES

	2014 RM	2013 RM
Community development	<b>3,332,629</b>	2,379,003
Sports	<b>3,692,264</b>	3,990,011
Education	<b>2,323,013</b>	2,620,435
Natural disaster	<b>400,430</b>	245,150
General donations	<b>403,248</b>	1,783,501*
	<b>10,151,584</b>	11,018,100

\* Includes donation of RM1.0 million for My Beautiful Malaysia Day Event.

## 9 TAXATION

The Foundation is an approved charitable institution under Section 44(6) of the Income Tax Act, 1967. With effect from year of assessment 2001, any organisation or institution which is approved under Subsection 44(6) of the Income Tax Act, 1967 will automatically be granted tax exemption on its income (except dividend income) under paragraph 13, Schedule 6, Income Tax Act, 1967.

## 10 USE OF FINANCIAL INSTRUMENTS

### Financial risk management objectives and policies

The Foundation does not face significant exposure to financial risks, except for credit risk, market risk and liquidity risk.

#### 10.1 Credit risk

Credit risk is the risk of loss due to failure of counterparty to meet its financial obligations due to the Foundation.

Except for financial investments held-to-maturity (Note 4), cash and short term funds, inter-company balances, deposits and placements with a related licensed bank and sundry debtors, the Foundation is not exposed to any other significant credit risk.

All analysis of credit risk includes only financial assets subject to credit risk. They exclude non-financial assets.

##### 10.1.1 Maximum exposure to credit risk (without taking into account any collateral held or other credit enhancements)

For financial assets recognised in the statement of assets and liabilities, the maximum exposure to credit risk equals their carrying amount as at 31 December 2014 and 31 December 2013.

# NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 December 2014 (Continued)

## 10 USE OF FINANCIAL INSTRUMENTS (CONTINUED)

### 10.1 Credit risk (Continued)

#### 10.1.2 Concentration of risks of financial assets with credit risk exposure

A concentration of credit risk exists when a number of counterparties are engaged in similar activities and have similar economic characteristics that would cause their ability to meet contractual obligations to be similarly affected by changes in economic or other conditions. The credit risk concentrations of the financial assets of the Foundation (without taking into account any collateral held or other credit enhancements) are as follows:

#### (a) Industry sectors

The analyses of credit risk concentrations (without taking into account any collateral held or other credit enhancements) based on the industry sectors of the counterparty for items recognised in the statement of assets and liabilities are as follows:

2014	Financial investments held-to-maturity RM	Cash and short term funds RM	Total credit exposure RM
Finance, insurance and business services	–	29,303,980	29,303,980
Government & government agencies	9,731,726	–	9,731,726
	<b>9,731,726</b>	<b>29,303,980</b>	<b>39,035,706</b>

2013	Financial investments held-to-maturity RM	Cash and short term funds RM	Deposits and placements with a related licensed bank RM	Sundry debtors RM	Amount due from related company RM	Total credit exposure RM
Finance, insurance and business services	–	11,974,683	23,287,815	–	504,165	35,766,663
Government & government agencies	9,845,107	–	–	–	–	9,845,107
Others	–	–	–	450	–	450
	<b>9,845,107</b>	<b>11,974,683</b>	<b>23,287,815</b>	<b>450</b>	<b>504,165</b>	<b>45,612,220</b>

#### (b) Geographical sectors

Location of the counterparty – Malaysia

## 10 USE OF FINANCIAL INSTRUMENTS (CONTINUED)

### 10.1 Credit risk (Continued)

#### 10.1.3 Credit quality of financial assets

Financial assets are required under MFRS 7, to be categorised into “neither past due nor impaired”, “past due but not impaired” or “impaired”.

Financial investments held-to-maturity, cash and short term funds, deposits and placements with a related licensed bank and other assets of the Foundation as at 31 December 2014 and 31 December 2013 are categorised as “neither past due nor impaired”. There is a high likelihood of these assets being recovered in full and therefore, of no cause for concern to the Foundation.

An analysis of the credit quality of the Foundation’s financial assets that are “neither past due nor impaired” is set out below.

	Sovereign RM	Investment grade (AAA) RM	No rating RM	Total RM
<b>2014</b>				
Financial investments held-to-maturity				
– Money market instruments	<b>9,731,726</b>	–	–	<b>9,731,726</b>
Cash and short term funds	–	<b>29,303,980</b>	–	<b>29,303,980</b>
	<b>9,731,726</b>	<b>29,303,980</b>	–	<b>39,035,706</b>
<b>2013</b>				
Financial investments held-to-maturity				
– Money market instruments	9,845,107	–	–	9,845,107
Cash and short term funds	–	11,974,683	–	11,974,683
Deposits and placements with a related licensed bank	–	23,287,815	–	23,287,815
Other assets	–	504,165	450 <sup>#</sup>	504,615
	9,845,107	35,766,663	450	45,612,220

<sup>#</sup> Excluded membership fees receivable and prepayment.

# NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 December 2014 (Continued)

## 10 USE OF FINANCIAL INSTRUMENTS (CONTINUED)

### 10.2 Market risk

Market risk is defined as the potential change in market value of trading and investment securities held by the Foundation arising from adverse changes to market parameters such as interest rates, credit spreads, foreign exchange rates, equity prices, commodity prices and volatility.

#### 10.2.1 Interest rate risk

Interest rate risk relates to the potential adverse impact on the net interest income arising from the changes in market rates. One of the primary sources of interest rate risk is the repricing mismatches between interest earning assets and interest bearing liabilities.

The table below summarises the Foundation's financial assets and financial liabilities at their full carrying amounts, analysed by the earlier of contractual repricing or maturity dates.

2014	-----Non-trading book ----->			Total RM
	Up to 1 month RM	> 6 – 12 months RM	Non-interest sensitive RM	
<b>Financial assets</b>				
Financial investments held-to-maturity	–	9,731,726	–	9,731,726
Cash and short term funds	29,242,861	–	61,119	29,303,980
<b>Total assets</b>	<b>29,242,861</b>	<b>9,731,726</b>	<b>61,119</b>	<b>39,035,706</b>
<b>Financial liabilities</b>				
Payables and accruals	–	–	5,443,990*	5,443,990
<b>Total liabilities</b>	<b>–</b>	<b>–</b>	<b>5,443,990</b>	<b>5,443,990</b>
<b>Net interest sensitivity gap</b>	<b>29,242,861</b>	<b>9,731,726</b>		

# Excluded interest income received in advance of RM23,474.

## 10 USE OF FINANCIAL INSTRUMENTS (CONTINUED)

### 10.2 Market risk (Continued)

#### 10.2.1 Interest rate risk (Continued)

2013	<-----Non-trading book ----->				Total RM
	Up to 1 month RM	> 3 – 6 months RM	> 6 – 12 months RM	Non-interest sensitive RM	
<b>Financial assets</b>					
Financial investments held-to-maturity	–	–	9,845,107	–	9,845,107
Cash and short term funds	11,974,596	–	–	87	11,974,683
Deposits and placements with a related licensed bank	–	23,000,000	–	287,815	23,287,815
Other assets	–	–	–	504,615 <sup>#</sup>	504,615
<b>Total assets</b>	<b>11,974,596</b>	<b>23,000,000</b>	<b>9,845,107</b>	<b>792,517</b>	<b>45,612,220</b>
<b>Financial liabilities</b>					
Payables and accruals	–	–	–	5,739,638 <sup>*</sup>	5,739,638
<b>Total liabilities</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>5,739,638</b>	<b>5,739,638</b>
<b>Net interest sensitivity gap</b>	<b>11,974,596</b>	<b>23,000,000</b>	<b>9,845,107</b>		

<sup>#</sup> Excluded membership fees receivable and prepayment.

<sup>\*</sup> Excluded interest income received in advance of RM4,246.

#### 10.2.2 Foreign exchange risk

The Foundation has no exposure to foreign exchange risk as all its financial assets and financial liabilities at the end of the reporting period are denominated in Ringgit Malaysia.

# NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 December 2014 (Continued)

## 10 USE OF FINANCIAL INSTRUMENTS (CONTINUED)

### 10.3 Liquidity risk

Liquidity risk is defined as the current and prospective risk to earnings, shareholders fund or the reputation arising from the Foundation's inability to efficiently meet its present and future (both anticipated and unanticipated) funding needs or regulatory obligations when they come due, which may adversely affect its daily operations and incur unacceptable losses. Liquidity risk arises from mismatches in the timing of cash flows.

#### 10.3.1 Contractual maturity of financial liabilities on an undiscounted basis

The table below presents the cash flows payable by the Foundation under non-derivative financial liabilities by remaining contractual maturities at the end of the reporting period. The amounts disclosed in the table are the contractual undiscounted cash flow.

2014	Up to 1 month RM	Total RM
<b>Financial liabilities</b>		
Payables and accruals	5,443,990*	5,443,990
Total liabilities	5,443,990	5,443,990

\* Excluded interest income received in advance of RM23,474.

2013	Up to 1 month RM	Total RM
<b>Financial liabilities</b>		
Payables and accruals	5,739,638*	5,739,638
Total liabilities	5,739,638	5,739,638

\* Excluded interest income received in advance of RM4,246.

### 10.4 Fair value of the financial instruments

Financial instruments comprise of financial assets, financial liabilities and items not recognised in the statement of financial position. Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date.

The fair value of the Foundation's financial instruments, which include cash and short term funds, deposits and placements with a related licensed bank, financial investments held-to-maturity, other assets, payables and accruals are not materially sensitive to shifts in market interest rates because of the limited term to maturity of these instruments.

As such, the carrying amount of all financial assets and financial liabilities at the end of the reporting period approximates their fair value.

## 11 AUTHORISATION FOR ISSUE OF FINANCIAL STATEMENTS

The financial statements have been authorised for issue by the Board of Trustees in accordance with a resolution dated 6 March 2015.

# STATEMENT BY TRUSTEES

Pursuant to Section 169(15) of the Companies Act, 1965

We, Tan Sri Dato' Seri Siti Norma binti Yaakob and Dato' Mohd Shukri bin Hussin being two of the Members of the Board of Trustees of CIMB Foundation, hereby state that, in the opinion of the Trustees, the financial statements set out on pages 116 to 134 are drawn up so as to give a true and fair view of the state of affairs of the Foundation as at 31 December 2014 and of its results and cash flows for the year ended on that date, in accordance with Malaysian Financial Reporting Standards ("MFRS"), International Financial Reporting Standards, and the requirements of the Companies Act, 1965 in Malaysia.

Signed on behalf of the Board of Trustees in accordance with their resolution.



**Tan Sri Dato' Seri Siti Norma binti Yaakob**  
Trustee



**Dato' Mohd Shukri bin Hussin**  
Trustee

Kuala Lumpur  
6 March 2015

# STATUTORY DECLARATION

Pursuant to Section 169(16) of the Companies Act, 1965

I, Raja Noorma binti Raja Othman, the officer primarily responsible for the financial management of CIMB Foundation, do solemnly and sincerely declare that the financial statements set out on pages 116 to 134 are, to the best of my knowledge and belief, correct and I make this solemn declaration conscientiously believing the same to be true, and by virtue of the provisions of the Statutory Declarations Act, 1960.



**Raja Noorma binti Raja Othman**

Subscribed and solemnly declared  
by the abovenamed Raja Noorma binti Raja Othman  
at Kuala Lumpur before me on 6 March 2015.

Commissioner for Oath



205, Bangunan Loke Yew  
4, Jln Mahkamah Persekutuan  
50050 Kuala Lumpur (W.P.)

# INDEPENDENT AUDITORS' REPORT

TO THE MEMBERS OF CIMB FOUNDATION

(Incorporated in Malaysia as a company limited by guarantee and not having a share capital)

(Company No. 795634-H)

## REPORT ON THE FINANCIAL STATEMENTS

We have audited the financial statements of CIMB Foundation on pages 116 to 134 which comprise the statement of assets and liabilities as at 31 December 2014 of the Foundation, and the statements of income and expenditure, changes in accumulated funds and cash flows for the year then ended and a summary of significant accounting policies and other explanatory notes, as set out on Notes 1 to 11.

### Trustees' Responsibility for the Financial Statements

The Trustees of the Foundation are responsible for the preparation of financial statements that give a true and fair view in accordance with Malaysian Financial Reporting Standards, International Financial Reporting Standards and the Companies Act, 1965, and for such internal control as the Trustees determine are necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

### Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with approved standards on auditing in Malaysia. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on our judgment, including the assessment of risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, we consider internal control relevant to the entity's preparation of financial statements that give a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Trustees, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### Opinion

In our opinion, the financial statements give a true and fair view of the financial position of the Foundation as of 31 December 2014 and of its financial performance and cash flow for the year then ended in accordance with Malaysian Financial Reporting Standards, International Financial Reporting Standards and the requirements of Companies Act, 1965 in Malaysia.

## REPORT ON OTHER LEGAL AND REGULATORY REQUIREMENTS

In accordance with the requirements of the Companies Act, 1965 in Malaysia, we also report that, in our opinion, the accounting and other records and the registers required by the Act to be kept by the Foundation have been properly kept in accordance with the provisions of the Act.

## OTHER MATTERS

This report is made solely to the members of the Foundation, as a body, in accordance with Section 174 of the Companies Act, 1965 in Malaysia and for no other purpose. We do not assume responsibility to any other person for the content of this report.



**Pricewaterhousecoopers**

(No. AF: 1146)

Chartered Accountants



**Soo Hoo Khoon Yean**

(No. 2682/10/15 (J))

Chartered Accountant

Kuala Lumpur

6 March 2015

# GRI CONTENT INDEX

for 'In accordance' – Core

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G4-3	Organisation's name	Front Cover
G4-4	Primary brands, products and services	CIMB Annual Report 2014
G4-5	Location of the organisation's headquarters	CIMB Annual Report 2014
G4-6	Counties of major operation	CIMB Annual Report 2014
G4-7	Nature of ownership and legal form	CIMB Annual Report 2014
G4-8	Market served	CIMB Annual Report 2014
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## SPECIFIC STANDARD DISCLOSURES

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Material Aspects	DMA and Indicators definition	Page reference (or direct response in case of omission)
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