

# Group Sustainability Statement

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# Our Sustainability Journey

## ABOUT THIS REPORT

Sustainability matters continue to be an integral focus of the Group as reflected in our vision, mission and core values which are centred on building trust. We remain firmly dedicated to fulfilling our sustainability commitments and strengthening the trust we have built with our stakeholders.

This report seeks to present an overview of IOIPG's sustainability journey to keep stakeholders posted on the progress we made on the related environmental, social and governance ("ESG") matters in FY2023.

During the year under review, we advanced our sustainability approach in order to ensure that our sustainability agenda stays relevant to our business and stakeholders. For instance, we continued to implement our climate action strategy and established baselines for goals under our roadmap aligned with the recommendations of the Task Force on Climate-related Financial Disclosures ("TCFD").

### SCOPE OF REPORTING

The IOIPG Sustainability Report 2023 ("SR2023") covers our performance in relation to the economic, environmental and social ("EES") benchmarks from 1 July 2022 to 30 June 2023 with comparative historical data where available. The previous report was published in September 2022.

The scope of reporting covers all the Group's operations, namely property development, property investment, and hospitality and leisure businesses, spanning all geographical locations from Malaysia and Singapore to Xiamen, People's Republic of China ("PRC").

This report has been prepared in accordance with Bursa Malaysia Main Market Listing Requirements and with reference to the Global Reporting Initiative ("GRI") Standards 2021, FTSE Russell ESG Data Model, Task Force on Climate-related Financial Disclosures ("TCFD") Framework, United Nations Sustainable Development Goals ("UN SDGs"), and Sustainability Accounting Standards Board ("SASB").



Please refer to the TCFD Content Index from pages 181 to 182, Bursa Malaysia Content Index on page 173, GRI Content Index from pages 174 to 180, and the SASB Content Index on page 183 for the full list of disclosures referenced in this report.

### REPORT QUALITY AND DATA ASSURANCE

All data presented in this report have been internally sourced and verified by the relevant business units or senior management to ensure its accuracy and quality.

### REFERENCES

All references of "IOIPG", "the Company", "the organisation", "the Group", "us" or "we", shall refer to IOI Properties Group Berhad.

### LIMITATIONS

We acknowledge that there may be certain gaps in the data. We aim to improve our data collection process to enhance the quality of future reports.

### FORWARD-LOOKING STATEMENT

All forward-looking statements contained in SR2023, including our plans, goals, operations and forecast figures, are based on reasonable assumptions made under current business trajectories.

# Our Sustainability Journey

## FEEDBACK AND REPORT AVAILABILITY

IOIPG welcomes our stakeholders to share opinions and feedback with us. Please contact us at:

### Group Corporate Sustainability Department

#### IOI Properties Group Berhad

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Lebuh IRC, IOI Resort City,  
62502, Putrajaya, Malaysia.

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This SR2023 document can be viewed online on the IOIPG sustainability website at <https://www.ioiproperties.com.my/ioi-sustain>

## HIGHLIGHTS

### AT A GLANCE

# 2,647

## Total Workforce

Consisting of 87%  
Permanent Employees



# RM3.03 billion

## Total Value Distributed

to Stakeholders



# 99.9%

## Procurement Spend

on Local Companies



# 120,443

## tCO<sub>2</sub> Total Emissions

(Scope 1, 2 & 3)



# 924

## out of 5,218 trees planted

are valuable species  
(Endangered or Near Threatened  
or Vulnerable)



# 42

## Training Hours

Per Employee on  
Average



# Zero

## Fatalities in FY2023 with 32 million manhours

\* employees + contractors



# 33%\*

## Women

Representation  
at IOIPG's Board

\* As at 30 August 2023



# Zero

## Incidence of Corruption



# Zero

## Incidence of Customer Data Breaches



# Our Sustainability Journey

## OUR ESG PERFORMANCE

Our commitment towards sustainability is evident in our performance in global sustainability ratings. In 2023, IOIPG received a rating of AA in the MSCI ESG Ratings\* assessment, which is a step up from the A rating achieved in 2022.

\* The use by IOIPG of any MSCI ESG Research LLC or its affiliates ("MSCI") data, and the use of MSCI logos, trademarks, service marks or index names herein, do not constitute a sponsorship, endorsement, recommendation, or promotion of IOIPG by MSCI. MSCI services and data are the property of MSCI or its information providers, and are provided 'as-is' and without warranty. MSCI names and logos are trademarks or service marks of MSCI.



## ESG AWARDS & ACCOLADES

### HR Asia Awards 2022

#### - Best Companies To Work For In Asia Award

- ▶ In FY2023, IOI Properties Group was one of the winners of the HR Asia Best Companies To Work For In Asia Awards for the Malaysia Chapter. This award handpicks world-class corporations with high levels of employee engagement and excellent workplace cultures. The attainment of this honour demonstrates the effectiveness of IOIPG's Talent Management strategy that continues to raise the bar in providing an inclusive, safe and engaging workplace where employees can thrive.

#### Material Matters:

- Employee Management
- Health, Safety and Well-being

### BCI Asia Awards (BCIAA) 2023

#### - Top 10 Developer Awards

- ▶ In FY2023, IOI Properties Group (IOIPG) was honoured to be among the winners of the BCI Asia Awards (BCIAA) - Top 10 Developer Awards in Malaysia. Established in 2005, this prestigious accolade serves as a benchmark for innovation and sustainable practices in the realm of building design. The Top 10 Developer recognition in particular is granted based on the total value of active projects in the preceding year, with special weight given to the developer's commitment to sustainability and verified green building ratings. This award not only validates our efforts but also underscores our leading role in championing environmentally conscious and sustainable building practices within the industry.

#### Material Matters:

- Climate Change
- Innovation

## Our Sustainability Journey

### UNGC Sustainability Performance Awards 2022 - Sustainability Awareness and Employee Engagement Recognition Awards

- ▶ In FY2023, IOIPG was accorded the UNGC Sustainability Awareness and Employee Engagement Recognition Awards. This award is given to organisations that have demonstrated exceptional commitment to sustainability awareness and employee engagement, and serves as a testament to IOIPG's dedication to fostering a culture of sustainability among its employees. The Group's efforts in this area include the implementation of various sustainability awareness programmes and the active engagement of its employees in these initiatives.

#### Material Matters:

- Employee Management
- Health, Safety and Well-being
- Biodiversity
- Climate Change
- Water
- Waste & Effluent
- Supply Chain Management
- Innovation

### The Edge Best Managed & Sustainable Property Awards 2023

- ▶ In FY2023, IOI City Mall was honoured to receive The Edge Malaysia's Best Managed & Sustainable Property Awards. This esteemed recognition underscores buildings that exemplify not just superior management, but also a commitment to sustainable practices.

This award acknowledged for our efforts in connecting sustainability with management excellence, setting a benchmark in the industry that goes beyond mere compliance to create truly sustainable and well-managed properties.

#### Material Matters:

- Climate Change
- Innovation

### National Energy Awards (NEA) 2023

- ▶ The NEA initiative, spearheaded by the Ministry of Natural Resources, Environment and Climate Change, supports Malaysia's ambition to achieve net-zero GHG emissions by 2050, encourages the adoption of sustainable energy practices i.e. energy conservation, energy efficiency, and renewable energy.

PJ Midtown (Retail & Office) bagged the Runner Up for Energy Efficient Designed, under Category 2: Energy Efficient Building.

IOI City Mall phase 1 won the Merit award of Large Green Building under Category 2: Energy Efficient Building.

#### Material Matters:

- Climate Change
- Innovation

### Asia Pacific Property Awards 2023/2024

- ▶ The award are widely recognised as a mark of excellence by companies in the property sector, judged by over 70 industry experts.

IOI Central Boulevard Tower, Singapore was conferred three awards:

- The highest industry honour of 5-Stars in the Best Mixed-Use Development (Singapore)
- Best Commercial High Rise Development (Singapore)
- Best Mixed Use Architecture (Singapore)

#### Material Matters:

- Climate Change
- Biodiversity
- Innovation
- Water









# Our Sustainability Journey

## SUSTAINABILITY AT IOIPG

At IOI Properties Group Berhad, sustainability is deeply ingrained in our organisational culture and forms an integral part of our corporate strategy. We are committed to upholding responsible practices to create a lasting, positive impact – not just within the realm of our business operations, but in the broader communities we serve and the natural environment we pledge to conserve.

We have developed a robust ecosystem of frameworks, policies, processes and governance structures to drive the Group's sustainability agenda.

### SUSTAINABILITY STRATEGIC FRAMEWORK & POLICY

CORE PURPOSE: CREATING A SUSTAINABLE FUTURE				
IOIPG Vision, Mission and Core Values	Sustainability Policy	STRATEGIC PILLARS	FOCUS AREAS	SUSTAINABILITY GOALS
		Economic 	① Products & Services Excellence	 <b>Delivering Excellence</b> Achieve prominence in Products and Services Excellence in order to deliver our desired outcome of being <b>Trusted.</b> ; and deeply embed reliability, quality and sustainable growth into all aspects of our business.
		Environment 	② Green Efforts	 <b>Caring for the Environment</b> Uphold environmental ethics through Green Efforts e.g. energy management, water conservation, emissions and waste reduction; and urban biodiversity conservation as well as care for the environment towards sustainability for future generations.
		Social 	③ Work Culture	 <b>Creating Value for Our Employees</b> Maintain a healthy, safe and fair Work Culture with emphasis on employee engagement; and to encourage employee participation in the organisation's transformational journey of sustainability.
		Governance 	④ Community Initiatives	 <b>Developing Sustainable Communities</b> Enhance social well-being via Community Initiatives i.e. social responsibility commitments, community investments, employee volunteerism and community development programmes for positive long-term impacts to society.



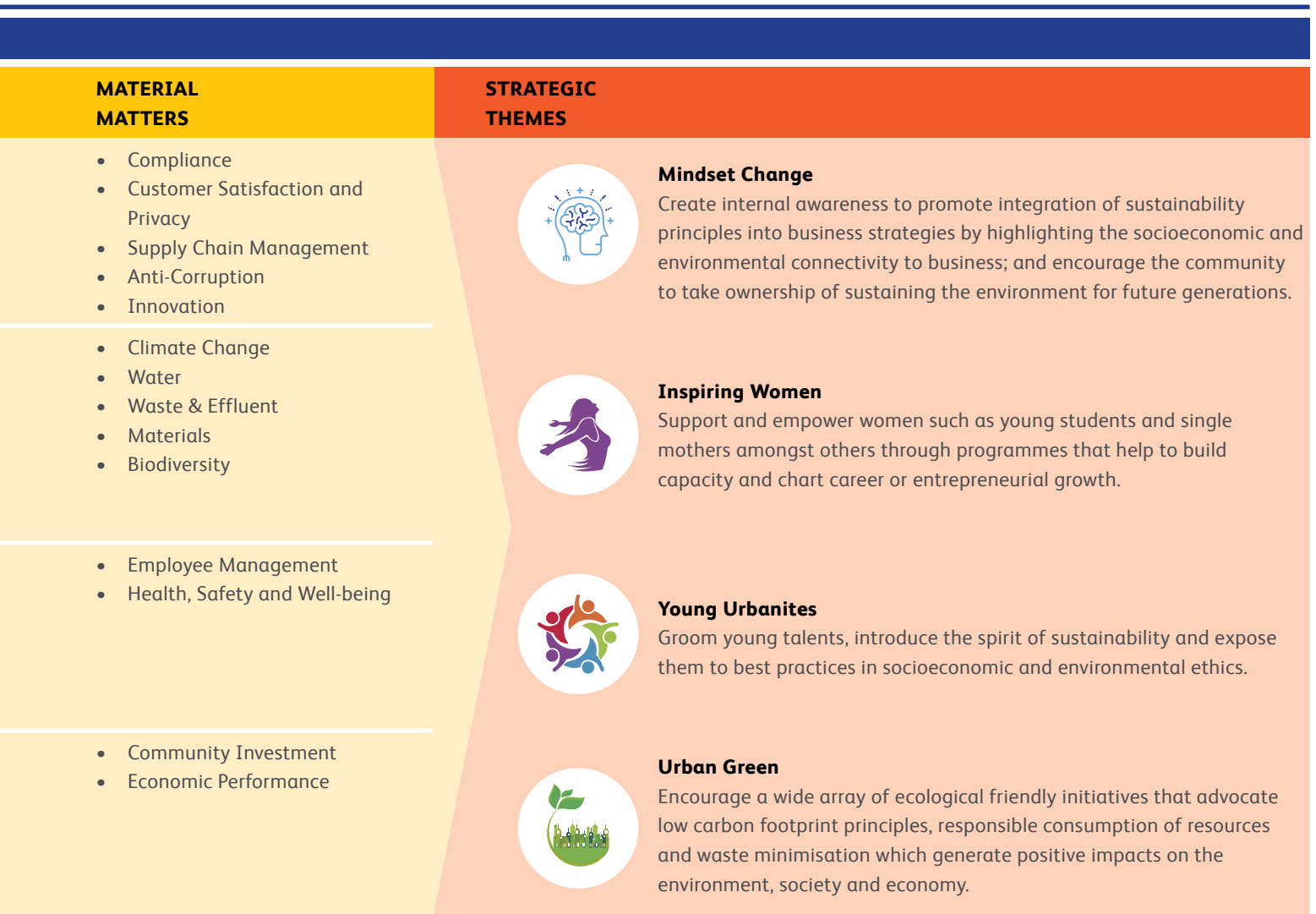
# Our Sustainability Journey

Our Sustainability Strategic Framework outlines this fundamental commitment to Creating a Sustainable Future, guided by the Group's Vision, Mission and Core Values in building trust while we embark on a balanced journey of environmental stewardship, social responsibility, and financial integrity. The framework is further interpreted within our Sustainability Policy, which acts as our business operating guideline to help mitigate risks and enhance the positive impact of our business on the economy, environment, and society.

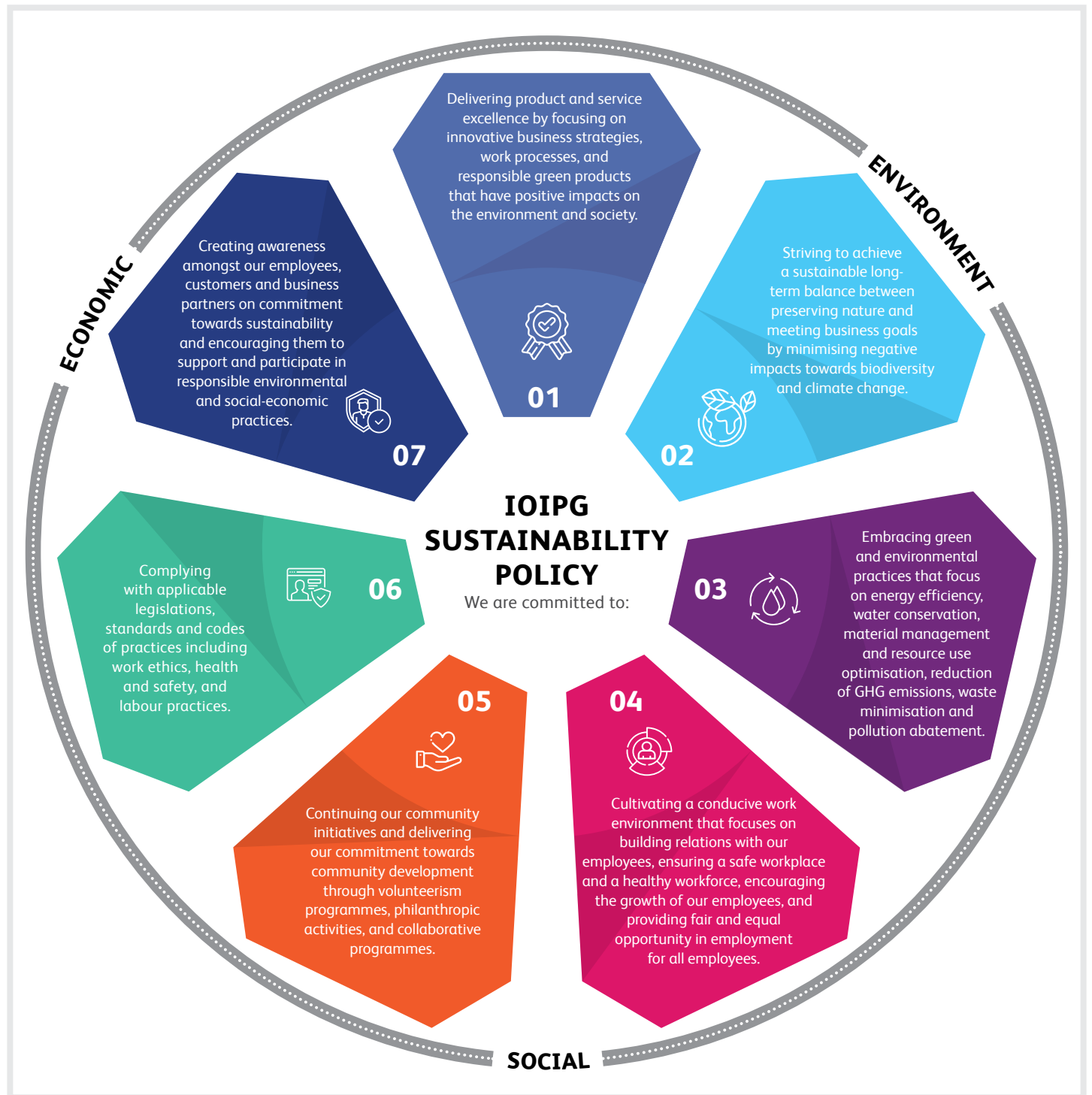
Our sustainability objectives are four-fold:

- Delivering Excellence in our product and service offerings,
- Caring for the Environment through eco-conscious practices,
- Creating Value for Our Employees via a nurturing work culture, and
- Developing Sustainable Communities through socially beneficial initiatives.

We aim to realise these goals by confronting key sustainability issues and crafting initiatives that resonate with our strategic sustainability themes.



## Our Sustainability Journey



The Group's Sustainability Policy amplifies our Sustainability Strategic Framework, outlining strategic steps, contributing to the Group's Sustainability Goals. This ensures alignment between IOIPG's business strategies and our overarching aim of achieving long-term sustainable growth, not just for the organisation but also for the well-being of future generations.



## Our Sustainability Journey

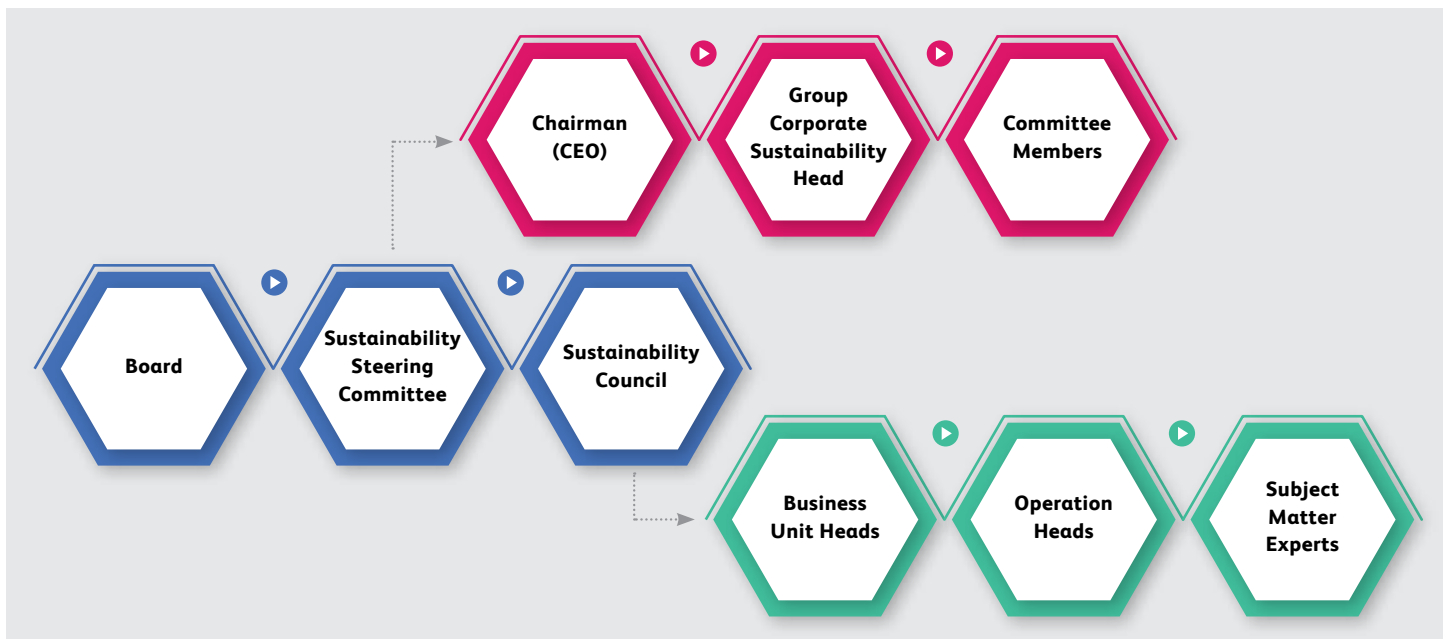
Appropriate sustainability initiatives are identified for prioritised areas of material importance and are implemented across all business units with measurable indicators to track and manage any gaps or issues.

Together, the Sustainability Strategic Framework and Sustainability Policy guides the business operations in mitigating risks and enhancing the positive impacts.

The Group has put in place a robust risk management process that takes into account the needs and expectations of our stakeholders in identifying the ESG risks and opportunities through the Group's Enterprise Risk Management ("ERM"). These risks and their mitigation measures are updated periodically to address emerging issues on both local and global scales.

### SUSTAINABILITY GOVERNANCE STRUCTURE

The governance of sustainability within IOIPG falls under the purview of our Board of Directors. They oversee the Sustainability Steering Committee ("SSC") which is chaired by the CEO. The SSC chairman is assisted by the Head of Group Corporate Sustainability in managing ESG and climate-related risks and opportunities, policy matters, and tracking of sustainability performance. The SSC in turn is supported by the Sustainability Council in the implementation of the Group's sustainability action plans. The remuneration for all employees, including the senior management, are linked to the Group's ESG performance as all levels of our workforce are expected to contribute to the Group's sustainability journey.



Roles	Responsibilities	Composition
<b>Board of Directors ("Board")</b>	<ul style="list-style-type: none"> <li>Maintains strategic oversight on IOIPG's sustainability agenda</li> <li>Ensuring that sustainability is integrated into Group strategies, governance and decision-making</li> </ul>	<ul style="list-style-type: none"> <li>Executive and Non-Executive Directors</li> </ul>
<b>Sustainability Steering Committee ("SSC")</b>	<ul style="list-style-type: none"> <li>Assist the Board on oversight and management of all sustainability matters</li> <li>Supervising climate-related opportunities and risks</li> <li>Review of critical policies and material issues</li> <li>Tracking the Group's sustainability performance metrics</li> </ul>	<ul style="list-style-type: none"> <li>Chief Executive Officer (Chair)</li> <li>Group Corporate Sustainability Head</li> <li>C-Suites and Heads of business segments</li> </ul>
<b>Sustainability Council</b>	<ul style="list-style-type: none"> <li>Work in concert with the SSC to make judicious decisions and enact strategies aligned with the Group's sustainability goals</li> </ul>	<ul style="list-style-type: none"> <li>Business unit heads</li> <li>Operation/Departmental heads</li> <li>Subject matter experts</li> </ul>

# Our Sustainability Journey

## CORPORATE GOVERNANCE

In the fast-paced and dynamic world of the private sector, corporate governance is fundamental in ensuring transparency, accountability, and ethical practices. Robust risk management practices help companies anticipate and mitigate potential risks, safeguarding shareholders' interests.

Within our Group, the Board plays a crucial role in overseeing risk management practices to maintain a robust and accountable corporate structure. This oversight extends to our Risk Management Committee, which is dedicated to establishing and implementing a comprehensive risk management framework. In recent update, the Board has also endorsed the Group's Tax Governance Statement.

Our commitment to corporate governance aligns with industry best practices and regulatory guidelines. We adopt an Enterprise Risk Management ("ERM") framework consistent with standards such as the Statement on Risk Management & Internal Control: Guidelines for Directors of Listed Issuers and Bursa Malaysia's Corporate Governance Guide, and ISO 31000 Risk Management Principles and Guidelines. This adherence to recognised risk management standards ensures transparency and accountability in our operations.

In line with global trends and disclosure recommendations, we identify and address risks associated with the ESG factors. These ESG risks are integrated into our ERM framework alongside corporate, financial, and operational risks. Our ongoing efforts include gradually incorporating stronger ESG considerations into our overall risk management activities, demonstrating our commitment to sustainable business practices.

Furthermore, as part of our commitment to transparency, we report on our risk management approaches and ESG considerations in our annual report, in line with the recommended disclosure guidelines by the Group such as the TCFD and GRI. This ensures that our stakeholders are well-informed about our risk management efforts and our commitment to addressing the challenges of a rapidly changing global landscape.

Corruption risk is identified as part of our risk management activities, and it falls under the broader risk category of 'Integrity and Unethical Behaviour'. This risk category is systematically assessed within each of our business units, where we evaluate risks associated with corruption and fraud. By doing so, we not only acknowledge the importance of combating corrupt practices but also emphasise the need to maintain high ethical standards across all our operations.

To support our commitment in practising good corporate governance, IOIPG has implemented a Whistleblowing Policy aimed at fostering a culture of transparency and accountability within our Group. This policy actively encourages not only our employees but also our valued customers, suppliers, and other stakeholders to come forward and voice genuine concerns related to potential improprieties, improper conduct, or any other malpractices occurring within IOIPG.

This proactive approach to whistleblowing underscores our commitment to upholding the highest standards of integrity, ethics, and corporate responsibility throughout our operations. By providing a platform for individuals to report concerns, we are dedicated to addressing any issues promptly and effectively, ensuring a workplace and business environment that is fair, ethical, and in compliance with all relevant regulations and standards.

## ENSURING GOOD GOVERNANCE THROUGH POLICY ENACTMENT

Sustainability governance at IOIPG is augmented by a dynamic set of policies, codes, charters, frameworks and terms of references ("TOR"), which are assessed periodically to ensure that they continue to provide effective guidance on management of ESG-related matters of the Group.

01 Anti-Bribery and Anti-Corruption Policy

02 Anti-Money Laundering and Terrorism Financing Policy

03 Integrity Pledge

04 Whistleblowing Policy

05 IOI Conflict of Interest Disclosure Statement

06 Supplier Code of Conduct

07 Code of Conduct and Business Ethics

08 Code of Conduct and Ethics for Directors

09 Board Diversity Policy

10 Directors and Senior Management Remuneration Framework

11 Policy on Non-Executive Directors' Remuneration

12 Policies and Procedures to Assess the Suitability and Independence of External Auditors

13 Fit and Proper Policy

14 Quality & Environmental Policy

15 Energy Policy

16 Waste Management Policy

17 Group Health and Safety Policy

18 Sustainability Policy Statement

19 Related Party Transactions Policy

20 Group Tax Governance Statement



Please refer to the Group's governance portal at <https://www.ioiproperties.com.my/our-company/corporate-governance>

## Our Sustainability Journey

### STAKEHOLDER ENGAGEMENT

We engage regularly with our stakeholders to sustain growth in the Group's business while meeting operational needs. This allows us to better understand the evolving needs of our customers, guests and business partners and subsequently enables an inclusive decision-making process.

We are aware that executive decisions impact the Group as a corporate entity as well as our stakeholders. Accordingly, we value feedback from our stakeholders as a means to help us manage perceptions and address any shortcomings.

Feedback from different stakeholder groups is generated through various channels and platforms. This provides opportunities for the Group to improve and fine-tune our strategic decision-making process to achieve better outcomes.

We also consistently communicate with and update our internal and external stakeholders on sustainability matters to ensure that best practices are implemented across the organisation at all times.

#### STAKEHOLDER PRIORITISATION

Effective stakeholder management plays a pivotal role in our commitment to pursue greater sustainability milestones. At IOIPG, we employ a rigorous stakeholder prioritisation matrix as a cornerstone of our sustainability strategy.

This matrix helps us to systematically assess and rank our stakeholders based on their influence, interests, and potential impact on our sustainability initiatives.

Through this approach, we allocate resources and attention where they matter most, ensuring that our sustainability efforts align with the concerns and expectations of those who can influence and benefit from our initiatives.

This method does not only enhance our stakeholder engagement but also strengthens our commitment to transparent, responsible, and effective sustainability practices.



# Our Sustainability Journey

## STAKEHOLDER ENGAGEMENT APPROACH

Stakeholders	Area of Interest	Commitment	Engagement Method	Anticipated Outcome
<b>Investors, bankers, analysts, fund managers</b>	<ul style="list-style-type: none"> <li>Group financial performance</li> <li>Business strategies and operational efficiency</li> <li>Governance stability and sustainability</li> <li>Risk management</li> </ul>	We target sustainable long-term growth and returns by providing customers with the best products and services, rewarding shareholders with sustainable value, fulfilling our duties to the community while safeguarding the environment and contributing towards nation-building.	<ul style="list-style-type: none"> <li>Meetings</li> <li>Annual General Meeting (“AGM”)</li> <li>Financial reports and announcements</li> <li>Press releases and advertisements</li> </ul>	<ul style="list-style-type: none"> <li>Share price performance</li> <li>Return on equity</li> <li>Shareholder voting outcomes</li> </ul>
<b>Customers/ Tenants</b>	<ul style="list-style-type: none"> <li>Product affordability and quality</li> <li>Support services</li> <li>Engagement opportunities and experience</li> <li>Safety and security of managed properties</li> </ul>	We seek to uphold our brand promise by striving for product and service excellence. We value all feedback from customers and tenants, seeking to continuously improve from them. The feedback is also a way for us to maintain the highest quality in security and safety practices across our managed properties and township developments.	<ul style="list-style-type: none"> <li>Public engagement events</li> <li>IOIPG social media platforms</li> <li>Loyalty programmes (Club IOI)</li> <li>Digital community engagement platforms</li> <li>Customer feedback channels and service hotline (IOI Support System, IOI Community)</li> <li>Customer/tenant satisfaction surveys</li> </ul>	<ul style="list-style-type: none"> <li>Property Sales &amp; Tenancy Rates</li> <li>Customer Satisfaction</li> <li>Complaints and Defects reports</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>Personal and professional capacity-building</li> <li>Career advancement</li> <li>Competitive remuneration benefits</li> <li>Employee health and safety</li> </ul>	We seek to retain talent by providing a rewarding career journey for our people through professional and personal development that will help them achieve their goals and realise their full potential. We pride ourselves on promoting a safe and healthy workplace culture that is also open and inclusive.	<ul style="list-style-type: none"> <li>Meetings</li> <li>Trainings, workshops and seminars</li> <li>Employee performance appraisal</li> <li>IOIPG internal engagement platforms</li> <li>Employee engagement activities</li> <li>Town hall meetings</li> </ul>	<ul style="list-style-type: none"> <li>Employee Retention</li> <li>OSH Performance</li> <li>Training Hours</li> </ul>
<b>Business Associates/ Vendors/ Consultants</b>	<ul style="list-style-type: none"> <li>Supply chain management</li> <li>Cost reduction/ savings</li> <li>Procurement practices</li> <li>Business ethics and compliances</li> </ul>	We maintain strong working relationships with all suppliers, business partners and service providers. We require all partners and suppliers to adhere to our business principles such as the Code of Conduct and Business Ethics, IOIPG Anti-Bribery and Anti-Corruption Policy, and IOIPG Supplier Code of Conduct.	<ul style="list-style-type: none"> <li>Meetings</li> <li>Trainings, workshops and seminars</li> <li>Performance appraisals</li> </ul>	<ul style="list-style-type: none"> <li>Procurement Spend</li> <li>Tender Price &amp; Service Quality</li> <li>OSH Performance</li> <li>ESG Compliance</li> </ul>

## Our Sustainability Journey

Stakeholders	Area of Interest	Commitment	Engagement Method	Anticipated Outcome
<b>Authorities/ Regulators/ Government Agencies</b>	<ul style="list-style-type: none"> <li>Regulatory compliance</li> <li>Environmental management and compliance</li> <li>Security and safety management</li> </ul>	As a responsible corporate citizen, we support government initiatives and comply with regulations governing our industry. The same compliance principle is extended to all suppliers and business partners.	<ul style="list-style-type: none"> <li>Meetings</li> <li>Emails and letters</li> <li>Inspections</li> </ul>	<ul style="list-style-type: none"> <li>Corruption Incidence</li> <li>Regulatory Compliance</li> <li>Fines</li> </ul>
<b>Media</b>	<ul style="list-style-type: none"> <li>Market presence</li> <li>Reputation</li> <li>Corporate responsibility</li> </ul>	We maintain a healthy working relationship with the media as a channel of communication with the communities. We engage the media periodically, providing timely and accurate information to uphold our corporate responsibility.	<ul style="list-style-type: none"> <li>Press release/Media invites</li> <li>Meetings</li> <li>Public events</li> <li>Networking sessions</li> </ul>	<ul style="list-style-type: none"> <li>Media coverage</li> <li>Analyst coverage</li> <li>Brand Awareness</li> </ul>
<b>Residents' Associations/ JMBs</b>	<ul style="list-style-type: none"> <li>Security measures for development projects</li> <li>Facilities management</li> <li>Community investment</li> </ul>	We strive to deliver excellence in products and services to the communities in our developments. We utilise our customer feedback management system and grievance mechanism for continual improvement and to meet the needs of customers and our communities.	<ul style="list-style-type: none"> <li>Meetings</li> <li>Public engagement events</li> <li>IOIPG social media platforms</li> <li>Customer feedback channels and service hotline (IOI Support System, IOI Community)</li> <li>Loyalty programmes (Club IOI)</li> </ul>	<ul style="list-style-type: none"> <li>Community engagement activities</li> <li>Social Media Engagement</li> </ul>
<b>Local Communities/ Civil Society Organisations</b>	<ul style="list-style-type: none"> <li>Economic investments for local welfare</li> <li>Infrastructure enhancement</li> <li>Community programmes and events for social development</li> </ul>	IOIPG invests in infrastructure, education and welfare to improve community well-being as we continue to build sustainable developments.	<ul style="list-style-type: none"> <li>Surveys</li> <li>Public events</li> <li>IOIPG social media platforms</li> <li>Strategic partnerships</li> </ul>	<ul style="list-style-type: none"> <li>CSR contribution</li> <li>Community engagement events</li> <li>Capex for infrastructure development</li> </ul>

# Our Sustainability Journey

## MEMBERSHIP OF ASSOCIATIONS AND EXTERNAL INITIATIVES

IOIPG keeps its finger on the pulse of the markets we operate in through active participation in industry associations, trade events and marketplace dialogues, joining forces with industry peers to advance sustainable practices across the sector.

IOIPG is a participant/member of the following associations.

### United Nations Global Compact Network Malaysia & Brunei

#### ▶ OUR PARTICIPATION AND CONTRIBUTION

As a committed participant of the United Nations Global Compact Network Malaysia & Brunei since 14 January 2021, IOIPG adopts the Ten Principles of the United Nations Global Compact. These principles serve as a guiding framework for us, integrated into our overall business strategy, to advance the United Nations Sustainable Development Goals (SDGs).

By aligning our corporate practices with these Ten Principles, we aim to contribute meaningfully to causes such as human rights, labour standards, environmental responsibility, and anti-corruption. We actively participate in network events, workshops, and other initiatives that offer platforms for dialogues on sustainable business practices. We also collaborate with other industry leaders to share knowledge and best practices, thereby raising the bar for social and environmental standards across our sector.

### Women's Empowerment Principles

#### ▶ OUR PARTICIPATION AND CONTRIBUTION

Since becoming a supporter of the Women's Empowerment Principles on 20 March 2021, IOIPG has actively supported the advancement women empowerment. Our membership underscores our commitment to create inclusive environments within the workplace, marketplace, and community at large.

By aligning ourselves with these Principles, IOIPG does not only elevate our own standards for diversity but also contribute to a broader societal transformation, reinforcing our overarching corporate social responsibility initiatives.

### Climate Governance Malaysia (CGM)

#### ▶ OUR MEMBERSHIP AND CONTRIBUTION

IOIPG has been a Corporate Friend of Climate Governance Malaysia (CGM) since 2021. CGM is a local chapter of Climate Governance Initiative which is a global leaders community on climate change spanning 50 countries. Through this membership, our Board of Directors receive up-to-date information into how effective climate risk management can significantly enhance business resilience and sustainability. It also serves as a platform for discussion among corporate leaders, allowing IOIPG's leadership to share insights about best practices for climate governance and risk management, while empowering our Directors with crucial insights that help transition our business model towards a more climate-resilient and low-carbon economy, helping to fortify our resilience and deepen our commitment to our sustainability goals.

#### ▶ CHAIRPERSON MASTERCLASS SERIES 2023 (June to December 2023)

IOIPG contributed a sponsorship to in the inaugural Chairperson Masterclass Series in 2023, hosted by Climate Governance Malaysia (CGM).

The Masterclass Series aims to foster sound climate governance within corporate boards. It served as an enlightening forum for chairpersons, aimed at deepening their comprehension of climate-related challenges and opportunities, and focused on sharing best practices to fortify business resilience in the face of urgent climate issues. IOIPG's engagement in this event signifies our commitment to proactive climate governance, positioning us at the forefront of sustainable business leadership.



## Our Sustainability Journey

### Real Estate and Housing Developers' Association (REHDA)

#### ▶ OUR MEMBERSHIP AND CONTRIBUTION

As a member of REHDA, IOIPG actively contributes to shaping sustainable policy and development within the real estate sector. In collaboration with the CEO Action Network and Climate Governance Malaysia, we contributed to the formulation of the "Towards a Low Carbon Emissions Pathway" policy proposal in 2021. This significant document served as a guide to the government's climate change policy agenda prior to the COP26 summit. Our involvement underscores our commitment to pioneering sustainable practices, both within our industry and on the national stage.

We collaborated with REHDA Institute recently in support of its research initiatives towards a more sustainable development of the property industry in Malaysia. Under this collaboration, IOIPG provided sponsorship for REHDA Institute to conduct research studies for the

period 2023/2024 to address pertinent issues in the property industry in the country, especially in the areas of affordable housing and private property development policy.

- Affordable housing
- Private property development policy

This collaboration is in line with IOIPG's social agenda of developing affordable homes in our developments. With the study, we wish that the current market landscape could be better understood by the property industry, and hence we would be able to identify opportunities to contribute positively through our future developments.

## ASSESSING AND PRIORITISING MATERIALITY

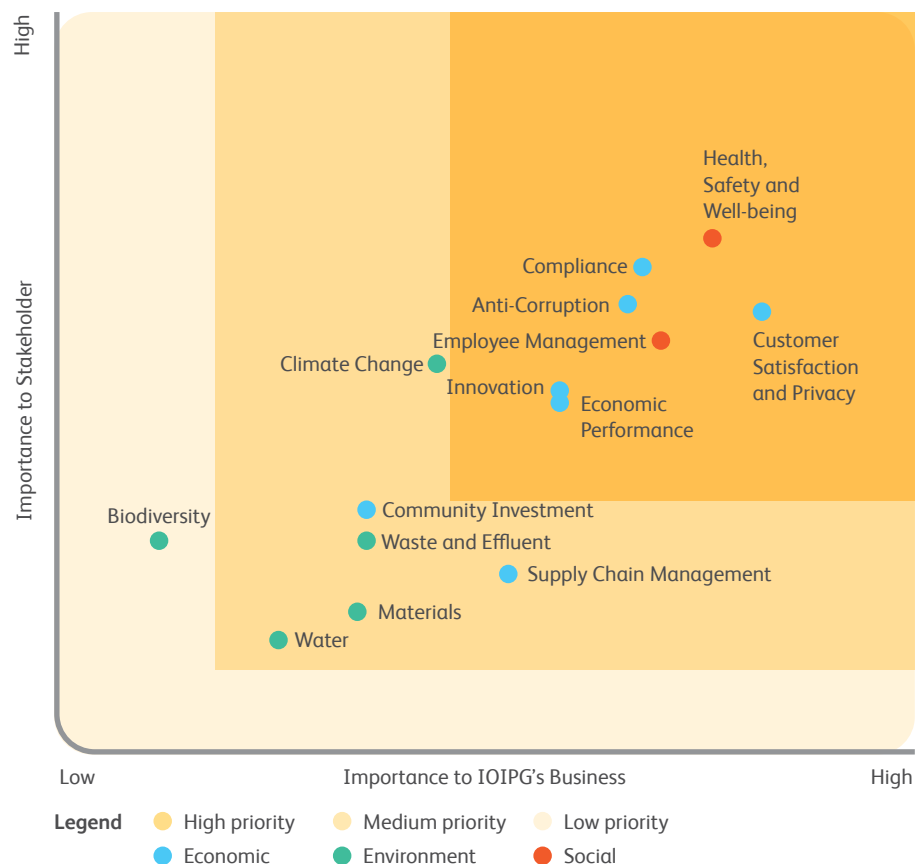
A comprehensive materiality assessment exercise was initiated in August 2021 (FY2022) involving primarily internal stakeholders. These comprised subject matter experts as well as those with active engagement with stakeholders.

The Group's materiality matrix has been retained for FY2023, which was approved by the Sustainability Steering Committee and the Board of Directors.

Nevertheless, the Group has initiated an on-going materiality exercise, adopting the principle of double materiality, with an evolved criteria for determining materiality.

The material assessment exercise includes both internal stakeholders e.g. heads of business segments, business units and department functions, as well as key representatives of external stakeholders. Thus, a comprehensive cross functional population sample size has been developed to solicit educated views towards determining material topics.

#### IOIPG MATERIALITY MATRIX



## Our Sustainability Journey

This includes adopting an integrated reporting or IFRS based perspective to materiality, which is the extent of the impact of a topic on value creation or business performance, supported by a sustainability perspective, which is the extent of a topic's impact on society, environment and the economy (nation's socio-economic progress and development).

### Material Sustainability Matters



#### ECONOMIC PERFORMANCE

Economic value generated and distributed to the community including the indirect economic impacts that are a result of such distributions.



#### CUSTOMER SATISFACTION AND PRIVACY

Maintaining meaningful customer relationships, delivering products and services excellence to exceed customer expectations and safeguard customer data privacy to build customer trust and confidence.



#### MATERIALS

Components used as inputs in our developments, specifically the practice and commitment to responsible sourcing and management of materials.



#### WASTE AND EFFLUENT

Management of effluent, hazardous and non-hazardous waste disposed from our operations.



#### COMPLIANCE

Adherence to relevant laws and guidelines governing our business, as well as efforts undertaken in assessing the anticipated environment and social impacts of our activities.



#### WATER

Consumption and efficiency of water usage from our business operations.



#### COMMUNITY INVESTMENT

Voluntary community engagement and activities to create a positive social impact.



#### BIODIVERSITY

Managing the potential impacts of our business on biodiversity.



#### ANTI-CORRUPTION

Ensuring transparency and guarding against various forms of corruption.

## Our Sustainability Journey

Importantly, the materiality assessment exercise in progress would include external stakeholders with the exercise being extended to customers, suppliers, investors, bankers and other stakeholders from all three business segments.

The Group intends to conclude the assessment exercise within FY2023 and aims to publish the new materiality findings in its website and the subsequent integrated annual report, upon approval by the Sustainability Steering Committee and The Board.



### INNOVATION

Using innovation and technology to continually create positive impacts to the environment and well-being of the society. Innovation includes new design, technology, services and processes.



### SUPPLY CHAIN MANAGEMENT

Ensuring a robust supply chain that is aligned with our policies and practices in the delivery of quality products and services through the management of the environmental and social impacts of our supply chain.



### CLIMATE CHANGE

Management and reduction of greenhouse gas into the atmosphere. This includes the considerations of the impacts of climate change, as well as how the company contributes to achieving global climate-related targets through energy and emissions reductions.



### HEALTH, SAFETY AND WELL-BEING

Maintaining a safe work environment and culture through focused and continued investments to anticipate, recognise, evaluate and control hazards arising in or from the workplace that could impair the health and well-being of employees, workers and customers.



### EMPLOYEE MANAGEMENT

The overall management and fair treatment of employees including addressing human rights, labour practices, promoting employee growth and development, and being an inclusive employer that embraces diversity at the workplace.



## Our Sustainability Journey

### ADVANCING NATIONAL AND GLOBAL GOALS

As a responsible corporate citizen, IOIPG strongly supports Malaysia's implementation of the Twelfth Malaysia Plan ("12MP") as well as the United Nations 2030 Agenda for Sustainable Development and its Sustainable Development Goals ("SDGs"), with a focus on the UN SDGs that align most significantly with IOIPG's operations. Our UN SDG alignments are highlighted in the relevant sections throughout this report.



#### IOIPG Sustainability Goals



#### Material Sustainability Matters

##### 01 Delivering Excellence



- Compliance
- Customer Satisfaction and Privacy
- Supply Chain Management

##### 02 Caring for the Environment



- Climate Change
- Water
- Waste & Effluent

##### 03 Creating Value for Our Employees



- Employee Management

##### 04 Developing Sustainable Communities



- Community Investment

#### UN SDGs

- SDG 1:** No Poverty
- SDG 2:** Zero Hunger
- SDG 3:** Good Health and Well-being
- SDG 4:** Quality Education
- SDG 5:** Gender Equality
- SDG 6:** Clean Water and Sanitation
- SDG 7:** Affordable and Clean Energy
- SDG 8:** Decent Work and Economic Growth
- SDG 9:** Industry, Innovation and Infrastructure

# Our Sustainability Journey

	 <b>United Nations Sustainable Development Goals</b>	 <b>Twelfth Malaysia Plan</b>
<ul style="list-style-type: none"> <li>• Anti-Corruption</li> <li>• Innovation</li> </ul>	 	T1, PE2
<ul style="list-style-type: none"> <li>• Materials</li> <li>• Biodiversity</li> </ul>	       	T1, T3
<ul style="list-style-type: none"> <li>• Health, Safety and Well-being</li> </ul>	     	T2, PE1
<ul style="list-style-type: none"> <li>• Economic Performance</li> </ul>	       	T1, T2, T3, PE1, PE3

**SDG 10:** Reduced Inequalities  
**SDG 11:** Sustainable Cities and Communities  
**SDG 12:** Responsible Consumption and Production  
**SDG 13:** Climate Action  
**SDG 14:** Life Below Water  
**SDG 15:** Life on Land  
**SDG 16:** Peace, Justice and Strong Institution  
**SDG 17:** Partnerships for the Goals

## 12MP

### Theme

**T1:** Resetting the Economy  
**T2:** Strengthening Security, Well-being and Inclusivity  
**T3:** Advancing Sustainability Policy Enabler  
**PE1:** Developing Future Talent  
**PE2:** Accelerating Technology Adoption and Innovation  
**PE3:** Enhancing Connectivity and Transport Infrastructure  
**PE4:** Strengthening the Public Service



GRI 204, 205, 408

# Delivering Excellence

Achieve prominence in Products and Services Excellence in order to deliver our desired outcome of being **Trusted.**; and deeply embed reliability, quality and sustainable growth into all aspects of our business.



## MATERIAL TOPICS:

- Technology & Innovation
- Managing Product and Service Quality
- Customer Satisfaction
- Data Privacy and Security
- Market Trends & External Operating Conditions
- Government Policies
- Environmental and Social Compliance
- Anti-Corruption
- Supply Chain Management



## Delivering Excellence

### UN SDG ALIGNMENT:

#### Goal 9: Industry, Innovation and Infrastructure



#### Goal 16: Peace, Justice and Strong Institutions



*Within the tapestry of IOI Properties Group Berhad, excellence is not just an aspiration; it is our very essence. It underpins our relentless pursuit to become a trusted partner to all our stakeholders, compelling us to weave quality, reliability, and sustainable growth into the heart of our operations.*

We are relentlessly focused on delivering excellence, leveraging technology and innovation to augment the competitive edge of our business model. Our strong intellectual property protection and unwavering integrity safeguards our brand credibility, while we maintain elevated customer satisfaction by being in tune with market trends and adapting to external operating conditions.

To ensure our aspirations are not mere declarations, the Board provides stringent

oversight on all key material matters of this sustainability objective, with defined KPIs and targets as a testament to our tangible pursuit of excellence. We proactively manage the impacts of these topics on our business model, steering our operations with agility and responsiveness in strategy to ensure we remain resilient amidst market flux, technological advancements, policy shifts, and evolving customer expectations, to create lasting value for all stakeholders.

### TECHNOLOGY & INNOVATION

In today's increasingly digitised and competitive business landscape, technology and innovation are vital in elevating IOIPG's success. These two pillars are central to our ongoing achievements, enabling us to optimise operational efficiency, exceed customer expectations and maintain a competitive business edge.

At IOIPG, we have seamlessly integrated various technologies to streamline our operations and enhance value for our stakeholders. Our Robotic Process Automation ("RPA") automates repetitive tasks, freeing up human resources for more complex, value-added activities and digitally transforming our processes across various departments.

Additionally, we have migrated our Enterprise Resource Planning ("ERP") solution to a cloud-based platform. This ensures scalability and accessibility in our daily operations while enabling continual upgrades of IT equipment across all IOIPG offices to facilitate top-notch technology infrastructure and support.

To boost business and operational efficiency, our Club IOI mobile application offers a unified loyalty programme that supports online and offline sales activities. This includes an improved customer experience for collecting member rewards points, shopping privileges from participating merchants and effortless online parking payments with loyalty discounts.

In FY2023, we successfully introduced the IOI Office Mobile app at PFCC Office Towers and IOI City Tower 2. This strategic integration of mobile technologies not only enhances user experiences, but also boosts our business productivity and lays the foundation for innovative value propositions within IOIPG.

# Delivering Excellence

## MANAGING PRODUCT AND SERVICE QUALITY

The Group maintains high standards in Product Quality Management, adhering to the ISO 9001:2015 Quality Management System. The Group Quality Management ("GQM") department, operating at the Group level, collaborates closely with all business units and related departments.

Our primary goal is to ensure strict adherence to product and service quality standards while fostering a culture of continuous improvement. Through this collaborative effort, we work beyond compliance, also actively identify and implement innovative ideas

to elevate the quality of our products and services. To reinforce this commitment, we conduct an annual internal Quality Management System ("QMS") Audit, specifically tailored for the property development segment, ensuring that our commitment to product quality remains at the forefront of our operations.

Throughout our project lifecycle, we maintain a rigorous focus on ensuring quality at every stage. As a result, our developments have consistently scored 70% and above on the QLASSIC assessment, a testament to our commitment to product quality in delivering excellence.

PROJECT	TYPE	QLASSIC SCORE
Marvela, Bandar Putra Kulai	Double Storey Terrace House	78%
Alanis, Warisan Puteri, Sepang	Serviced Apartment	78%
MI Apartment, Bandar Putra Kulai	Apartment	82%
Strata 2, Bandar Puteri Bangi	Townhouse	79%

Our project quality management approach is structured as follows:



# Delivering Excellence

## CUSTOMER SATISFACTION

High levels of customer satisfaction for our product and service quality serve as a cornerstone for enhancing our brand reputation and image. This, in turn, results in business continuity, positive word-of-mouth referrals, and effective promotional efforts. Conversely, dissatisfied customers may express their grievances, leading to customer complaints. In today's digital age, these complaints can find a wider audience through social media channels, potentially affecting our Group's branding and overall image. Therefore, maintaining a focus on customer satisfaction is not only vital for our immediate success but also for sustaining a positive long-term market presence.

With the Board oversight and unwavering support in cascading the significance of customer satisfaction, the Group places a paramount emphasis on product and service quality by instituting and implementing stringent quality control, assessment, monitoring, and measurement processes. We actively gather regular feedback from our customers through various channels, including customer satisfaction surveys and via the IOI Support app.

In our pursuit of excellence and commitment to customer-centricity, we conducted a range of surveys to gauge and enhance various aspects of our services. The frequency of these surveys varies depending on their types, ranging from once every month to once every three months. These surveys are vital in understanding customer satisfaction and continuously improving our operations.

### Managing Grievances

At IOIPG, we consider robust stakeholder relations and effective grievance management as vital components in preserving and elevating our brand's credibility. Building trust and confidence begins with listening to our stakeholders, recognising that their feedback holds the key to customer satisfaction, organisational improvement and delivery of excellence.

Feedback, inquiries, and grievances from our stakeholders are captured across various platforms tailored to different stakeholder groups. Feedback received is carefully assessed and channelled to the relevant departments for timely resolution. We attend to non-defect related feedback from homebuyers and emergency complaints, both verbal and written within two days.

In line with our commitment to exemplary product and service quality, we have instituted the IOI Service Standard. This integrated framework incorporates a rigorous customer feedback management system and a grievance mechanism that even extends to human rights-related concerns. Through the IOI Support app, we maintain a vigilant eye on the status and resolution of each complaint, epitomising our commitment to efficient and effective responses.

Additionally, a whistleblowing mechanism is in place to manage flagged concerns from both internal and external parties anonymously, including those pertaining to human rights, without fear of retribution. This mechanism further reinforces our commitment to brand credibility, as it allows us to address potential issues proactively, thus enhancing stakeholder trust in our governance and operations.

These systems have been put in place not just to meet expectations, but ensuring that IOIPG is exceeding them in a way that solidifies our reputation as a **Trusted** brand. In FY2023, there were zero cases of human rights violations involving our customers or the community.



## Delivering Excellence

In order to improve customer experience, the Group conducted new service training programmes to better equip our frontliners with the necessary skills and knowledge. We organised the IOI Quality & Sales Excellence Awards 2022 celebrating the IOI teams who delivered excellence in product & service quality.

Furthermore, we have established KPIs to assess product and service quality, ensuring this critical parameter is consistently monitored and measured. This proactive approach allows us to swiftly address any issues that may surface, reinforcing our commitment to delivering exceptional products and services to our valued customers.

To uphold the elevated standards of our products and services, we have formulated comprehensive standard operating procedures ("SOPs"). These procedures are instrumental in the selection and appointment of contractors and consultants, ensuring that only capable and qualified professionals are engaged in our projects. This approach

underscores our commitment to maintaining the highest levels of quality throughout our operations.

### Community Safety & Security

The Group acknowledge the importance and the value of safety and security brings to the community of the developed townships and our managed properties.

Our Auxiliary Police ("AP") team are entrusted to maintain a safe and secure environment for customers, tenants, and guests.

They are equipped with patrol cars as well as leveraging on security technologies such as CCTV surveillance cameras to carry out security duties.

Visitors or customers at our managed buildings may find panic buttons and security escorts available to ensure peace of mind.



The proud award recipients with the Senior Management.

### DATA PRIVACY AND SECURITY

Being a property developer and real estate industry, IOIPG handles significant amounts of personal data, particularly customer data. In accordance with the Personal Data Protection Act of 2010 (PDPA), we treat all data as confidential and private and do not disclose it to third parties unless mandated by law or enforcement agencies.

We collect all data with the customer's explicit consent and ensure that they fully understand and are aware of the collection of such data for internal purposes as agreed upon by the customer. To safeguard against breaches of data privacy, the Group is committed to maintain a robust IT security system.

We are committed to ensuring impeccable commitment to data privacy and security. In the last financial year, we have again, achieved zero incidents of breaches, highlighting our effectiveness in safeguarding sensitive information.

	FY2023	FY2022	FY2021
Number of substantiated complaints concerning data breaches	0	0	0

# Delivering Excellence

## MARKET TRENDS & EXTERNAL OPERATING CONDITIONS

Understanding and responding to market trends and external operating conditions is material to IOIPG for several compelling reasons. Firstly, these factors significantly influence consumer behaviour, affecting demand for our products and services and thereby directly impacting our revenue and profitability. Secondly, shifts in the market or in external conditions often necessitate adjustments to our business model, operational strategies, and even our long-term objectives. This could involve modifying pricing structures, adopting new technologies, or re-evaluating supply chain logistics.

The current market landscape of the real estate sector is influenced by a myriad of factors. These include policy changes that may directly impact cost structure and regulatory compliance, increase in interest rates and currency exchange rates affecting financing options, and operating costs. Additionally, we're witnessing shifts in customer demographics and behaviour that require agility in delivery of products and services, as well as management of talent acquisition and retention. The wave of digitalisation and innovation is also reshaping the competitive landscape, compelling businesses to adapt operational strategies to stay resilient. Lastly, a proliferated stakeholder interest and growing focus on environmental issues e.g. climate change and biodiversity have called for a re-evaluation of the importance of green buildings, ecological landscaping as well as other low carbon and climate resilient initiatives that impacts our long-term development planning.

In light of these multifaceted market trends and external operating conditions, IOIPG employs a rigorous process to continually monitor these developments and identify key risks and opportunities arising from these market trends, assess the likelihood and severity of their impacts, and formulate appropriate responses through a holistic approach that involves cross-functional teams and strategic planning. Tools such as data analytics, market research, and stakeholder engagement are instrumental in this monitoring process.

This vigilant stance enables us to adapt and innovate proactively, ensuring that IOIPG remains competitive, and well-poised to meet the challenges and opportunities of the evolving market landscape.



**Additional information on IOIPG's market trends and external operating conditions can be found on page 28 of this report.**

## GOVERNMENT POLICIES

In an ever-changing economic landscape, government policies exert a significant influence on the operations of businesses. The impact of such policies is material to us not only because they directly affect our bottom line, but also because they shape the broader business ecosystem in which we operate, impacting our stakeholders and community partners alike.

Compliance with evolving policies and regulations often necessitates additional financial outlays. This could manifest in multiple forms – from increased administrative burdens to higher labour and operational costs. Consequently, staying abreast of these changes and adjusting our operations accordingly is not just a regulatory requirement but also a financial imperative for the business.

Another crucial aspect to consider is the gestation period required to adjust to new regulatory frameworks. Implementing changes in response to policy shifts may temporarily disrupt operational productivity. This adjustment period is a necessary trade-off for long-term compliance and sustainability.

Specifically, in FY2023, policy alterations such as the introduction of higher electricity tariffs and an upward revision of the minimum wage in Malaysia contributed to an escalation in operating costs.

It is important to note that these policy changes are not solely challenges but also opportunities. Many of these regulatory shifts are designed to expedite the country's move towards a greener, more sustainable economy. The introduction of these new policies have also proven beneficial in helping to increase internal stakeholder buy-in on process improvements that enhance operational efficiency and sustainability.

IOIPG remains vigilant in monitoring shifts in government policies and regulations, taking a proactive approach to enable us to adapt swiftly and responsibly, and ensuring our operations continue to align with evolving economic landscapes and societal expectations.

The Group's development are aligned with The Building and Construction Authority ("BCA") Universal Design Mark in Singapore, the Uniform Building By-Law 34A in Malaysia, and the Codes for Accessibility Design in Xiamen, where applicable with regard to the provision of accessibility and facilities for disabled persons. Aside from ramps and walkways, parking bays and disable-friendly restrooms are conveniently positioned throughout our malls to facilitate wheelchair and stroller access.

# Delivering Excellence

## ENVIRONMENTAL AND SOCIAL COMPLIANCE

As society becomes increasingly aware of the impact of human activities on the environment and communities, property developers and stakeholders are compelled to prioritise responsible and ethical practices.

On the environmental front, IOIPG has no non-compliance with the laws and regulations. We endeavour to continuously fine-tune procedures to regulatory and statutory requirements to ensure we meet our annual target of zero non-compliance.

Beyond compliance, the Group implements the Environmental Management System (ISO 14001) at the property development segment. This certification serves as a testament to our unwavering commitment to sustainable practices and the proactive steps we take to minimise our environmental impact. By adhering to ISO 14001 standards, we do not only ensure compliance but also demonstrate our dedication to continuous improvement in environmental performance, resource conservation, and the reduction of our ecological footprint.

### Conducting Environmental and Social Impact Assessments

A robust Environmental Impact Assessment ("EIA") stands as a pivotal cornerstone for property developers, serving as a comprehensive tool to gauge the projects' potential environmental, ecological and societal consequences. The Group may gain invaluable insights into the environmental implications of its ventures, allowing the Group to make informed decisions that strike a harmonious balance between development and conservation.

This process ensures not only regulatory compliance but also fosters sustainable development practices that resonate positively with stakeholders and the broader community. In FY2023, the Group's business units have conducted environmental and social impact assessments for the prescribed activities. Some of the scope of EIA and SIA includes environmental quality (water, air etc.), ecological assessment, flood mitigation, erosion & sediment control plan, stakeholder perception survey.

## ANTI-CORRUPTION

Maintaining integrity and transparency is paramount to fostering trust among stakeholders and ensuring sustainable growth. In addition, raising public awareness about the consequences of corruption in the property industry has been instrumental in fostering a culture of zero-tolerance towards such practices.



In line with the Group's commitment to good governance, IOIPG maintains a strong stance against corruption. This unwavering approach is evident in the Group's Anti-Bribery and Anti-Corruption ("ABC") policy, which is accessible at <https://www.ioiproperties.com.my/our-company/corporate-governance>

### Anti-Corruption Communication and Training

Comprehensive trainings on the new Anti-Bribery And Anti-Corruption Policy across the Group were completed in FY2022. Since then, employees have attended anti-corruption awareness sessions during onboardings or refresher courses. The trainings aim to raise awareness regarding the implications of corruption and strategies to mitigate corruption risks. Additionally, it offers insights into the established protocols and guidelines designed to counteract corruption within IOIPG.

To reinforce our commitment to ethical conduct among employees, we have taken proactive measures in accordance with our ABC Policy. We regularly remind employees about the importance of adhering to this policy, especially regarding the giving and receiving of gifts. To facilitate this, we have deployed informative posters via email to serve as reminders and guidance in maintaining transparency and compliance with our anti-corruption measures.



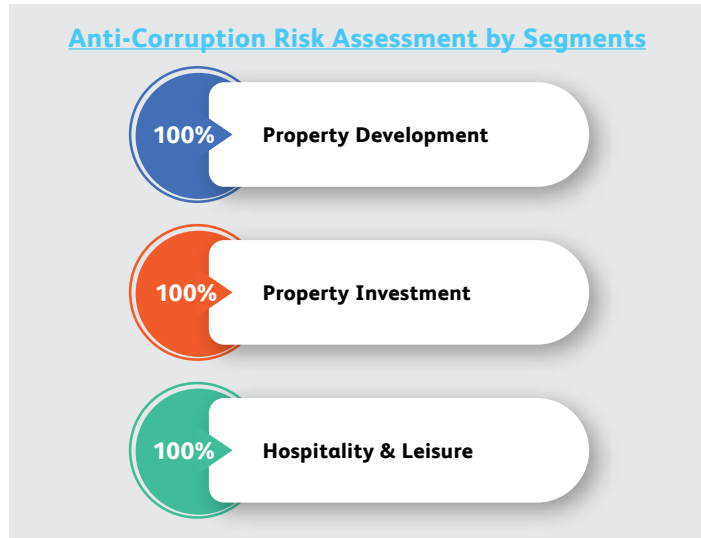
## Delivering Excellence

Throughout FY2023, there are no recorded cases of violations of our ABC Policy or litigation related to corruption involving the Group or its employees. Similarly, there have been no reported incidents of staff being disciplined or dismissed as a result of non-compliance with the established anti-corruption policies. Additionally, there are no occurrences of contract non-renewal with business associates due to the detection of corruption. These underscore the Group's commitment to upholding rigorous ethical standards and fostering a culture of transparency and integrity within its operations.

### Preventing Corruption through Due Diligence

In combating anti-corruption, we go beyond adhering to local laws and regulations as we consistently enhance our supply chain management and remain vigilant to potential risks, particularly corruption risk.

We have conducted a comprehensive risk assessment process to identify potential non-compliance risks across the Group's business operations. By undertaking this process, we aim to effectively evaluate and manage risks associated with our suppliers' adherence to policies and standards.



IOIPG upholds a zero-tolerance approach against all forms of bribery and corruption and this is consistently communicated to the employees and supply chain. All supply chain will be provided with a copy of the ABC Policy, Whistleblowing Policy and Supplier Code of Conduct and they are required to return a signed Integrity Pledge. This is also a prerequisite to tender for contracts.

The Group has also conducted a timely revision to all contract agreements to incorporate an Anti-Corruption clause, which has been made an integral and mandatory part of all contracts with our supply chain, and have included an annual assessment on existing supply chain in which corruption is one of the areas under assessment.

### SUPPLY CHAIN MANAGEMENT

At IOIPG, we understand the significance of a robust and responsible supply chain to safeguard our business operations from ethical quandaries. We are committed to ensuring the responsible management of our supply chain based on the principles of merit, free and fair competition, social and environmental compliance, and support of local vendors.

In particular, local procurement has the potential to greatly stimulate local economies through job creation and business growth.

Accordingly, the Group is committed to promoting local procurement within our supply chain. IOIPG's Supplier Code of Conduct upholds responsible sourcing and employment practices that align with our sustainability commitments. We give priority to locally sourced materials and resources to reduce our contribution to GHG emissions and to minimise the risk of disruptions to our supply chain. Our Contract and Procurement department, in collaboration with the project development team, oversees local procurement.

In FY2023, 99% of our suppliers Group-wide were locally-registered companies with 99.9% of our spendings were on local suppliers. However, our year-on-year performance on this metric is subject to factors such as changes in project scopes, market conditions or local supplier availability.

In addition to prioritising local procurement, we have put in place a structured assessment process to measure our suppliers' performance score against other stringent criteria that includes quality, health and safety, and environmental considerations. They are also expected to demonstrate the practices outlined in the IOIPG Supplier Code of Conduct, IOIPG Anti-Bribery and Anti-Corruption Policy, and Code of Conduct and Business Ethics, covering the areas of ethics, human rights, employment and labour standards, safety and health, and environment.

The Group utilises a ESG Self-Assessment checklist when dealing with suppliers, contractors and vendors. We are currently in the process of reviewing our supplier assessment procedures to incorporate these considerations.





GRI 301-306

# Caring for the Environment

Uphold environmental ethics through Green Efforts e.g. energy management, water conservation, emissions and waste reduction; and urban biodiversity conservation as well as care for the environment towards sustainability for future generations.

## MATERIAL TOPICS:

- Climate Change
- Green Buildings
- Energy and Emissions
- Water
- Waste and Effluents
- Material Consumption
- Biodiversity



## Caring for the Environment

### UN SDG ALIGNMENT:

**Goal 2:**  
**Zero Hunger**



**Goal 6:**  
**Clean Water and Sanitisation**



**Goal 7: Affordable and Clean Energy**



**Goal 11:**  
**Sustainable Cities and Communities**



**Goal 12: Responsible Consumption and Production**



**Goal 13:**  
**Climate Action**



**Goal 15:**  
**Life on Land**



**Goal 17: Partnerships for the Goals**



*At IOIPG, we acknowledge the pressing need to conserve natural resources and ecosystems for the well-being of Mother Earth, driven by our vision to be a **Trusted**. organisation and our mission to safeguard our environment.*

Beyond compliance, we continue to implement proactive measures in embedding sustainability-focused strategies. These include addressing various aspects of material environmental topics such as climate change, biodiversity, waste, water and energy management, material consumption, green building initiatives, amongst others. This strategic approach has contributed to positive outcomes across the Group's business operations in terms of enhanced efficiencies, which led to corresponding

financial savings and reputational gains. Though we understand that the full effects of our environmental stewardship efforts will take some time to see results, particularly in contributing to climate change mitigation and adaptation, we are proud to record continuous progress in our efforts and will strive to enhance our contributions to a sustainable environment wherever possible.

### CLIMATE CHANGE

The real estate industry plays a significant role in climate change due to its impact on energy consumption, greenhouse gas (GHG) emissions, and natural resource utilisation.

Correspondingly, climate change is a global challenge that impacts the real estate industry. Physical climate events such as extreme weather events, rising sea levels, as well as regulatory changes could potentially create risks and opportunities. By embracing sustainable practices, implementing climate resilient measures, and adhering to the evolving regulations, the real estate industry can mitigate risks, capitalise on opportunities, and contribute to a more sustainable and climate-proof future.

# Caring for the Environment

The Group recognises the importance of minimising GHG emissions from group wide operations and strategise to adapt to the potential climate change effects. This could be in the form of optimising energy efficiency, leveraging on renewable energy, and safeguarding natural ecosystems.

To that end, our Group has taken the initiative to develop a comprehensive climate action plan formulated based on our TCFD Roadmap, where plans are crafted to translate our climate-centric priorities into actionable measures. i.e. strengthening internal business practices and engaging the value chain on energy conservation, water conservation, waste minimisation and sustainable materials sourcing.

As a supporter of TCFD, we have expanded the scope of our existing suite of indicators to cover broader business operations, incorporating the recommended TCFD-aligned metrics and targets to ensure effective management of its performance to support the global agenda of limiting the increase in global average temperature and contribute to the achievement of the Nationally Determined Contributions (“NDCs”) of the countries where we operate.

## Our Climate Journey



### 2022 Building Foundation



Enhance internal policies and frameworks addressing climate change



Integrate climate-related risks into our risk registers



Enhance climate-related goals, metrics, and data collection, including Scope 3 emissions (from suppliers/contractors/tenants)



### 2023 Establishing Baselines



Initiate a pilot project for measuring baseline emissions. Conduct embodied carbon assessments.



Engage in discussions with key stakeholders (value chain) to introduce climate action and ambition



Incorporate climate action into the broader business strategy



### 2024 Accelerating Actions



Reduce Scope 1, 2, and 3 emissions



Assess the implications of various climate scenarios on our operations



Identify both existing and potential effects of climate-related risks and opportunities



### 2030 Fulfilling Ambitions



Implement initiatives to continuously reduce carbon emissions



Persist in advocating for climate action



# Caring for the Environment

## TCFD Adoption

With the endorsement from the Board, we have progressively executed the strategic actions outlined in the adopted TCFD Roadmap. While we have consistently acknowledged the importance of addressing climate-related risks, the formal adoption of the globally recognised TCFD framework marks a significant step in our commitment to effectively manage these risks and capitalise on associated opportunities. This strategic alignment with the TCFD framework underscores our dedication to industry-leading practices and reinforces our approach to climate risk management.

Our TCFD journey encompasses various stages, beginning with the thorough identification, comprehensive assessment, adept management of climate-related risks and their inherent opportunities within the IOIPG operations. This wide-ranging effort was a collaborative endeavour involving multiple stakeholders, including Group Corporate Sustainability, Group Risk Management, and various other pertinent functions, in conjunction with each of our three business segments. The coordination extended across all facets of our operations, seamlessly integrating strategies with climate objectives into business functions of each facet of our three distinct business segments.



# Caring for the Environment

## Accelerating Localised Action for Global Ambitions

In response to the global imperative of limiting the global average temperature increase to 1.5°C, an international trend has emerged, fostering opportunities for transitioning toward a low carbon market, necessitating policy and technological shifts. Anticipating an even greater demand for such endeavours in the foreseeable future, IOIPG aspires to support the national commitments to Paris Agreement, and has proactively embraced diverse low carbon initiatives.

The Group supports the recently launched National Energy Transition Roadmap (NETR) by the Malaysian government. Among the actions we have taken to align our climate change journey to the nation's Net Zero aspirations include Renewable Energy (RE) investment to reduce reliance on fossil fuel generated electricity from the national grid which lowers our carbon footprint. Moreover, we have quantified emissions reduction targets which contributes to the nation's endeavors to reduce national carbon emissions level.



Please refer to “Adopting Renewable Energy” subsection on page 129 for more information on our RE investment.



Please refer to “Our energy consumption” subsection on page 125 for information on short and long term emissions reduction targets.

The Group continues its efforts in energy conservation as part of its approach for decarbonising operations. We have initiated strategic measures aimed at minimising our energy consumption and reducing emissions i.e.

- Implement energy-efficient fixtures such as LED lighting.
- Employ energy-efficient control systems and operational adjustments, such as regulating lighting schedules in parking areas and utilising sensors for energy management.
- Undertake chilled water equipment optimisation initiatives, focusing on cooling towers at IOI Mall Kulai and IOI Mall Puchong, and PFCC chiller retrofit.
- Install solar panels to establish renewable energy system.
- Completed a pilot project to assess the embodied carbon (Scope 3) of our high rise development. It identified the high carbon materials hence enabling the design phase to consider alternative lower carbon materials.

At the Group level, one of our noteworthy initiatives is the adoption of the Low Carbon Cities Framework (“LCCF”) within our property development projects, as well as the National Low Carbon Cities Masterplan. We integrate green features into township and facilities development, prioritise the construction of green buildings, expedite emissions reduction, enhance resource efficiency, provide waste management facilities, and conserve urban biodiversity through dedicated programmes to observe the richness of flora and fauna as well as prioritise valuable (Vulnerable, Near Threatened, Endangered) or local plant species.

Recognising the intricate and enduring nature of climate crisis, we stand committed to continual refinement of our approach as we traverse this journey. Guided by internal IOIPG policies along with global sustainability standards, we anticipate advancing our climate actions to greater heights at the Group level, in support of the long term global and national ambitions to neutralise carbon emissions.

The Group has taken gradual steps to implement specific carbon reduction initiatives within each of our key business units as well as integrating climate adaptation features into our township development, as outlined below:

The Group recognised the potential impacts from climate change i.e. flooding and hence have designed and developed adaptation features to minimise such risk:

- Our new industrial project - IOI Industrial Park, Banting has assessed flood impacts.
- We comply to development requirements of drainage systems in townships that we built.
- Our Townpark in Bandar Puteri Puchong and Oasis Park in Bandar Puteri Bangi are designed with water bodies to cope with unpredicted rainfall. The trees and landscaping of the parks helps alleviate the urban heat island effect, apart from sequestering carbon.

Looking forward, we plan to perform climate scenario planning in the near future as part of our TCFD Roadmap.



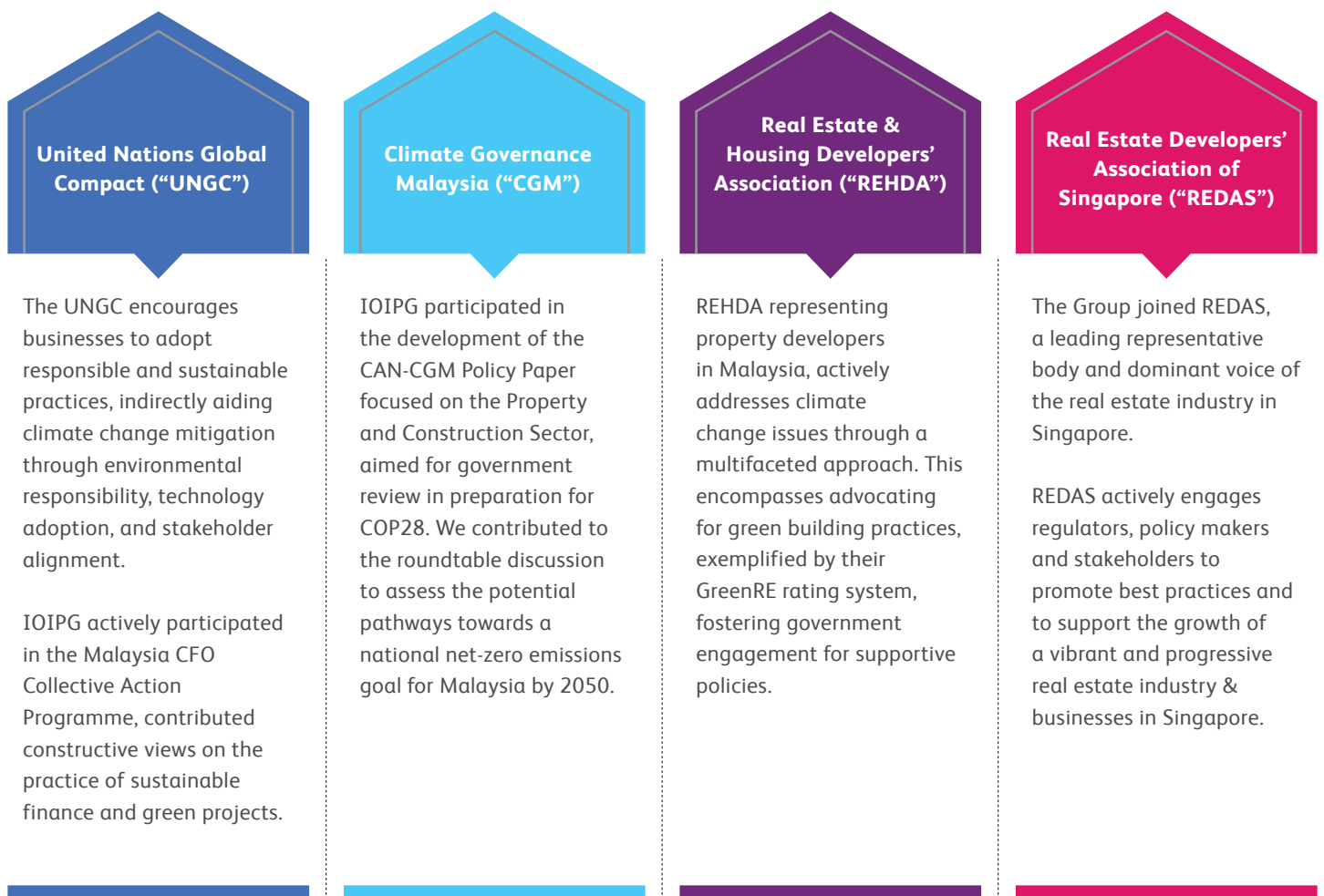


## Caring for the Environment

### Catalysing Climate Action through Membership Impact

The Group's advocacy towards climate change action is manifested through our climate change-associated memberships and affiliations. This helps promote sustainability, environmental responsibility, and collaboration in addressing climate challenges. Such networks often provide our Group with access to valuable resources, knowledge, and best practices to reduce our carbon footprint, transitioning to cleaner technologies, and complying with regulations.

The following presents an overview of how the Group's participation in global commitments and local memberships contributes to climate change action:



Ultimately, these subscribed participations and memberships also demonstrate our commitment to environmental stewardship, which can enhance the Group's reputation, attract environmentally conscious consumers, and foster partnerships with other organisations working towards similar goals.

# Caring for the Environment

## GREEN BUILDINGS

The concept of green buildings has gained significant momentum in response to the escalating global concerns surrounding climate change and resource depletion. With a commitment to reducing carbon footprint, conserving energy, and utilising environmentally friendly materials, green buildings are designed to have a positive impact on the planet. The Group has already adopted various low carbon initiatives, including the Low Carbon Cities Framework ("LCCF") in property development projects.

We at IOIPG also strive for the incorporation of more green features in all our township and facility developments. Our key priorities are constructing green buildings, accelerating emissions reduction, strengthening resource use efficiency, improving waste management and ensuring the continued vitality of urban biodiversity through conservation programmes aimed at championing the appreciation of flora and fauna.

Looking to the future, we have developed a timeline on managing the related impacts of climate change and our environment-related material matters. We have established the time horizons of short (1 year), medium (1-5 years) and long term (> 5 years) to achieve climate-related targets covering environmental indicators such as energy, water, waste and emissions.

We recognise that climate issues are long-term and multi-faceted by nature, and we are committed to reviewing and refining our approach as we progress in our journey. With our strengthened list of metrics to assess and monitor our climate performance, we look forward to further enhancing our climate action plan.

## Making Our Townships Greener

We take our goal of reducing the impact of urbanisation on the environment very seriously. Our approach is to incorporate environmentally friendly designs and technologies in order to create sustainable, lower emissions and climate resilient homes and offices. IOIPG has been collaborating with the Subang Jaya City Council ("MBSJ") to adopt LCCF criteria in all of our township developments.

Various active and passive designs have been integrated into our townships to reduce the carbon footprint. Our efforts include actively sourcing local construction materials and products to lower emissions, using energy and water-efficient appliances such as LED lights and dual-flush water cisterns, and harnessing natural light and ventilation by adopting north-south orientations and cross ventilation designs.

These are some of the green, sustainable concepts featured in our developments:



### Commercial High-Rise Buildings

- Green building certifications such as GBI, Green Mark Certification
- North-South building orientation
- Energy management modules in BMS
- Low Volatile Organic Compound ("VOC") paint
- Photovoltaic cells on the rooftop
- Motion sensor lights at staircases
- Water-saving toilet cisterns
- Sensor taps in public toilets
- Natural light-harnessing features
- Reduction of mechanical ventilation in car parks



### Residential Buildings

- Cross-ventilation designs
- Natural ventilation features in bathrooms without the use of exhaust fans
- Natural lighting and ventilation features such as open concept designs and high ceilings
- North-South building orientation
- Vertical plantings
- Solar water-heating systems
- Rainwater harvesting for irrigation purposes
- Reduction of mechanical ventilations at car parks of high-rise residential projects
- LED Compound Lighting in place of Conventional High- Pressure Sodium ("HPS") Lights
- Low VOC paint
- Green-certified waterproofing materials to be used at bathrooms



### Environment-Friendly Operational Initiatives

- Chiller retrofitting
- Air Conditioning and Mechanical Ventilation to optimise room temperature control
- LED Compound Lighting in place of Conventional HPS Lights
- Alternative looping of lighting circuits at the car park and staircase areas, allowing a 50% reduction in lighting consumption during non-peak hours
- Waste management systems at the construction site
- Recyclable metal formwork at high-rise developments
- Upcycling used cooking oil
- Organic waste decomposition of garden waste
- Electric vehicle charging stations
- Electric buggies
- Solar-powered streetlights

## Caring for the Environment



IOI City Mall Phase 2

### Expanding Green Development

We have set a target to obtain green building certifications for all office buildings and high-rise developments. Since 2014, the Green Building Index (“GBI”) certified buildings in our portfolio include IOI City Tower 1 and 2, Puchong Financial Corporate Centre Tower 4 and 5, as well as PJ Midtown.

In Singapore, South Beach and IOI Central Boulevard Towers have obtained the Green Mark Platinum Certification, recognised for sustainable building design and use of environmental-friendly construction materials. Our projects in Xiamen, PRC, also achieved Green Building Certified Evaluation Level 1-star, namely IOI Mall Xiamen, Sheraton Grand Xiamen Jimei, IOI Palm City D3, D4 and D5 residential properties and IOI Palm International Parkhouse.

The latest addition to our list of green buildings is IOI City Mall in Putrajaya and IOI Galleria, Bandar Putra Kulai, of which both received the GBI certification for its eco-friendly designs which focus on renewable energy, heat buildup reduction and an energy-efficient cooling system, among others.

### Green Leasing for a Greener Future

We strongly believe that building a sustainable future requires the commitment of all segments of society. Within our sustainability roadmap, the Group promotes green leases for tenants at IOI City Towers. These leases prominently feature provisions related to energy and water efficiency, as well as waste and material management. Detailed information about these clauses can be found in our Tenant Handbook and Sustainable Fit Out Guides, reflecting our commitment to sustainable practices.

# Caring for the Environment

## ENERGY AND EMISSIONS

Amidst growing environmental apprehensions and the tightening of regulatory measures, a notable drive towards sustainability and energy efficiency has become evident. The real estate sector, in particular, has been undergoing significant transformations to tackle issues related to energy consumption and emissions.

Therefore, the Group is cognisant of the ramifications of energy consumption that, in turn, contributes to climate change.

### Energy Policy and Management

Through the Group's Energy Policy, we embrace the adoption of energy-efficient measures and practices that conserve energy in our portfolio of shopping malls, office buildings, hotels and leisure facilities. The policy highlights our commitment as follows:

01

**Demonstrate stewardship in energy management in our properties**

02

**Comply with energy-related regulations**

03

**Embrace renewables energy to minimise emissions**

04

**Employ efficient practices and technologies for better performance**

05

**Cultivate energy conservation culture**

### Energy Management Flowchart

Energy management at IOIPG is guided by the Group's energy policy to optimise energy efficiency and to reduce power consumption in both our existing and new operations. After the initial implementation and commencement of operations, scheduled checking and verification are conducted through performance monitoring and analysis. We also perform periodic energy audits to ensure compliance with best practices. Any irregularities or non-compliances will be addressed through corrective and enhancement measures. As we collect energy data from Group-wide operations, we constantly monitor our energy consumption and performance of our business units. Improved energy efficiency and choice of energy sources help reduce operational costs and minimise GHG emissions.

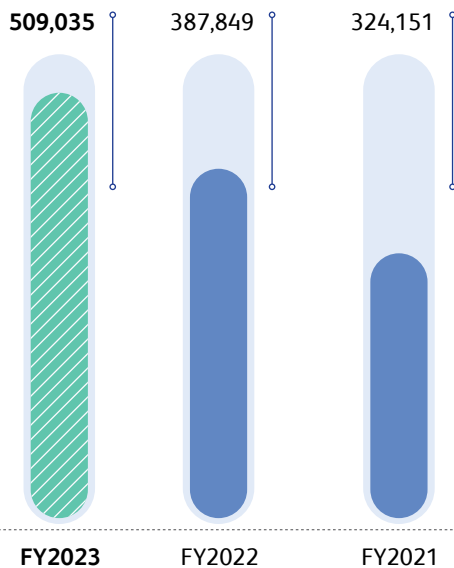


## Caring for the Environment

### Our Energy Consumption

In FY2023, the Group collectively consumed a total of 601,490 GJ of energy. The primary source of energy was purchased electricity from the grid, accounting for 84.6% of the total energy utilised across our business operations.

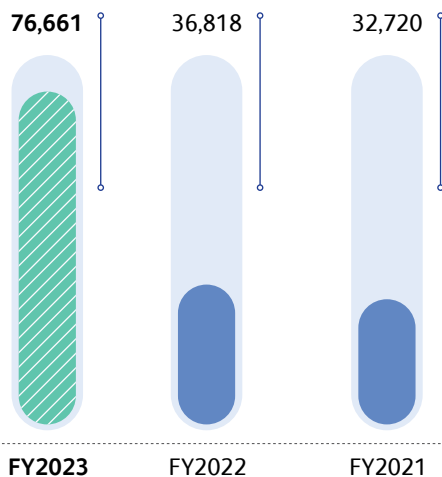
#### Total Grid Electricity Consumption (GJ/year)



Note:

1. The data include Group-wide operations (Malaysia, Singapore and Xiamen, PRC).
2. Data presented excludes tenants' energy consumption.
3. Data presented are from the total amount of purchased electricity only and obtained from electricity bills or direct meter readings.

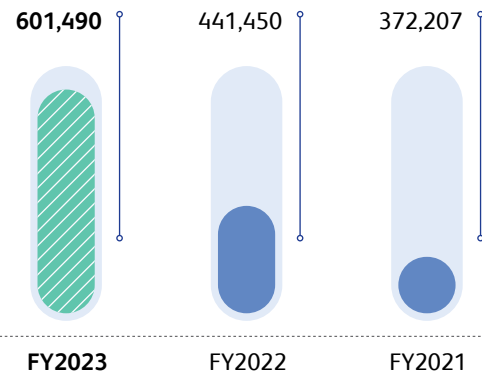
#### Total Fuel Consumption (GJ/year)



Note:

1. The data include Group-wide operations (Malaysia, Singapore and Xiamen, PRC).
2. Data represents Scope 1 fuel combustion from company vehicles, kitchen usage and diesel generator which exclude tenants' usage.

#### Total Energy Consumption (GJ/year)



Note:

1. The data presented include Group-wide operations (Malaysia, Singapore and Xiamen, PRC).
2. Data presented are energy consumption from liquefied natural gas, liquefied petroleum gas and solar.

Within the Group's property investment and hospitality & leisure operations, we have established specific targets for reducing energy consumption intensity as below:



Note:

1. The performance against the base year of FY2020.

For FY2023, our property investment as well as hospitality & leisure segments energy consumption intensity has increased from 0.319 GJ/m<sup>2</sup> to 0.375 GJ/m<sup>2</sup>. Despite the increase in our energy consumption intensity, we have subscribed to Green Electricity Tariff (GET). This has led to a 45% reduction in fossil fuels generated electricity consumption from the segments. We have also installed solar panels to reduce our reliance on fossil fuel-generated electricity consumption.

### Our Carbon Emissions

We are committed to reducing the Group's carbon emissions, and aligned with the emissions reduction targets outlined in the Paris Agreement, as well as in support of the respective Nationally Determined Contributions (NDCs), we have set our goals in realising our emission reduction strategy.

We aim to reduce Scope 2 emissions intensity within our property investment operations:

- by 15%: From FY2021 to FY2025, utilising FY2020 as the base year.
- by 18%: From FY2021 to FY2028, utilising FY2020 as the base year.



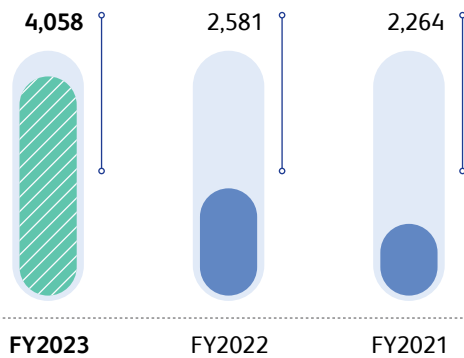


## Caring for the Environment

In FY2023, the Group-wide Scope 2 emissions intensity dropped 31% as compared to FY2022. In relation to our property investment as well as hospitality & leisure segments, the Scope 2 emissions intensity reduced from 0.057 tCO<sub>2</sub>/m<sup>2</sup> in FY2022 to 0.043 tCO<sub>2</sub>/m<sup>2</sup>, which represents a 25% decrease. This is largely contributed by our GET subscription for FY2023, which has helped decrease our carbon emission intensity by 45% compared to a business as usual (BAU) scenario whereby we do not subscribe to GET.

Our calculations of Scope 1, Scope 2 and Scope 3 carbon emissions adhere to the Greenhouse Gas (“GHG”) Protocol emission factors, and incorporate the latest publicly available Grid Emissions Factors for Malaysia, Singapore and the People’s Republic of China (“PRC”).

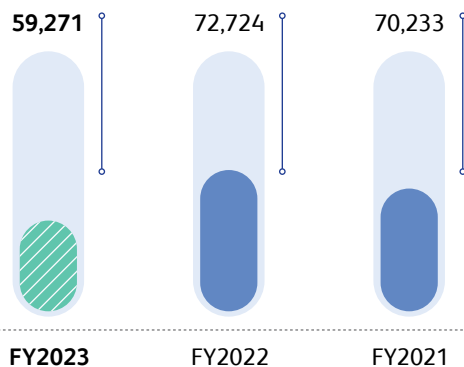
### Total Scope 1 Emissions (tCO<sub>2</sub>/year)



Note:

1. Data includes Group-wide business operations (Malaysia, Singapore and Xiamen, PRC).
2. Scope 1 includes direct carbon emissions from fuel combustion (Petrol, LNG, LPG and Diesel) from company vehicles, kitchen usage and diesel generators.
3. Figures stated may not add up due to rounding of decimals.
4. The emissions for FY2021 has been adjusted to align with the updated emissions accounting method as per the GHG Protocol.
5. There is an exponential increase in our Scope 1 emissions compared to FY2022. This is due to more data made available by business units.

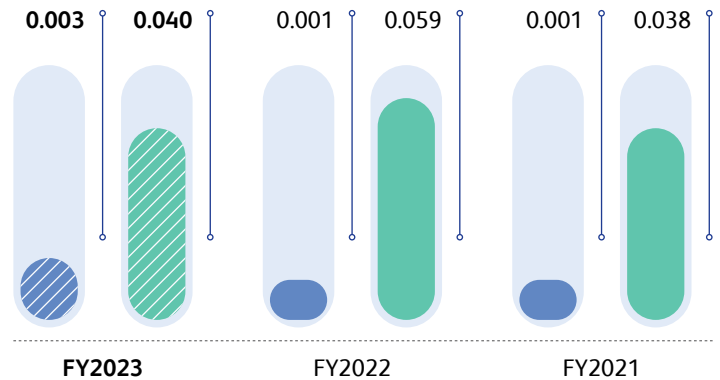
### Total Scope 2 Emissions (tCO<sub>2</sub>/year)



Note:

1. Data includes Group-wide business operations (Malaysia, Singapore and Xiamen, PRC).
2. Carbon emissions data excludes emissions from tenants.
3. The emissions factor used is referring to respective regional grid emission factors.
4. 1 MWh = 3.6 GJ
5. The emissions for FY2022 has been adjusted to align with the updated emissions accounting method as per the GHG Protocol.

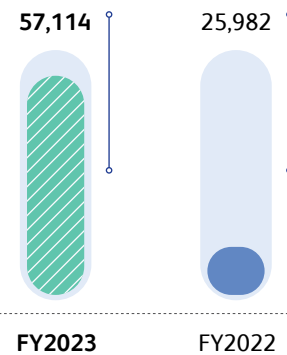
### Group-wide Scope 1 & Scope 2 Emissions Intensity (tCO<sub>2</sub>/m<sup>2</sup>)



Note:

1. The emissions intensity for FY2022 has been adjusted to align with the updated emissions accounting method as per the GHG Protocol.

### Scope 3 Fuel- and Energy- Related Activities (tCO<sub>2</sub>/year)



Note:

1. Figures stated are from tenants' and contractors' purchased electricity consumption.
2. There is an exponential increase in our Scope 3 emissions compared to FY2022. This is due to our expanded fuel- and energy- related activities data collection, as more data is being collected by the various business units across FY2023.

### GHG Emissions Reduction Initiatives

The Group acknowledges that the transition to a low carbon economy necessitates strategic funding and investment. In the year of reporting, the invested low carbon initiatives include solar panels and auto irrigation systems.

Total Investment in Climate Change Initiatives

**RM1.93 MILLION**





# Caring for the Environment

## Our Energy Reduction Commitment and Initiatives

Throughout FY2023, various initiatives have been undertaken across the Group's operations to support the collective energy-saving and emission-reduction strategy.

### Building Management System

Our managed properties are equipped with Building Management System ("BMS") for continuous monitoring of energy consumption. This system incorporates real-time data logging and pre-configured setpoints to instantaneously alert the Facilities Management team on any equipment operation or energy consumption anomalies. This helps expedite the necessary corrective actions required to rectify such anomalies.



# Caring for the Environment

## IOI City Mall



- Installed solar PV system as green alternatives for generating electricity. Generated annual renewable energy of 15,646 GJ. This represents a carbon emissions reduction of 3,390 tonnes of CO<sub>2</sub> per year.
- Completed motion sensor lightings installation for backyard and corridors.
- Services completed for ten (10) units of heat exchangers that resulted in improved heat transfer efficiency of 34~44%.
- Running Thermal Energy Storage (TES) system in centralised chilled water plant, catering for IOI City Tower 1 & 2, Le Méridien Putrajaya Hotel and the mall. The system stores thermal energy during periods of low chilled water demand, optimising the chilled water plant equipment energy efficiency.

## PFCC



- Completed the replacement of existing brine chillers and ice thermal storage tanks with water cooled chillers coupled with chiller plant automation system for energy saving features.
- Installation of LED lightings for basement carpark and motion sensor lighting for staircases and carpark. Estimated annual energy savings of 300 GJ, which is equivalent to 65 tonnes of CO<sub>2</sub> emissions per year (Note: Applicable for PFCC T4 and T5)

## IOI Mall Kulai



- Installation of solar PV system.
- Completed the replacement of cooling tower infills. Estimated annual energy savings of 279 GJ, which is equivalent to 60 tonnes of CO<sub>2</sub> emissions per year.

## IOI Galleria Kulai



- Awarded GBI Silver certification
- Equipped with 51 kWp solar PV system



## Caring for the Environment

### Adopting Renewable Energy

The Group aspires to reduce the reliance on fossil fuel-generated electricity by adopting renewable energy sources, notably solar power. We have strategically invested in solar energy generation across selected properties within our portfolio. This investment has not only contributed significantly to overall energy conservation but has also propelled us toward the attainment of our low carbon objectives.

BUSINESS UNITS	INSTALLED CAPACITY (KWP)	ENERGY GENERATED (GJ/YEAR)
IOI City Mall	3,564	15,646
IOI Mall Kulai*	816	3,517
IOI Rio	214	824
IOI Galleria Kulai**	51	148

Note:

\* The data presented are the projected figures. The commission was only started in June 2023.

\*\* The data encompasses only 8 months data (November 2022 - June 2023), as the renewable energy system was energised in November 2022.



The solar panels on the rooftop of IOI City Mall in IOI Resort City.

# Caring for the Environment

## Minimising Carbon Footprint

In FY2023, the Group implemented several impactful initiatives aimed at reducing our carbon footprint and promoting sustainability:

### Ecological Landscaping

In FY2023, IOIPG planted a total of 5,218 trees and transplanted a total of 228 trees across our developments. This contributes to carbon sequestration, as part of our efforts to mitigate climate change.

### Pedestrian Walkways and Cycling Paths

Our township developments prioritise more sustainable transportation options by having pedestrian walkways and cycling paths. These features are strategically located to encourage residents to walk or cycle to nearby amenities, reducing the reliance on carbon emitting vehicles and hence reduce the carbon footprint of the community.

### Electric Vehicles

IOIPG has embraced electric vehicles (EVs) in our efforts to adopt cleaner and more sustainable transportation. We utilise electric motorcycles for our security personnel and provide electric buggies at our golf clubs. Moreover, we have installed 30 electric vehicle charging stations at various locations including IOI Mall Puchong, Puchong Financial Corporate Centre (PFCC), IOI City Mall, and Putrajaya Marriott Hotel, promoting the adoption of EVs among our stakeholders.

### Renewable Energy

The adoption of more renewable energy across the Group in the last financial year further underlines our intention to decarbonise. In FY2023, we have commissioned the newly installed solar panels at IOI Galleria Kulai.

The combined contribution of both IOI City Mall and IOI Galleria Kulai amounts to 15,794 GJ, which translates into a substantial reduction of approximately 3,422 tCO<sub>2</sub>/year in carbon emissions.

### Shared Mobility

We encourage our employees to practise carpooling, which is an effective way to reduce the number of single-occupancy vehicles on the road, leading to lower carbon emissions and reduced traffic congestion. In addition to carpooling, we facilitate shared mobility through the provision of shuttle bus services. These services serve as convenient first and last-mile connectivity within IOI Resort City, linking key locations such as IOI City Mall, Putrajaya Marriott Hotel, Palm Garden Hotel, Putrajaya, a Tribute Portfolio Hotel and Le Méridien Putrajaya. By offering shuttle bus options, we reduce the environmental impact associated with personal vehicle use.

These initiatives collectively demonstrate our commitment to sustainability with proactive measures to combat climate change while promoting cleaner and more eco-friendly practices across our operations.

### Transit Oriented Development (TOD)

In our efforts to help our community reduce carbon footprint, the Stellar Suites, a Transit Oriented Development (TOD) is located 50m away from the Bandar Puteri LRT station. In 16 Sierra, the 16 Sierra Mass Rapid Transit ("MRT") Station was commissioned for operations on 16 March 2023, providing transit connectivity to the key landmarks from Putrajaya, Serdang and north bound towards the city centre of Kuala Lumpur.



More details on TOD from pages 72 to 73 of MD&A.



MRT 16 Sierra



## Caring for the Environment

### Strategising for Low Carbon Development

In our quest to strategise for long term decarbonisation, IOIPG looks into the life cycle of buildings to explore the alternatives to lowering GHG emissions from the life cycle stages involved. This includes understanding the Scope 1, 2 and 3 emissions of products that we develop and manage. Hence, we may plan accordingly for the choice of materials, construction methods or equipment that could help to optimise the use of the buildings and minimise carbon footprint.

We have concluded a pilot project to assess the embodied carbon of Gems Residences, our high rise development in IOI Resort City. The Carbon Footprint Assessment identified the upfront carbon of the Product stage and Construction Process stage of the life cycle stages.

It identified the high carbon materials e.g. concrete, steel, cement, and hence enabling the design phase to consider the alternative lower carbon materials.

The study was conducted in accordance with the methodologies specified by the UK Royal Institution of Chartered Surveyors ("RICS") and the UK Institution of Structural Engineers (IStructE), with respect to the life cycle stages as defined in the EN 15978 standard for building life cycle assessment.



Gems Residences

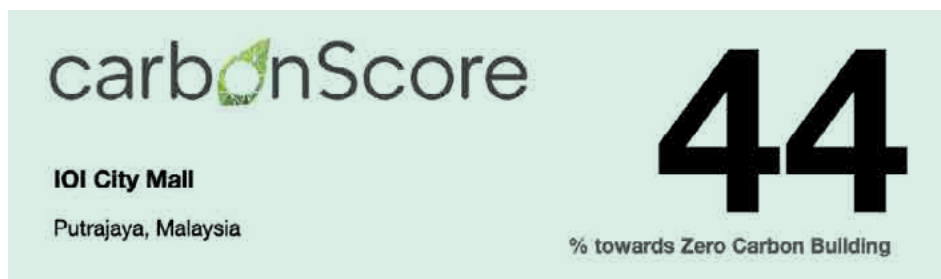
As assessed, the upfront embodied carbon is 553kg CO<sub>2</sub>e per m<sup>2</sup> based on Gross Floor Area (GFA), 1 band below the ideal LETI 2020 Good Design Target.

Moving forward, the Group wishes to assess the embodied carbon of its developed products, as we aspire to support the national ambitions (Malaysia, Singapore and China) to achieve Carbon Neutrality or Net Zero.

IOI City Mall is proud to be the 1<sup>st</sup> shopping mall picked by Malaysia Green Building Council (MGBC) to assess its Carbon Score.

The MGBC Carbon Score is a comprehensive assessment adopted to measure the carbon footprint of Malaysian buildings, in line with national standards for carbon reporting and management.

The mall scored 44% towards Zero Carbon Building, taking into considerations the CO<sub>2</sub> avoided with the Renewable Energy (RE) generated by solar PV systems, and CO<sub>2</sub> reduced through Energy Efficient (EE) initiatives. The assessment also considered embodied carbon, commuting to/from the building and the building's municipal waste.



# Caring for the Environment

## OUR WATER CONSUMPTION

Water resources play a crucial role in safeguarding natural ecosystems and biodiversity. The management of water resources and the enhancement of water quality control are essential to ensure the sustainable development of regional economies and societal stability. In aquatic ecosystems, the presence and quality of water could influence the health and diversity of species by affecting the habitat stability and nutrient cycling. Given that, changes in water levels and pollution could harm aquatic life and disrupt these ecosystems.

Water consumption and management in the real estate industry are critical in sustainable development and environmental stewardship. As the demand for water increases due to population growth and urbanisation, managing water resources responsibly becomes increasingly important. With the frequent occurrence of water scarcity and reduced water availability, the Group acknowledges the significant risks associated with water security. This concern holds particular weight in the water stressed regions where we operate, such as Malaysia, the People's Republic of China, and Singapore. It has been projected that future climate may exacerbate the water stress condition.

### Our Initiatives in Water Conservation

We are taking comprehensive actions, which encompass the implementation of water management strategies across the Group. This involves engaging key stakeholders, including employees, tenants and customers. Our primary objectives consist of closely monitoring water consumption, recognising potential risks and opportunities, and introducing water conservation projects. These efforts will persist as we strive to attain our established target of reducing water consumption intensity.

**Water Consumption Intensity**  
(FY2020 as baseline)



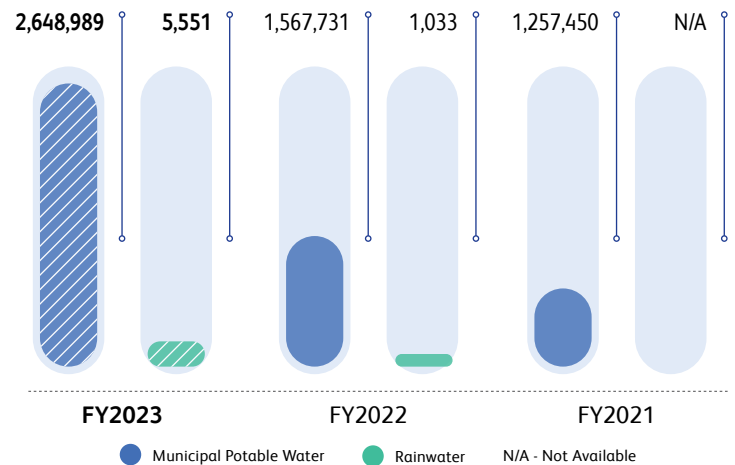
Note: Applicable for property investment operations from FY2021 to FY2025.

In FY2023, our property investment segment's water consumption intensity has increased to 1.66 m<sup>3</sup>/m<sup>2</sup> compared to 1.24 m<sup>3</sup>/m<sup>2</sup> in FY2022. This is due to the increase in business activities for the segment, hence an increase in the municipal water consumption. Despite the increase in our municipal water consumption, we have also increased the volume of rainwater harvested and utilised.

In FY2023, we harvested 5,551 m<sup>3</sup> rainwater for our Group-wide operations, a practice that aligns with our commitment to sustainability and responsible resource management. The harvested rainwater play a crucial role in reducing our dependence on conventional water sources for landscaping activities, thus contributing to the conservation of municipal water.

As we continue to implement these water-saving measures and harness rainwater for practical purposes, we are actively reducing our environmental impact while ensuring efficient and responsible water use within our Group's operations. The following details our Group's overall water consumption and its intensity.

### Total Water Consumption (m<sup>3</sup>/year)

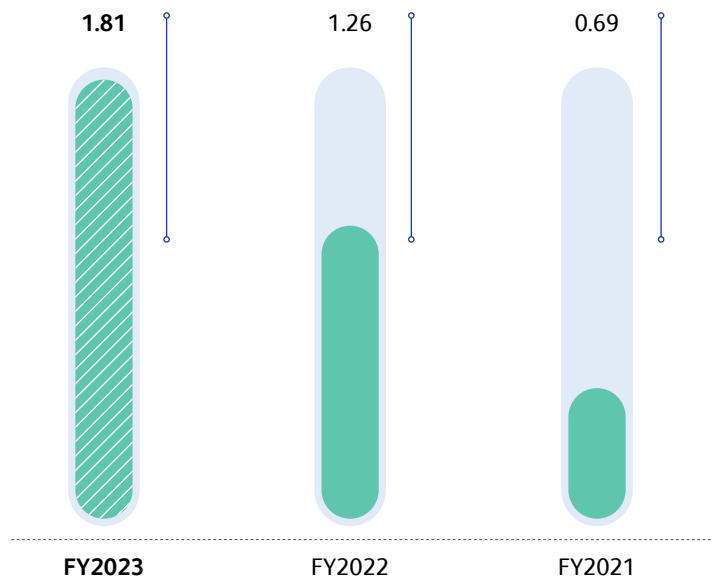


Sourced from Harvested Rainwater

**5,551 m<sup>3</sup>**



### Annual Water Consumption Intensity (m<sup>3</sup>/m<sup>2</sup>)



Note:

1. All data include Group-wide business operations (Malaysia, Singapore and Xiamen, PRC).



## Caring for the Environment

### Localised Water Action for Sustainable Future

Our dedication lies in mitigating the reduction of water shortage risks by minimising wastage and actively conserving precious water resources. By adopting efficient technologies and sustainable practices, the Group can contribute to water conservation, reduce environmental impact and ensure a more sustainable future.

We have integrated the following proven water conservation initiatives into our business operations:

#### Water Conservation Measures



We encourage water-saving practices among our employees through various initiatives, including:



**Reducing Pantry and Washroom Wastage:** We encourage minimising the wastage of water in pantries and washrooms, emphasising the importance of responsible water use.



**Taps Off When Not in Use:** Employees are encouraged to turn off water taps when they are not actively using them to prevent unnecessary water flow.



**Adoption of water efficient fittings such as sanitary fittings and wares designed to minimise water use such as PUB WELS 3-Ticks Water Fittings. (Singapore)**



**Deployment of dual water supply urinal and toilet flushing in office towers, utilising both Public Utilities Board (PUB) supplied tap water and reclaimed NEWater to minimise the consumption of potable water. (Singapore)**



**Preventing Over-Irrigation:** We take measures to avoid over-irrigation wherever possible, ensuring that landscaping and green spaces receive the appropriate amount of water without excess.



**Reducing Cleaning Waste:** We promote responsible cleaning practices that minimise water overflow and repeated cleaning, reducing unnecessary water consumption.



**Prompt Leak Repair:** To prevent water loss, we prioritise immediate repair of pipe leakages, aiming to minimise the time it takes to address any water-related issues.



## Caring for the Environment

### Enhanced Faucets for Water Efficiency



As part of our effort to reduce water wastage, we have installed improved basin taps in our managed buildings. These taps are designed with lower flow rates and come equipped with features such as aerators, water sensors, and self-closing mechanisms, all aimed at conserving water.

### Utilising Rainwater



We harness rainwater, a readily available renewable resource, for irrigation and cleaning purposes. We've strategically placed tanks throughout our facilities to collect rainwater for these tasks. Additionally, at IOI City Mall, we've constructed eco-toilets that utilise rainwater.

### Eco-Friendly Hotel Practices



To promote environmental conservation, our hotel guests can choose not to have their towels and bed linens changed daily. This initiative helps reduce water consumption and detergent usage. We're committed to raising awareness about these benefits at our properties.



## Caring for the Environment

### WASTE AND EFFLUENTS

Given the nature of the real estate industry, business and operational activities typically generate a substantial amount of waste and effluents that may have environmental impacts if not managed properly.

As we identify the waste streams of our business units across all operating segments, the Group is better able to appropriately manage, treat or dispose of various types of waste. Apart from implementing the Group's Waste Management Policy and the relevant waste segregation or housekeeping procedures (SOPs) in our business operations, we included provision of waste segregation & recycling facilities.

To further enhance our resource management effectiveness, we embrace innovations and digitalisation of work process. These technologies not only improve operational efficiency but also contribute to a more sustainable and environmentally friendly outcomes e.g. reduced waste generation or diverted waste to landfill. Moreover, the Group initiated our internal target of 10% to increase its recycling rate for its managed properties. We remain committed to ensuring that all our business operations adhere to relevant regulations, particularly in the management of scheduled waste.

Puteri Mart is dedicated to transforming fruit peels into environmentally friendly cleaning enzymes, serving as natural and chemical-free cleaning agents. This year, they have successfully upcycled approximately 138kg of fruit peels, producing an impressive 1,116 bottles of these eco-conscious cleaning solutions. These cleaning agents are given away to customers and also used for cleaning at the compound. In FY2023, Palm Garden Golf Club demonstrated its commitment to sustainability by composting more than 23,000kg of garden waste, including leaves and branches. The compost is then used to enrich soil quality at the golf course. Additionally, our dedicated landscape department uses a mulching machine to transform garden waste into soil additives.

We acknowledge the hazardous nature of scheduled waste and its potential adverse impacts on the environment and public health. Consequently, we maintain a vigilant stance in monitoring scheduled waste generated at our operation sites, including substances such as used engine oil. Our operations strictly adhere to the Environmental Quality (Scheduled Wastes) Regulations of 2005.

To guarantee the safety of both the environment and public health, we take meticulous care in storing all scheduled wastes appropriately. Additionally, we ensure that only licensed contractors are engaged in the proper collection and disposal of these hazardous materials. This comprehensive approach underscores our commitment to responsible waste management and environmental protection.



## Caring for the Environment

### Waste Management Policy and Action

We adhere to the '3R - Reduce, Reuse, and Recycle' as a guiding principle in our conservation efforts by reducing waste generation, reusing materials wherever possible, and promoting recycling initiatives.

This commitment is also reflected in our Group's Waste Management Policy, as summarised in the following:



To ensure effective waste management, the Group's Corporate Sustainability Department collaborates with our business units to ensure proper solid waste treatment and management. In our commitment to waste reduction and responsible waste management, the Group conducted "Waste-to-Treasure" campaigns, provides waste segregation bins in managed properties, developed townships and project sites. Our hotels, Putrajaya Marriott Hotel and Le Méridien Putrajaya participated in the Food Bank Malaysia ("FBM") programme under the Ministry of Domestic Trade and Consumer Affairs ("KPDNHEP") to turn approximately 231kg of consumable food into packed cook food to help the needed community. The food processed by the retort machine have a guarantee of hygiene, longer shelf life and can last at least a year.

We have implemented an Environmental Aspect and Impact Register across our operations, integrating waste management into our daily activities. Within this framework:

- Successful waste recycling practices are categorised as "Beneficial Impact".
- In instances of poor waste management, we designate it as a potential source of land contamination.

The importance of these waste management practices in the context of environmental conservation is to reducing the amount of waste that ends up in landfills and repurpose recycled materials for other valuable purposes. This promotes circular economy that helps minimise the need for extracting new raw materials, which, in turn, conserves environmental resources.

## Caring for the Environment

Beyond adhering to our Group-wide policy, our key business units also established an effective approach to ensuring proper waste management and monitoring is in place. We collect and monitor waste-related data through various processes, including waste records, a structured waste management procedure, waste estimation, and requests for waste data from contractors. The specific approaches implemented by the Group is outlined below:



**Compliance:** Strict adherence to government regulations, particularly in waste sorting and recycling.



**Annual Waste Audits:** To assess and improve waste management strategies, annual waste audits are conducted to identify areas for improvement.



**Certifications:** Maintaining rigorous standards for waste management through ISO 14001 and Environmental Management System ("EMS").



**Stakeholder Campaigns:** Annual awareness campaigns target tenants and local communities at our office buildings to educate and engage them in sustainable practices.



**Project Site Controls:** Effective control of waste disposal is extended to project sites.



**Recycling Drive-Through:** Implementation of recycling programme that provides convenience to encourage recycling.



**Monthly Waste Tracking:** Each sales gallery and office maintains a monthly record of general and recycled waste, enhancing accountability and tracking progress.



**Eco-Friendly Packaging:** Promotion of the use of eco-friendly bags and reduced packaging.

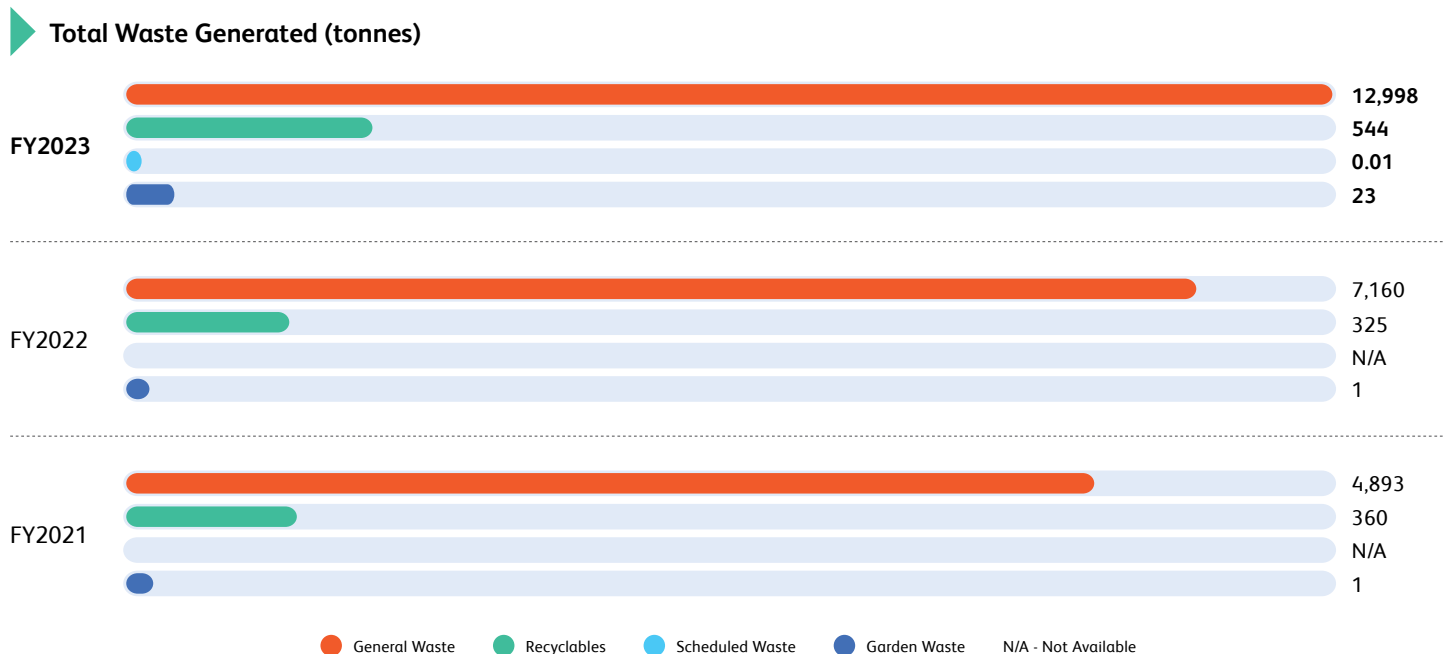


**Office Cleaner Roles:** Dedicated staff within our offices and project sites segregate waste and facilitate the proper transfer to dedicated recycling bins.



**Community Clean-Up:** An annual "Gotong-Royong" rubbish-cleaning event takes place in property development and public areas.

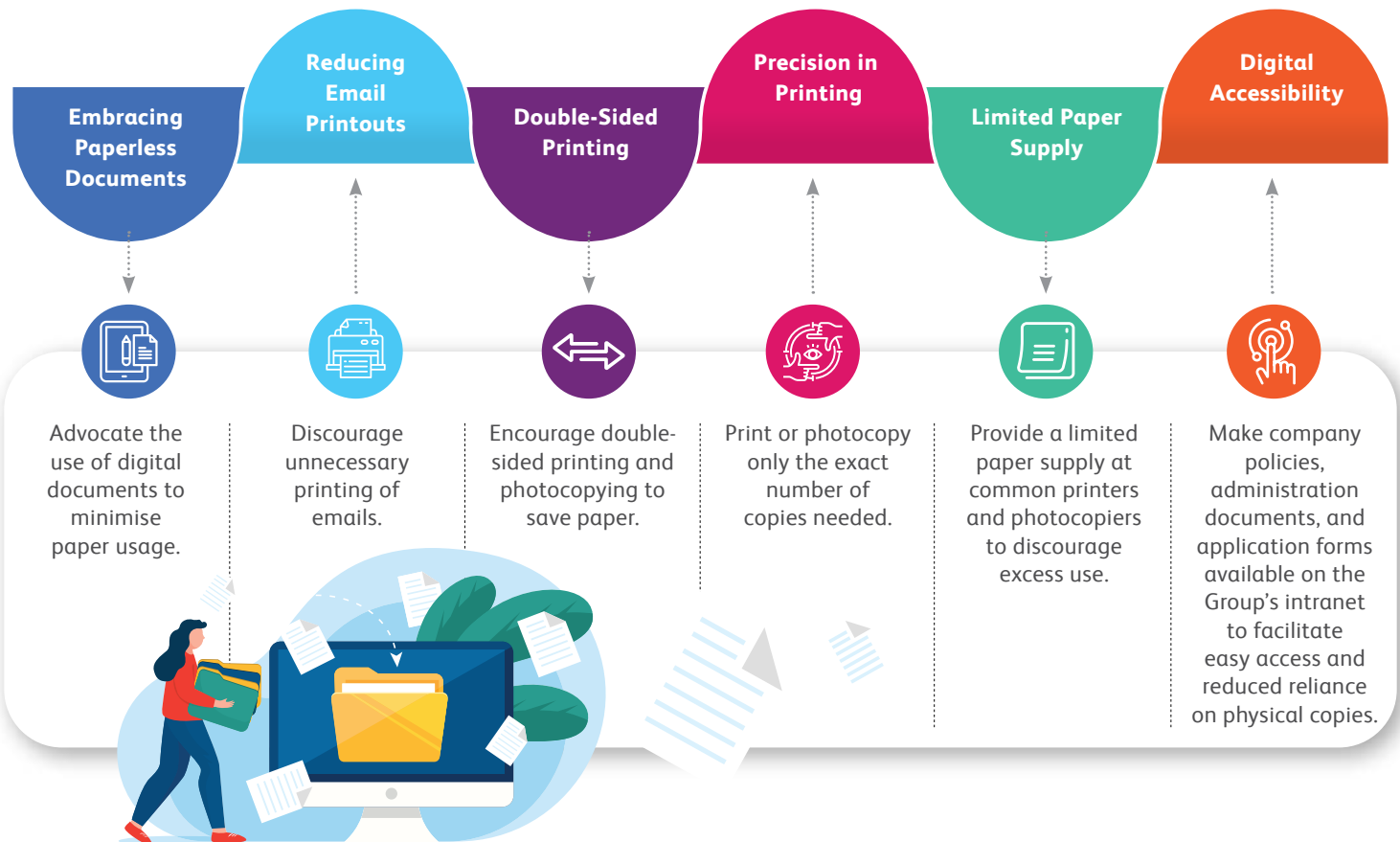
The following is a summary of the waste generated across the Group's managed properties, showcasing where higher amount of recyclables were segregated for recycling purposes, and substantial increase of garden waste being composted instead of being disposed. The recycling rate maintained at 4%, despite increase of general waste.



## Caring for the Environment

### Waste Reduction at Source

We strongly advocate for minimising waste generation right at its source. At the corporate office, we have implemented various paper waste reduction initiatives, including:



We are committed to minimising waste and preserving resources through our digitalisation efforts. Our digital transformation initiatives, including CLUB IOI, IOIPG-PQSH, IOI eMarketplace, Enterprise Content Management ("ECM") systems, and automated payment processes, have significantly reduced our reliance on paper. IOI eMarketplace alone has saved an estimated 81,840 paper documents, and since FY2020, we have discontinued distributing CD-ROMs of our annual reports, resulting in savings of approximately 76,000 CD-ROMS to date.

Furthermore, to promote waste reduction within the broader community, IOI Mall Puchong has introduced the KITACycle recycling centre with a weigh-and-pay system, allowing the public to earn cash by recycling and diverting waste from landfills. We also encourage waste segregation among our employees, tenants, and the public by providing recycling bins in common areas, including sales galleries, all our malls, and our office buildings. These efforts collectively contribute to a more sustainable and environmentally conscious waste management approach.

### Recycling Waste with Community

Our Recycling Drive 2023, organised across all townships in the Klang Valley, Johor, and Penang was organised in collaboration with NGOs and recycling partners such as Cenviro, Arus Oil, Generasi Peduli Sampah (GPS), e-Idaman, and SWM Environment aimed to raise awareness about the importance of recycling and promote sustainable practices within the community. A total of 1,967kg of recyclable materials comprising of aluminium, cardboards, e-wastes, papers, plastics, steels and 154.2kg of used cooking oils were collected. Interactive and engaging upcycling activities like candle-making from used cooking oils and moulding/doodling on crushed-glass were also conducted during the event. We have witnessed an overwhelming response from our community, with an incredible display of enthusiasm and dedication towards waste reduction and recycling. Together, we have achieved remarkable milestones, making a positive impact on our environment and creating a more sustainable future for all.



# Caring for the Environment

## MATERIAL CONSUMPTION

The demand for materials has seen a continuous upward trend, driven by rapid urbanisation, population growth and real estate development. This escalating consumption is putting immense pressure on finite resources. Efficient materials consumption is essential for sustainable development, cost management and minimised environmental impact.

With rising awareness of environmental concerns, there has been a notable shift towards the use of sustainable and eco-friendly materials. Recycled, renewable and low-carbon materials are gaining popularity among builders and developers.

The Group acknowledges the environmental consequences stemming from the production of construction materials and its role in incurring embodied emissions. Since FY2019, we have diligently monitored the utilisation of key construction materials across our projects. Furthermore, we have initiated the assessment of the embodied carbon footprint associated with construction materials used in both our property development and property investment endeavours. This allows us to evaluate the broader carbon life cycle impact of our projects.

Below is a compilation of some of the major construction materials procured by the Group:

MATERIALS	FY2023	FY2022	FY2021
Steel (tonnes)	6,231	18,808	11,982
Concrete (m <sup>3</sup> )	123,557	87,387	72,219
Tiles (m <sup>2</sup> )	215,123	139,446	103,078
Cement (kg)	2,738,000	-	-

Notes:

- All data include Group-wide business operations (Malaysia, Singapore and Xiamen, PRC).
- Cement data is not available in FY2021 and FY2022.

## Enhanced Building Material Efficiency

We embrace innovative techniques such as system formwork and the incorporation of prefabricated components in the construction of high-rise buildings. Prefabricated components play a pivotal role in advancing material efficiency due to their production in controlled factory settings, which significantly reduces material wastage.

System formwork further reinforces our commitment to sustainability, as it facilitates multiple reuses, and the formwork material itself is recyclable. System formwork is widely applied in constructing high-rise tower blocks exceeding 10 stories, excluding podiums, facility decks, basements, or standalone structures such as guardhouses and refuse centres.

The percentage of system formwork utilisation for ongoing and completed projects in FY2023 is as follows:

PROJECTS	UTILISATION OF SYSTEM FORMWORK (%)
2 Rio Residences	98%*
Aster & Oakleaf	86%**
Arena Residences	98%***
IOI Central Boulevard Towers	100%

Notes:

- \* For all typical floors, excluding the ground floor and transfer plate.
- \*\* For the ground floor and onwards, system formwork is used for columns.
- \*\*\* For typical floors, system formwork is utilised for all components except for the ground beam and slab.

Apart from system formwork, the Group reuses sawn formwork for casting Reinforced Concrete (RC) structure, extended to 4 to 5 times per use.

# Caring for the Environment

## Reducing Environmental Footprint

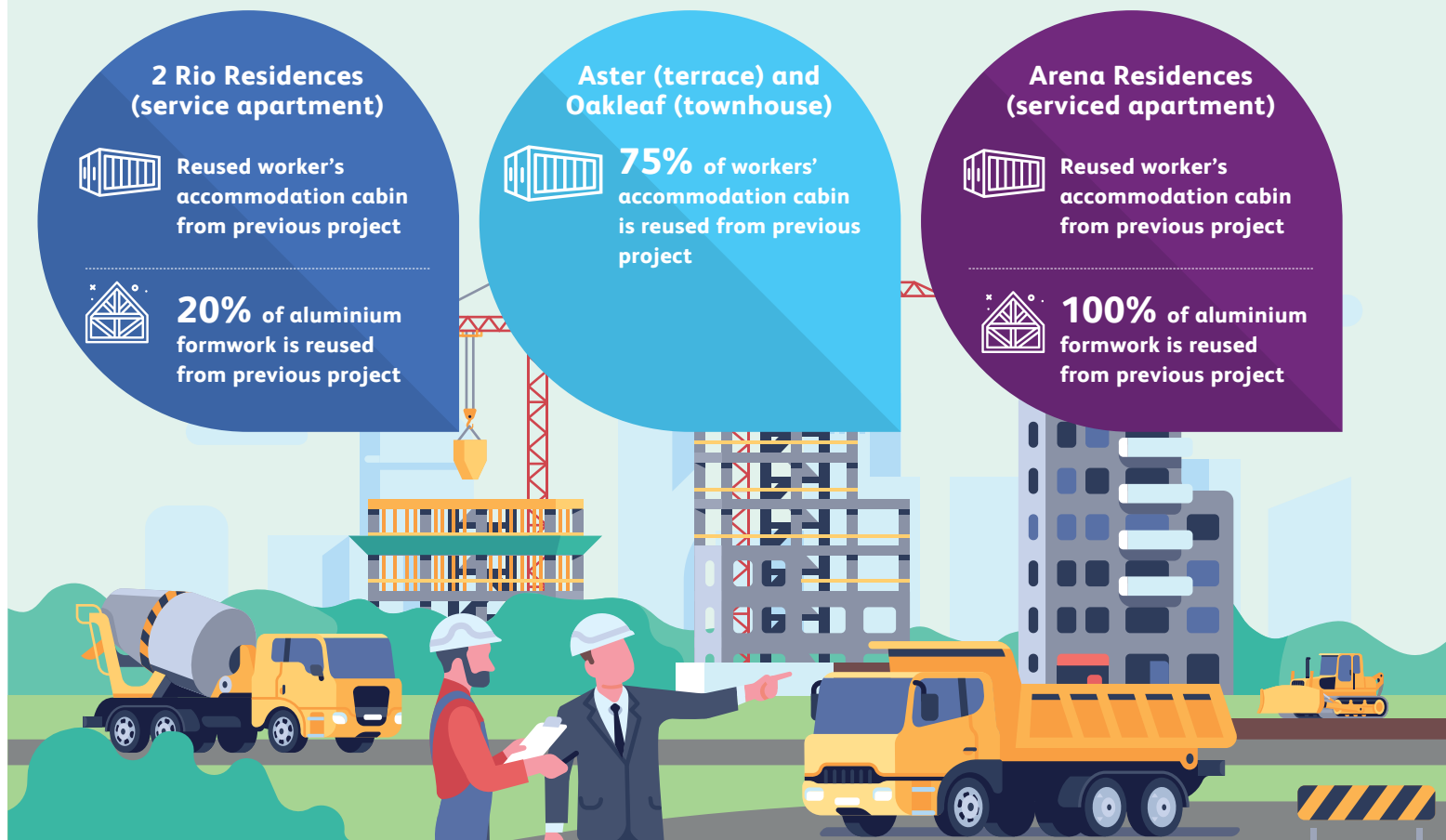
In pursuing low-carbon initiatives, we proactively promote the adoption of eco-friendly materials, which encompass those with a high proportion of recycled content, low levels of volatile organic compounds (“VOCs”), and green-certified materials. This commitment serves to diminish the ecological impact associated with goods and services throughout the entire lifecycle of property development.

Within our property investment segment, we are dedicated to reducing the unnecessary use of draperies and championing the reuse of decorative materials. These initiatives are executed with a steadfast commitment to maintaining service excellence and enhancing the customer experience. As a tangible example, Icescape, an ice-skating rink managed by our Group, features a flooring material crafted entirely from 100% recycled rubber tiles derived from discarded tires. This practice is consistent with IOIPG’s Sustainability Policy and Waste Management Policy.

## Promoting the Use of Reused and Reclaimed Materials

As the Group acknowledges the importance of sustainability and environmental responsibility, promoting the use of reused and reclaimed materials is one of the strategic approaches. This practice not only conserves valuable resources but also significantly reduces our environmental footprint.

A snapshot of our commitments to advocating the utilisation of reused and reclaimed materials across our Group’s business operations is illustrated below.



# Caring for the Environment

## IOI Central Boulevard Towers:

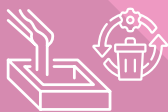
Concrete waste are upcycled to parking kerbs



Concrete waste used as temporary kerb for lift openings, slab openings to act as toeboard and stop water ingress



Concrete waste are used to make concrete cubes for pile testing at other projects



# Caring for the Environment

## BIODIVERSITY

As urbanisation continues to expand, biodiversity is a crucial element for maintaining healthy ecosystems and promoting sustainable development. Rich biodiversity not only supports the natural environment but it could also act as nature-based solutions that benefits the society by improving air and water quality, mitigating climate change impacts, and enhancing overall well-being of local community.

Biodiversity offsetting and net gain are gaining traction in the property industry as crucial mechanisms for balancing the loss of natural habitats due to development. At IOIPG, sustainable living continues to be at the heart of everything we do. We remain committed to conserving urban biodiversity by incorporating blue and green features in our developments and the surrounding areas. Not only does this provide our communities with a direct connection to nature, but it also enables them to enjoy a healthier and more sustainable lifestyle in a thriving environment.

### Biodiversity Policies and Commitments

In line with our Sustainability Policy Statement, we adhere to international policies, legislations and codes of practice that aim at mitigating the negative impacts of our business operations on biodiversity. These include the National Policy on Biological Diversity, National Landscape Guidelines, Task Force on Climate-related Financial Disclosures and United Nations Sustainable Development Goals ("UN SDGs").

### Safeguarding Flora and Fauna

In support of flora and fauna species conservation, a total of 5,218 trees were planted in our township in FY2023.

From this total, 924 species assessed were Near Threatened, Vulnerable or Endangered under the IUCN Red List of Threatened Species. The trees are populated as part of landscaping or within our urban parks.



## Caring for the Environment

### List of Near Threatened, Vulnerable, Endangered Species in Our Landscaping

SPECIES	COMMON NAME	STATUS IN IUCN RED LIST
<i>Araucaria excelsa</i>	House Pine	Vulnerable
<i>Chrysalidocarpus lutescens</i> H. Wendl	Yellow Cane Palm	Near Threatened
<i>Dalbergia latifolia</i>	Indian Rosewood	Vulnerable
<i>Dalbergia oliveri</i> *	Black Rosewood	Endangered
<i>Eucalyptus deglupta</i>	Rainbow Gum	Vulnerable
<i>Eugenia grandis</i> *	Sea Apple	Vulnerable
<i>Pterocarpus Indicus</i> var. <i>Pendula</i>	Angsana	Endangered
<i>Handroanthus chrysanthus</i> (Jacq.) S.O.Grose	Golden Trumpet Tree	Vulnerable
<i>Handroanthus impetiginosus</i> (Mart. ex DC.) Mattos	Pink Trumpet Tree	Near Threatened
<i>Hopea odorata</i> *	Merawan Siput Jantan	Vulnerable
<i>Jacaranda mimosifolia</i> D. Don.	Jacaranda	Vulnerable
<i>Khaya grandifoliola</i> *	Benin Mahogany	Vulnerable
<i>Terminalia ivorensis</i> *	Black Afara	Vulnerable
<i>Shorea roxburghii</i>	Temak	Vulnerable

\* Native to Malaysia

### Saving The Trees

Our key priority is to minimise the negative impacts of our operations on biodiversity. Accordingly, we conduct Environmental Impact Assessments ("EIAs") prior to the commencement of all projects which require them. This includes biodiversity and ecological studies, where applicable, for biodiversity within and adjacent to our developments.

We seek to transplant 5% of trees of every valuable species under the International Union for Conservation of Nature ("IUCN") Red List and incorporate 5% of trees of valuable species in our landscape plan designs. For land development exceeding 300 acres, an area will be designated within the green space to provide for the conservation of biodiversity.

We have also set a target to preserve 5% of trees of every valuable species in our developments prior to project commencement. We are working towards providing a conducive habitat within our projects to sustain biodiversity over time. We also prioritise trees that are valuable (Near Threatened, Vulnerable, Endangered) or local species.

Number of trees planted in our developments:

**5,218**



Number of trees transplanted in our townships:

**228**



In addition, we conserve urban parks and landscaping as part of our commitment to retain the urban biodiversity of our developments and adjacent areas. These green spaces support the habitat of flora and fauna with their ecological functions while providing ecosystem services and nature-based solutions such as temperature regulation, air quality improvement, oxygen production and carbon sequestration, reduce surface run-off, flood mitigation etc.



# Caring for the Environment

## Urban Biodiversity Highlights

Our approach to urban biodiversity conservation focuses on the incorporation of features that ensure that people, flora and fauna can co-exist in harmony e.g. at Bandar Puteri Town Park, Oasis Park etc.

The Bandar Puteri Town Park is a prime example of our efforts. Located in Bandar Puteri Puchong, the park has a thriving ecosystem supporting both aquatic and terrestrial life forms and is an ideal venue for local communities and nature organisations to organise activities such as bird-sighting, insect-spotting and herping.

Frequently referred to as a manicured wilderness, Bandar Puteri Town Park continues to thrive while being preserved amidst human activities. The park has since added an 80-metre boardwalk, canopied social spaces, hanging bridges, outdoor fitness stations, integrated playgrounds, a nature trail and a secret garden to foster greater community interaction and biodiversity appreciation.

In effort to conserve the biodiversity in our parks, we document the observed flora and fauna species.



### Bandar Puteri Town Park



Flora

**89**  
Total Known  
Species

Valuable Flora Species:  
Hopea odorata (VU)  
Khaya senegalensis (VU)  
Cavanillesia platanifolia (NT)  
Swietenia mahagoni (NT)



Fauna

**128**  
Total Known  
Species

Macaca fascicularis (EN)  
Lutrogale perspicillata (VU)



36 Birds



4 Fishes



1 Amphibians



3 Reptiles



79 Insects



2 Mammals



2 Mollusks



1 Arachnids

### Oasis Park



Flora

**31**  
Total Known  
Species

Valuable Flora Species:  
Lagerstroemia langkawiensis (EN)  
Hopea odorata (VU)  
Eucalyptus deglupta (VU)  
Khaya senegalensis (VU)



Fauna

**62**  
Total Known  
Species

Valuable Fauna Species:

-



26 Birds



2 Reptiles



33 Insects



1 Arachnids



## Caring for the Environment



### EcoOasis Parkland

This 3.75-acre park located in the Bandar Puteri Bangi township celebrates our connection with the natural environment. Featuring a recreational playground, a viewing deck overlooking the wetland and boardwalk, the park provides lush communal spaces to the community, apart from being a habitat to some aquatic and terrestrial species.



### IOI Resort City Central Park

The 10-acre Central Park development at IOI Resort City (IRC) is currently in progress, including an existing water body. Its lush green landscape includes a lake, boardwalk, pet park as well as recreational and outdoor exploratory facilities, will enable the IRC communities e.g. residents, visitors, hotel guests, mall patrons, office tenants amongst others to get close to nature.

### Urban Biodiversity Highlights in Bandar Puteri Town Park



**Asian water monitor**  
(*Varanus salvator*)



**Painted Bronzeback**  
(*Dendrelaphis pictus*)



**Smooth-coated otter**  
(*Lutrogale perspicillata*)



**The Lesser Dart**  
(*Potanthus omaha*)



**The-blue-tailed-bee-eater**  
(*Merops philippinus*)



**Leaf-footed Bug Nymphs**  
(*Leptoglossus* sp.)





# Caring for the Environment

## Exciting Urban Biodiversity conservation initiatives

### ► Biodiversity Valley

Among the Group's upcoming environmentally focused initiatives is the IOI Kulai Bio-Diversity Valley in Johor, specifically located in Kulai. We have conducted a thorough biodiversity assessment at the designated site in preparation for this project.

The development of the IOI Kulai Bio-Diversity Valley is set to commence in FY2024, and it aims to establish a vital green space within an urban environment. This biodiversity sanctuary will prominently feature wetlands, that will play a crucial role in providing essential ecological benefits in its surroundings.

### ► IOI Central Boulevard Towers Redefining the Concept of Urban Greenery

In our exciting development in Singapore, the IOI Central Boulevard Towers will host a remarkable diversity of flora and fauna across a sprawling 120,000 sq ft space.

This botanical wonderland features carefully selected trees and plants that serve multiple purposes, including preserving biodiversity, cleansing the air of pollutants, cooling the urban landscape, and enhancing overall happiness of the community.

From fragrant, air-purifying plants to trees with natural pollutant-removal abilities, our enchanting micro-habitat seamlessly integrates nature into the heart of the city.

Tenants will have the privilege of immersing themselves in a therapeutic environment thoughtfully designed to nurture their psychological and spiritual well-being.

Trees planted at the tower (including IUCN assessed species\*):

- **Neem Tree** *Azadirachta Indica*\*
- **Leopald Tree** *Caesalpinia Ferrea*\*
- **Keseru** *Heteropanax Fragans*
- **Angsana** *Pterocarpus Indicus* var. *Pendula*\*
- **Fiddle-leaf Fig** *Ficus Lyrata*\*
- **Fukugi Tree** *Garcinia Subelliptica*



IOI Central Boulevard Towers - Urban Greenery

## Caring for the Environment

### Community Outreach Programmes

#### Joining Forces For A Bigger Impact

The Group regularly engages government agencies and environmental societies such as the Malaysia Biodiversity Information System (MyBIS) and the Society of Wilderness Malaysia in support of the conservation and preservation of urban biodiversity at Bandar Puteri Town Park. This has helped us gain better insights into the future planning of the park and other green areas in our developments. We have also worked with Sekitar Kita, Water Warriors Universiti Malaya and Iskandar Malaysia City Nature Challenge to promote awareness among the public about biodiversity conservation.

#### IOI Connects To Earth

Our umbrella campaign aims to promote public awareness on climate change mitigation and adaptation as well as biodiversity conservation. It emphasises capacity building of our employees and local communities through pocket talks, workshops and community programmes.

This campaign aims to broaden the basis for an enlightened opinion and responsible conduct by individuals, enterprises and

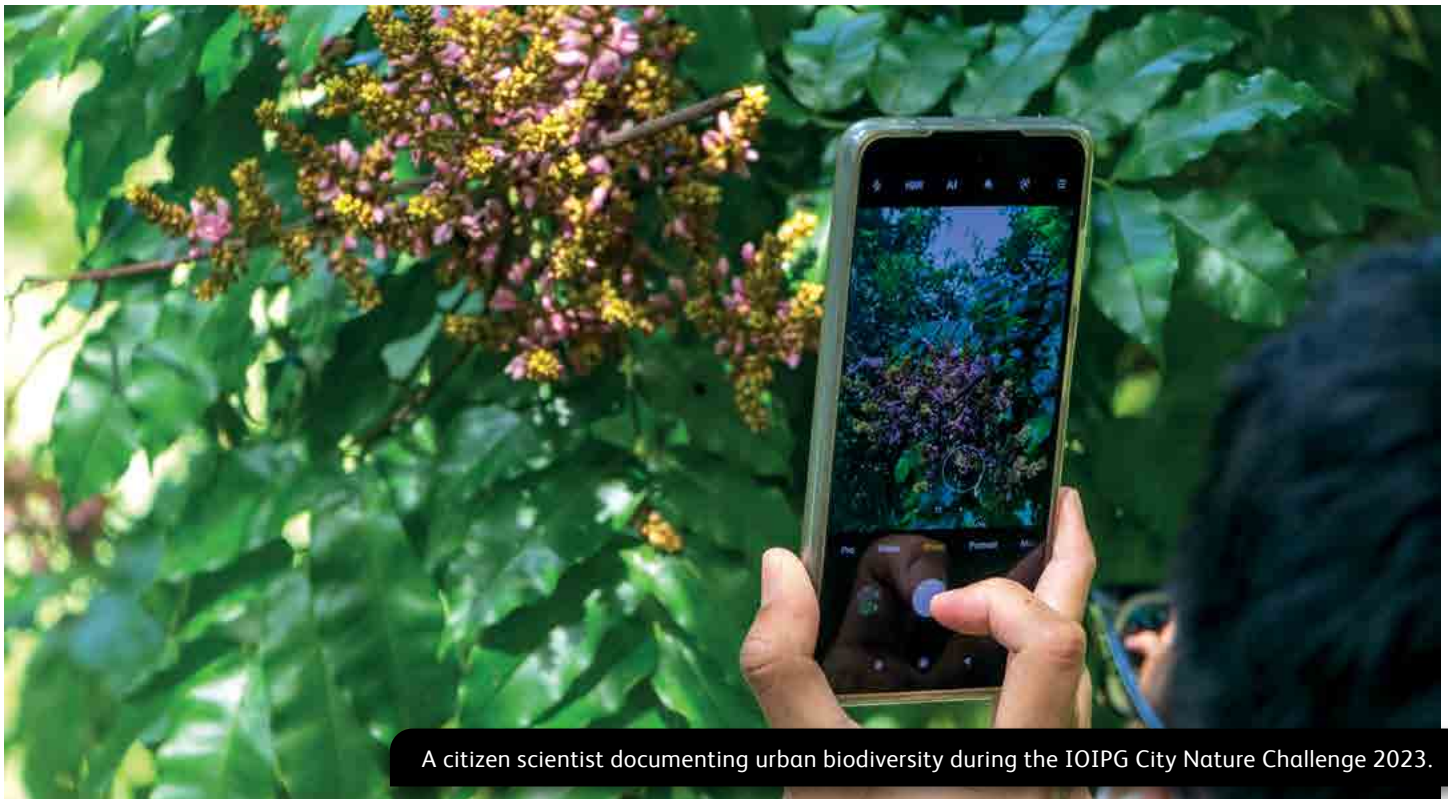
communities in conserving and enhancing the environment. Many of our community investments are directed to the young people in our communities. This campaign is an expansion of the Group's maiden "Nip it! at the source" campaign to minimise waste and reduce the impact of climate change and loss of biodiversity.

These efforts project our Sustainability Strategic Themes of Mindset Change, Young Urbanites and Urban Green to introduce the spirit of sustainability and contribute to the UN SDGs.

#### IOIPG City Nature Challenge 2023

Our annual IOIPG City Nature Challenge was held from 20 April to 12 May 2023. This global biodiversity initiative encourages people to find, observe and document plants and wildlife in their cities through a competition.

Over 300 participants collectively recorded over 6,000 nature observations and identified approximately 1,700 species in the regions of Malaysia, Singapore, and Xiamen, China. The event supports our Sustainability Goal of Caring for the Environment and Developing Sustainable Communities as we continue our efforts in creating a sustainable community that cares for nature.



A citizen scientist documenting urban biodiversity during the IOIPG City Nature Challenge 2023.





GRI 202, 406-410

# Creating Value for Our Employees

Maintain a healthy, safe and fair Work Culture with emphasis on employee engagement; and to encourage employee participation in the organisation's transformational journey of sustainability.

## MATERIAL TOPICS:

- Talent Management
- Diversity and Equal Opportunity Workplace
- Talent Development and Succession Planning
- Occupational Safety and Health



## UN SDG ALIGNMENT:

**Goal 3:**  
**Good Health and**  
**Well-being**

**Goal 4:**  
**Quality Education**

**Goal 5:**  
**Gender Equality**

**Goal 8:**  
**Decent Work and**  
**Economic Growth**

**Goal 10:**  
**Reduced**  
**Inequalities**

**Goal 16:**  
**Peace, Justice and**  
**Strong Institutions**


*At IOIPG, our employees are the cornerstone of our enterprise. We fervently believe that by fostering a desirable, high-performance, high-integrity, and sustainability-based culture, we cultivate the fertile ground on which our collective success thrives. We see our employees as invaluable partners in our sustainability journey and ardently encourage their participation in this transformative voyage while safeguarding their well-being through an emphasis on creating a healthy, safe, and fair workplace.*

To this end, our Board of Directors place an unwavering focus on oversight of material matters such as Talent Management, Talent Development & Succession Planning, Occupational Health & Safety, Diversity & Equal Opportunity Workplace, and Corporate Governance & Anti-Corruption. These areas form the pillars of our organisational culture, bolstering our efforts to establish a work environment that is simultaneously rewarding and growth-oriented. With these efforts in place, we were one of the recipients of the HR Asia Best Companies To Work For In Asia 2022.

In developing talent, we are shaping the future, building robust succession plans that ensure leadership continuity. Through our commitment to occupational health and safety, we embody our belief that our employees' well-being is non-negotiable. In championing diversity and equal

opportunity, we build a rich tapestry of perspectives and ideas, while our relentless drive towards impeccable corporate governance and anti-corruption cultivate a work culture where excellence is pursued, integrity is celebrated, and sustainability forms the bedrock of our operations.

It is a journey that defines the Group's promise of being more than an employer; we are a community committed to making a difference. We also actively participate in labour practice-related workshops, initiatives and collaborations to keep abreast of the latest developments and adopt best practices. These participations include workshops on the Employment Act 1955 updates, Handling Misconduct Relating to Absenteeism, and our active participation in the Equality at Work Corporate Community by LEADWOMEN.

## TALENT MANAGEMENT

The Group recognises talent as an essential prerequisite for the ongoing and sustainable generation of value. The strategic emphasis on talent extends across the entire spectrum of human capital management, encompassing talent acquisition, engagement, compensation, growth, and career trajectory planning. The overarching objective is to cultivate and retain a high-performing, competent workforce capable of propelling continuous enhancements in both financial and non-financial value generation.










As a member of the Malaysian Employers Federation and an affiliate of the International Organisation of Employees, IOIPG diligently ensures compliance with all pertinent local laws, regulations, and established protocols. Moving forward, the Group intends to enhance its communication and training endeavours in the immediate future, with the purpose of securing endorsement and comprehension from management at all tiers and the broader employee cohort.

# Creating Value for Our Employees

## Human Rights and Labour Practices

IOIPG adheres to foundational human rights principles as delineated in the company's Code of Conduct and Business Ethics ("CCBE"), alongside the relevant employment laws and industrial practices of Malaysia. The Group has embraced the Ten Principles of the UN Global Compact with a conscientious commitment to human rights and the fight against corruption. These principles underscore the imperative of upholding the rights of all personnel in accordance with mandates set forth in the Malaysia Employment Act, the Universal Declaration of Human Rights, and the National Action Plan within the UN's "Protect, Respect and Remedy" Framework, while also ensuring alignment with statutory obligations. As part of this commitment, IOIPG utilised the human rights self-assessment tool by the International Labour Office (ILO) in FY2022. The assessment intended to benchmark our corporate social policies and practices against the guidance provided in the Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy (MNE Declaration).

Our CCBE unequivocally prohibits the engagement of child labour, forced labour and any form of modern slavery within all operational facets as well as emphasises compliance with local laws and regulations. The principles of Freedom of Association and Collective Bargaining are respected and applied fairly across all levels. Other labour practices and commitments adopted by the Group include:

 <p>Upholding <b>Equal opportunity and non-discrimination</b></p>	 <p>Respecting <b>workers' right to dignity at work</b></p>	 <p>Supporting a <b>harassment-free and violence-free workplace</b></p>
 <p>Ensuring compliance with <b>Minimum Wage Order 2022</b> and laws governing <b>working hours, overtime pay and fair compensation</b></p>	 <p>Prohibition and prevention of forced labour and all forms of <b>modern slavery</b></p>	 <p>Recognition of children's rights and prohibition and <b>prevention of child labour</b></p>
 <p>Respecting employees' right to <b>Wellness, Mental Health and Work-Life Balance</b></p>	 <p><b>Minimum notice period</b> for changes in terms of duties, work location or other operational changes</p>	 <p>Upholding the right to <b>safe working conditions</b></p>

These standards are not only applicable internally but is also extended to our supply chain. The Group meticulously adheres to the Supplier Code of Conduct, a document that articulates our expectations concerning ethical conduct, human rights, labour standards, occupational safety and health, and environmental stewardship.

With a conscientious acknowledgment of the Children's Rights and Business Principles, we have embarked on initiatives to support children's rights. An example of this commitment is our placement of interns and apprentices in various roles to within our businesses to give them a wholesome work experience during the 3 to 6 months period.

## Creating Value for Our Employees

The Group's commitment is effectively communicated to our workforce through IOIPG's CCBE, where our policy and steadfast pledge to human rights are explicitly articulated especially during the onboarding of new employees. An annual refresher is in the pipeline, with the adoption of an online learning platform across the Group in FY2024. This policy dissemination has been effectively conveyed to all employees and made available in IOIPG Intranet.

The Group's risk assessment has covered potential human rights risks, including due diligence on labour-related concerns such as child labour and forced labour on new and existing business partners, underscoring the company's profound commitment to addressing these critical issues. Confidential whistleblowing channels are available to both internal and external stakeholders, offering a secure means for anonymously reporting misconduct, lodging grievances, or voicing concerns over regulatory or policy breaches, harassment, human rights violations in good faith without the risk of repercussions. IOIPG pledges to promptly investigate any grievances or concerns brought forward, and keep the Whistleblower informed when the investigation is completed.

In line with this commitment, IOIPG has meticulously formulated a suite of policies and guidelines to effectively manage labour-related matters. These include the Whistleblowing Policy, Anti-Bribery and Corruption Policy, and Grievance guidelines, all of which stand as robust mechanisms for promptly and appropriately addressing labour-related challenges as they emerge.

Additionally, a series of training initiatives are slated for the future, with a specific focus on equipping management personnel to adeptly handle reports or instances of bullying or harassment. Strict disciplinary action will be carried out to anyone within the

Group who violates these standards. These disciplinary actions may comprise the possibility of dismissal, and if warranted, legal proceedings or criminal sanctions.

IOIPG is actively addressing the reported harassment cases and remains steadfast in our commitment to safeguarding the rights of individuals, regardless of age, and ensuring there are no instances of forced or compulsory labour or any human rights violations. In FY2023, we had 5 cases which were reported by our employees and in these cases, a statement was taken from the affected staff and an investigation was initiated by the Group People and Culture representatives. The details of the investigation was then shared with the top management team to ensure all required information was captured and appropriate measures were taken. All five accused faced disciplinary action in accordance with applicable laws and policies.

### Engaging Employees

In its pursuit of cultivating an exemplary organisational culture, IOIPG actively engages with its workforce through diverse communication channels. This includes the administration of the Voice of Employee Survey, a comprehensive tool used to assess employee engagement at the segment, business unit, and departmental levels. Our communication initiatives empower our staff to articulate their perspectives, provide feedback, and express their aspirations to the leadership team. This commitment for continuous and effective two-way communication fosters a workforce that is well-informed, motivated, and confident in the knowledge that the management values their input. Furthermore, this input is reflected in tangible actions aimed at enhancing our business strategies, driving high performance, and nurturing a conducive organisational culture that promotes recruitment and retention.

## Creating Value for Our Employees

IOIPG is equally dedicated to supporting local employment and sourcing as integral components of our socio-economic and environmental sustainability endeavours. Our adherence to the Supplier Code of Conduct within IOIPG includes a commitment to sourcing locally and promoting local employment opportunities.

Recent accolades underscore the success of our efforts. In FY2023, IOIPG received recognition as one of Asia's Best Companies to Work For and was honored with the Graduate Choice Awards in the property and retail mall sector. These achievements reflect the organisation's steadfast commitment to fostering an exceptional working environment and culture, firmly establishing it as a leader in its field.

### Voice of Employee Survey

IOIPG consistently organises or sponsors a variety of company events and activities that are not work-related, encompassing social gatherings, festive celebrations, health seminars, and more. These initiatives underscore management's unwavering dedication to promoting a gratifying and well-rounded work-life experience within IOIPG. We encourage our employees to achieve equilibrium between their professional and personal lives by discouraging excessive work hours whenever possible. As a result, we achieved a participation rate of 83% in the FY2023 Voice of Employee Survey, which showed an improvement from the previous survey's 77%.

In FY2023, the Group organised a variety of activities for its employees. Some of the activities include:

- In November 2022, we organised IOIPG Got Talent contest which gave our employees an opportunity to showcase their talents and connect with each other through their hobbies.

- IOIPG's Annual Dinner was organised in IOI Grand Exhibition Hall, Putrajaya for employees in the Central & Northern Region and in Holiday Villa, Johor Bahru for the Southern Region employees.
- In conjunction with Chinese New Year, our colleagues in South Beach, Singapore ushered in the year with a visit from the "God of Wealth" and each received a Prosperity Bag to mark the new year.
- "Buka Puasa" event in Le Méridien Putrajaya as part of the annual Associate Reception tradition where all hotel associates are invited to the event along with their family members.
- Associates Appreciation Week was held from 8 to 12 May 2023 in all our hotels in IOI Resort City, Putrajaya and Puchong.

### Employee Benefits and Remunerations

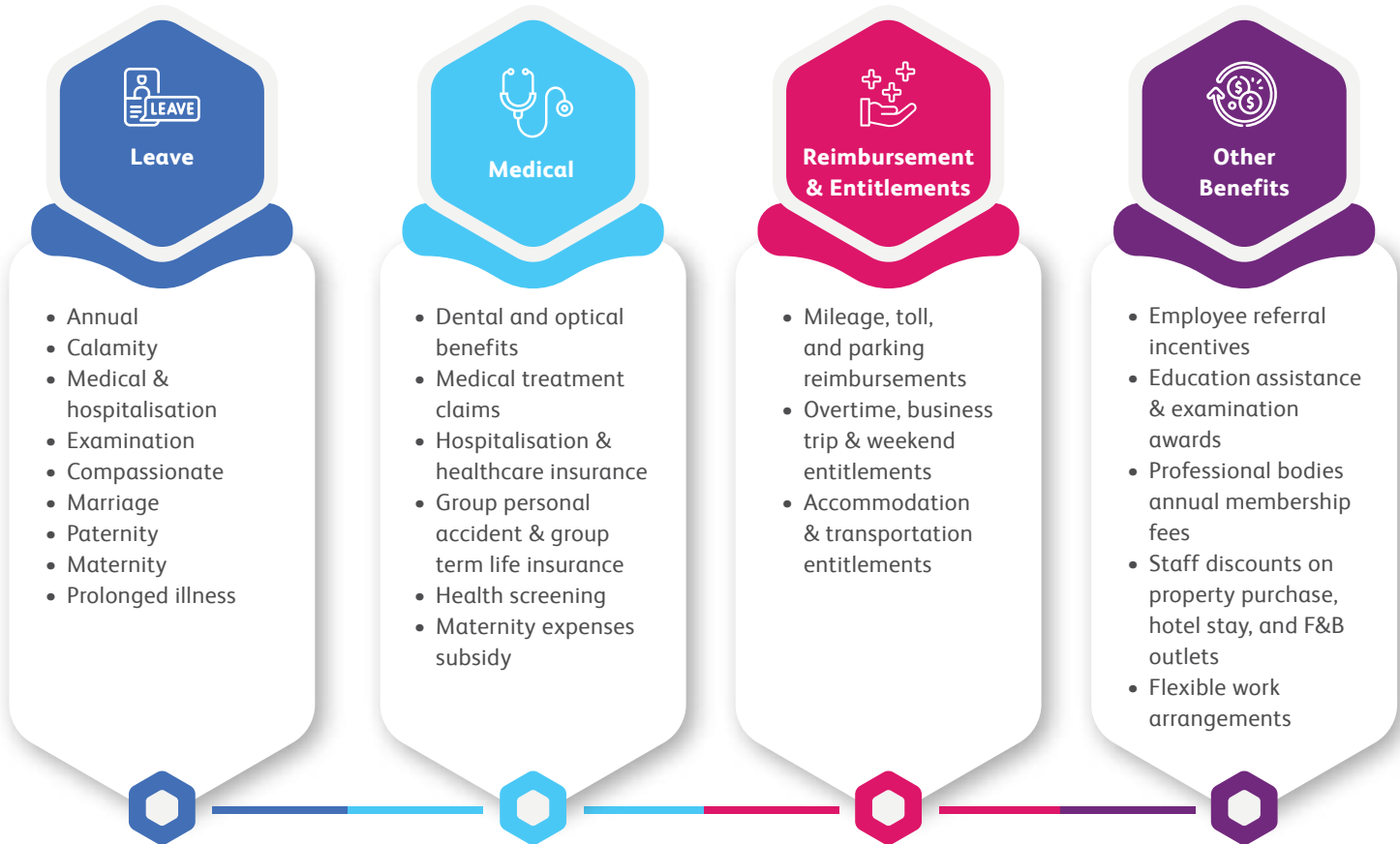
IOIPG is committed to cultivating a positive corporate culture, fostering a relaxed and pleasant working environment through continuous enhancements to its human resource management system. The Group is proactive in staying informed about market dynamics and the development of industry peers in the regional market. It diligently updates the company's internal systems and regulations pertaining to compensation, benefits, and career advancement to remain competitive and responsive to evolving trends.

The Group extends a comprehensive array of both monetary and non-monetary benefits to its employees in compliance with national laws. These benefits include various types of paid leave, comprehensive healthcare coverage, and more. Compensation and remuneration packages throughout the Group are tailored to align with employees' job roles, experience, qualifications, performance, and industry standards.



## Creating Value for Our Employees

For our full-time and part-time employees, the following benefits are provided:



### Parental Benefits

IOIPG provides parental leave for its male and female employees. Male employees are given 7 days while female employees are given 98 days paid leave.

Financial Year	FY2023	FY2022	FY2021
Number of employees entitled to Parental Leave	2,042	1,564	1,382
Number of employees who took Paternity Leave	71	53	69
Number of employees who took Maternity Leave	44	43	46
*Male Employees' Return to Work Rate (%)	100%	98%	83%
*Female Employees' Return to Work Rate (%)	100%	93%	91%

\* Rate of employees who returned to work after parental leave period.



# Creating Value for Our Employees

## DIVERSITY AND EQUAL OPPORTUNITY WORKPLACE

At IOIPG, we consider our employees to be our most invaluable assets, and the success of our organisation hinges upon our ability to attract and retain a diverse and highly skilled workforce. We acknowledge and appreciate each employee's unique skills, knowledge, experience, and contributions, all of which are integral to the continued growth and success of our organisation.

IOIPG wholeheartedly endorses the principles of equal opportunity in employment, firmly rejecting any form of discrimination, whether based on gender, age, ethnicity, religion, sexual orientation, disability, or any other socio-cultural and demographic factors. The sole exception to this approach is our organisation-wide inclination to employ local talent, assuming their qualifications align with the

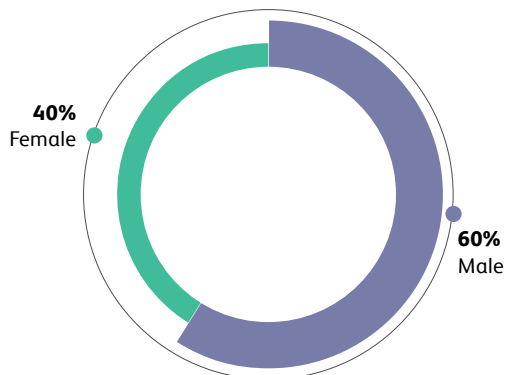
job requirements. IOIPG also offers employment opportunities to underprivileged groups by fostering an inclusive work environment and improving accessibility features at the workplace for our differently-abled employees. In FY2023, 0.04% of our workforce was differently-abled.

Our recruitment processes are rigorously governed to ensure the selection of the most suitable talents from across society. IOIPG's workforce comprises a diverse group of skilled and qualified individuals, representing various ethnicities and demographics. We maintain a well-balanced age distribution among our staff, which not only ensures a sustainable talent pipeline for succession planning but also fulfils other employment requirements.

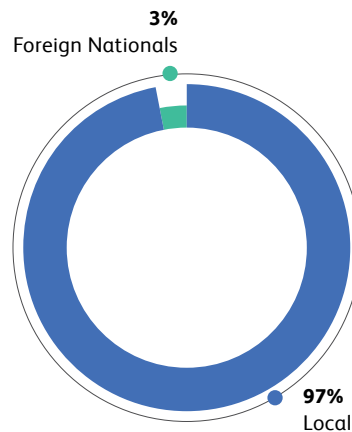
 For Board Diversity, refer to pages 205 to 209 in the Corporate Governance section.

### Total Workforce

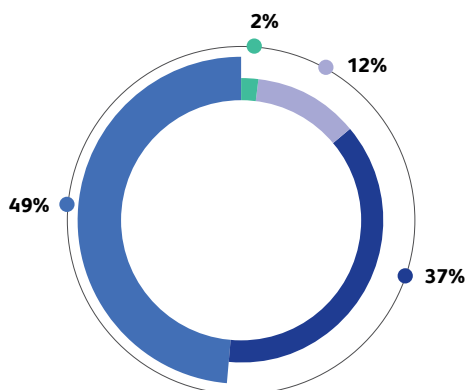
Total **2,647**



### Workforce Nationality



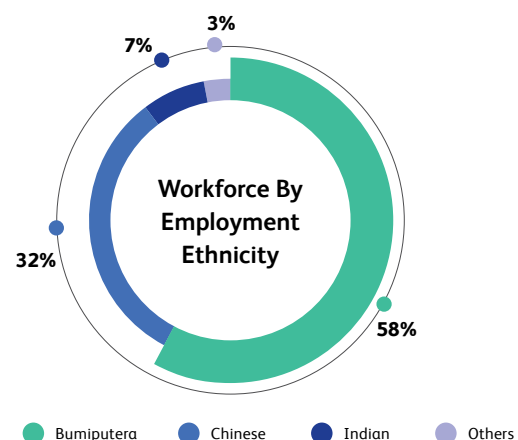
### Workforce By Employment Category




 Senior Management
  Middle Management
  Executives\*
  Non-Executives

\* Executive category includes assistant managers.

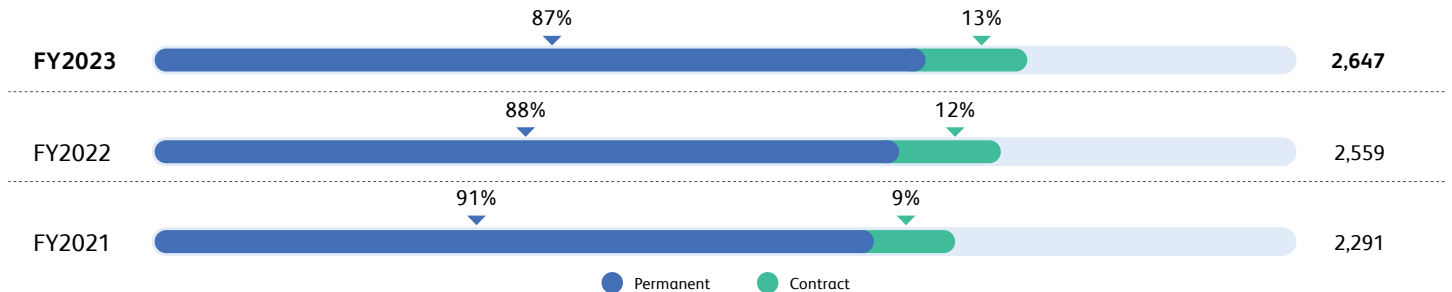
### Workforce By Employment Ethnicity



 Bumiputera
  Chinese
  Indian
  Others

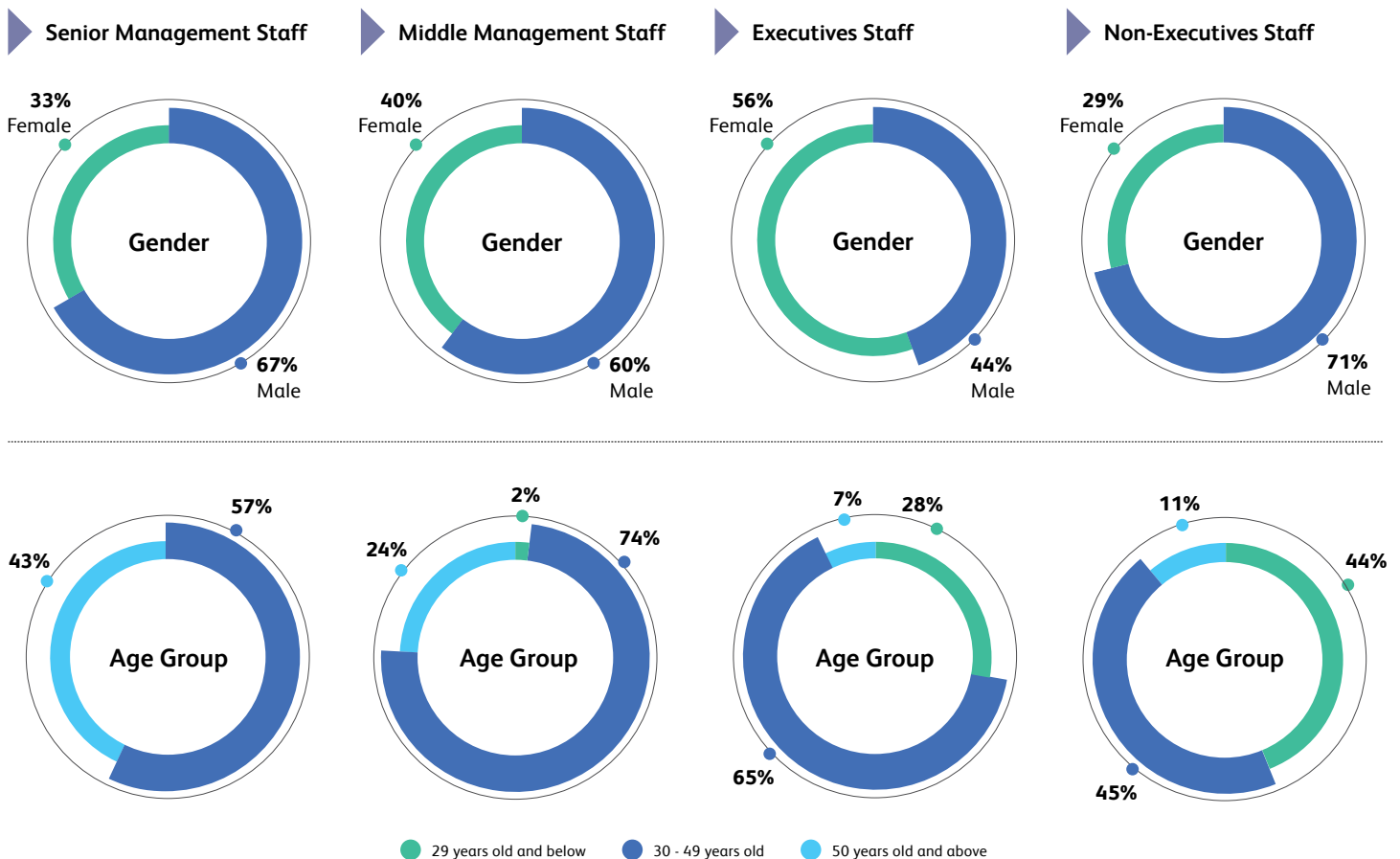
## Creating Value for Our Employees

The following presents the breakdown of permanent and contract staff proportions within the Group.



### Providing Fair and Equal Employment

IOIPG is committed to upholding the principles of equal employment opportunity and refrains from imposing discriminatory criteria, such as gender, age, or disability, throughout its recruitment processes. Our organisation places stringent controls on the recruitment process to identify and welcome exceptional talent from diverse backgrounds. We extend employment opportunities to individuals irrespective of their geographical location, provided they meet the requisite qualifications specified by the company. Within various roles, including but not limited to officers, admins, executives, analysts, scientists, designers, architects or engineers, IOIPG emphasises competence as the primary criterion in our hiring decisions, aligning with our commitment to the CCBE and IOIPG's Mission and Core Values.



## Creating Value for Our Employees

IOIPG's hiring strategy adheres to the following guiding principles:

- Aligning our recruitment strategy with the broader business strategy to attract high-calibre talents possessing the desired competencies and relevant experience, ensuring us to fulfill both our current and future organisational needs.
- Cultivating a robust employer branding approach to effectively attract and retain top talents in the industry.

Our recruitment efforts are overseen by the Head of Group People & Culture, who ensures compliance with our recruitment policy.

IOIPG also places strong emphasis on local hiring, emphasising the importance of nurturing local talent. In certain instances, we have Malaysians holding positions in Singapore and Xiamen to facilitate the transfer of headquarters knowledge and the standardisation of practices, particularly at the management and senior management levels.

### Turnover by Employee Category:

Total number of employee turnover*	
Senior Management	9
Middle Management	61
Executives	192
Non-Executives	364

\* Turnover numbers refers to employees who leave the company voluntarily.



The turnover rate is largely contributed by roles that are in high demand which includes Services, Finance, Sales and IT. Moreover, growth in specific industry segments such as hospitality and retail has further intensify the talent war phenomenon. The strategy in addressing talent attrition begin with the onboarding of new hires. The New Employee Onboarding Programme encompasses a comprehensive introduction to our organisation, including an overview of our diverse business units within the Group, an exploration of our management organisational structure, and a thorough briefing of key corporate policies, such as the Sustainability Policy, Whistleblowing Policy, Anti-Bribery and Anti-Corruption Policy, and the Code of Conduct & Business Ethics. Employees also receive in-depth information on critical HR processes and benefits, which includes insights into our performance management system and an introduction to our People & Culture Business partners responsible for specific business segments. Induction into their respective departments is conducted by their respective line managers and Heads of Departments. All our policies are made available to our employees via IOIPG's intranet and translated to the local language, where necessary. All updates to existing policies and incorporation of new policies are communicated globally to our employees.

## Creating Value for Our Employees

### TALENT DEVELOPMENT AND SUCCESSION PLANNING

Our strategic vision involves nurturing a substantial proportion of young professionals, aligning with the Group's overarching goal of maintaining a sustainable talent pipeline. The company has established a robust Internship Programme aimed at accommodating graduates holding Diplomas and above-level qualifications and also offers internship allowances that surpass prevailing market standards. Additionally, IOIPG actively recruits fresh graduates to fill relevant vacancies within the organisation, thereby supporting graduate placements.

This steadfast commitment has been recognised through the receipt of the Malaysia's Graduate Choice Award for the fifth consecutive year.

In FY2023, a total of 271 interns and apprentices joined various business functions within IOIPG, engaging in internship periods ranging from three to six months. This hands-on experience equips them with valuable insights and skills to kickstart their professional careers.



Effective Email Writing Through Mastering Grammar

### Talent Development and Capacity Building

Talent development stands as one of IOIPG's paramount priorities. Our approach to learning places a strong emphasis on immediate and actionable application, enriching the learning experience while simultaneously benefitting the organisation. The effects of this approach have a profound and lasting impact, enhancing the skills and capabilities of our employees over time.

Within our organisation, we have established a clear and systematic policy delineating the learning and development process. This policy underscores IOIPG's unwavering commitment to nurturing employees' skills, expertise, and abilities, aligning them with the strategic priorities of the company. We believe it is essential to tailor learning and development opportunities to both the specific needs of the business and the individual requirements of our employees.



Building Mental Resilience

## Creating Value for Our Employees

In line with this philosophy, our Group has invested time and resources to continuously upskill and reskill our workforce, thereby facilitating the growth of our employees to contribute to the organisation's continued prosperity. Our Learning and Development strategy is intricately aligned with our overarching business goals and direction, ensuring that our interventions effectively enhance the organisation's capacity to meet both current and future challenges. The management team is resolute in its commitment to fostering employee development, aligning skillsets with the strategic growth trajectory of the business.

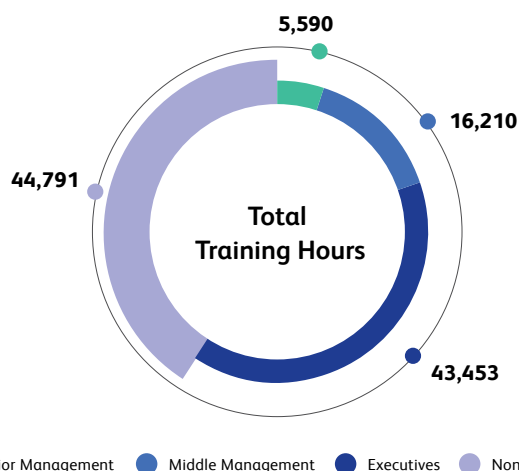
In our view, learning and development encompasses any initiative designed to enhance employees' effectiveness by augmenting, updating, or refining their knowledge and skills. At IOIPG, we firmly believe that learning and development constitute an ongoing, continuous process. We hold the expectation that all employees remain attuned to advancements within their respective areas of expertise.

Our internal employee training initiatives predominantly cover system knowledge and corporate culture assimilation, complemented by proficiency in office system software operation. These endeavours serve to bolster employees' sense of alignment with the company's values and enhance their job-related capabilities through dedicated training.

To further underscore our commitment to learning and development, we have incorporated learning hours into our sustainability targets which contributes to the Key Performance Index.

TRAINING HOUR DATA	FY2023
Total Training Hours	110,044
Total Training Spends	RM1.7 million
Average Training Hours per Employee	42 Hours
Average Training Days per Employee	5 days

### ► Total Training Hours by Employee Category



The Group People & Culture Department oversees and facilitates training initiatives across multiple departments as part of our ongoing organisational development efforts. We administer post-training evaluation forms to systematically capture participant feedback, thereby assessing the effectiveness of the training programmes and identifying actionable insights that can be applied to their work roles.

Furthermore, we conduct comprehensive training needs assessments, encompassing the collection of employee training requirements, the integration of personnel insights, and the synthesis of training needs analysis. These findings are meticulously compiled to formulate training plans and allocate resources in alignment with the operational imperatives of the company.

In a proactive step towards enhancing our learning and development capabilities, we are in the process of implementing a New Learning Management System, scheduled for deployment by FY2024. This system overhaul reflects our commitment to accommodating diverse learning styles, incorporating a range of learning modalities such as physical training, virtual training, self-directed learning, gamification, social learning through networked platforms, on-the-job training, mentoring, and reverse mentoring.

In addition to these initiatives, we are strategically channelling focused development interventions towards our High Potentials within the organisation. This concentrated effort is aimed at cultivating a robust talent bench strength and elevating the readiness of potential successors to key roles within the company.

### Driving High Performance Culture and Career Growth

IOIPG remains committed to inculcating high performance culture by setting clear objectives, conducting regular performance review, and identifying specific development needs to meet organisational needs and goals. IOIPG continues to recognise employees' performance and potential by adopting a performance based reward philosophy.

In FY2023, 100% of confirmed employees have undergone performance appraisals. Our current appraisal process fosters regular employee reviews, with a minimum of two formal performance conversations annually, ensuring timely feedback is provided to employees.

Additionally, the Group supports the career development of our employees by providing growth opportunities aligning to individual career aspiration. Line managers and business leaders in partnership with Group People & Culture identify relevant development intervention especially in areas that are critical to business' performance.

This is demonstrated through on-the-job training, job rotations, job enhancements, and coaching, where relevant, which assists the organisation in bridging current and future skills sets.



# Creating Value for Our Employees

## Full Social Performance Data

FINANCIAL YEAR	FY2023	FY2022
<b>General Workforce Data</b>		
Total Workforce	2,647	2,367
<b>Turnover Data</b>		
Full-Time Staff Voluntary Turnover Rate (%)	23%	24%
Total number of employee turnover by employee category:		
i) Turnover by senior management staff	9	N/A
ii) Turnover by management staff	61	N/A
iii) Turnover by executive staff	192	N/A
iv) Turnover by non-executive staff	364	N/A
<b>Breakdown by Gender</b>		
Percentage of female senior management staff	33%	43%
Percentage of male senior management staff	67%	57%
Percentage of female management staff	40%	34%
Percentage of male management staff	60%	66%
Percentage of female executive staff	56%	54%
Percentage of male executive staff	44%	46%
Percentage of female non-executive staff	29%	32%
Percentage of male non-executive staff	71%	68%
<b>Breakdown by Age Group</b>		
Percentage of senior management staff 29 years old and below	0%	0%
Percentage of senior management staff aged 30 - 49 years old	57%	57%
Percentage of senior management staff 50 years old and above	43%	43%
Percentage of middle management staff 29 years old and below	2%	3%
Percentage of middle management staff aged 30 - 49 years old	74%	75%
Percentage of middle management staff 50 years old and above	24%	22%
Percentage of executive staff 29 years old and below	28%	28%
Percentage of executive staff aged 30 - 49 years old	65%	65%
Percentage of executive staff 50 years old and above	7%	7%
Percentage of non-executive staff 29 years old and below	44%	43%
Percentage of non-executive staff aged 30 - 49 years old	45%	45%
Percentage of non-executive staff 50 years old and above	11%	12%

## Creating Value for Our Employees

FINANCIAL YEAR	FY2023	FY2022
<b>General Training Data</b>		
Total training hours as a company	<b>110,044</b>	108,276
Total training spends as a company (RM)	<b>1.7 million</b>	1.2 million
Average Training Hours Per Employee	<b>42</b>	43
Average Training Days Per Employee	<b>5</b>	5
<b>Total Training Hours by Employee Category</b>		
Total Training Hours (Senior Management Staff)	<b>5,590</b>	N/A
Total Training Hours (Middle Management Staff)	<b>16,210</b>	N/A
Total Training Hours (Executives)	<b>43,453</b>	N/A
Total Training Hours (Non-Executives)	<b>44,791</b>	N/A

N/A - Not Available



## Creating Value for Our Employees

### OCCUPATIONAL SAFETY AND HEALTH (“OSH”)

IOIPG is deeply committed to upholding the safety, health, and well-being of its employees, value chain and the local community. As such, we make safety and health management a top priority in all our business operations and workplaces, taking meticulous measures to ensure a secure environment that safeguards the well-being of our employees, customers, tenants, contractors, and suppliers in line with the Group Health and Safety Policy.

The Group is resolutely dedicated to the annual pursuit of a zero work-related fatality goal for our employees and contractors. We constantly improve our safety and health management systems to ensure we achieve the target. We also adopt industry best practices and designed our safety and health management systems to align with the Occupational Safety and Health Management System ISO 45001 framework.

The IOIPG-Project Quality, Safety and Health Management System (“IOIPQSH”), a cloud-based management system, is deployed at all project sites to enable safety and health inspections to be carried out digitally. This digital transformation represents a pivotal step forward in our pursuit of a safer and healthier work environment to minimise the risks of injury and achieve zero fatality at our project sites.

This system facilitates the digitalisation of safety and health inspections, streamlining the process significantly. Developed in alignment with the Construction Industry Development Board’s (CIDB) Safety and Health Assessment System in Construction (“SHASSIC”) practice, IOIPQSH leverages data analytics capabilities to enhance the efficiency and effectiveness of the assessment process, substantially reducing the likelihood of human errors.

The oversight of our Health and Safety Committees within our business operations is vested in the office of the CEO. These committees bear the responsibility for ensuring the Group’s strict adherence to all safety and health protocols, aligning with the stipulations of the Occupational Safety and Health Act and its associated regulations.

Every project site has a Health and Safety Committee, which is chaired by an authorised Project Manager and comprises representatives of IOIPG, the main contractor and sub-contractors.

Within our managed buildings, the leadership of the Health and Safety Committee is vested in the respective heads of the managed buildings. The committee is thoughtfully structured to include representatives from both the employer and employee sides, creating a two-way engagement platform that fosters compliance and encourages valuable employee feedback.

To ensure the effective implementation of safety and health practices across the Group, all deliberations and outcomes from the Health and Safety Committees are transmitted to the upper echelons of management for further consideration and consultation.

The responsibilities of the Health and Safety Committees includes:

- Assist in the development of safety and health management at workplaces.
- Review the effectiveness of the safety and health initiatives.
- Report, investigate and implement mitigating measures to prevent any incidents, occupational disease or poisoning cases from happening at workplaces.

## Creating Value for Our Employees

### Promotion of Employee Health

Our commitment to fostering a productive and innovative work environment drives us to establish facilities that prioritise employee well-being. Central to this endeavour is the creation of a healthy workplace, recognised as a fundamental catalyst for productivity and innovation.

At our headquarters, we have thoughtfully designed and implemented breakout areas tailored for brief meetings. These tranquil spaces not only facilitate meetings but also offer a serene retreat for our employees to take short, rejuvenating breaks from their tasks.

Furthermore, within these breakout zones, we have incorporated exercise stations, promoting an active and health-conscious lifestyle. This provision allows employees to engage in physical workouts, that help with managing stress. To complement this initiative, we have also installed shower facilities, affording employees the opportunity to refresh themselves after their exercise sessions.

At our Xiamen office, we conduct annual employee health examinations, providing our workforce with valuable insights into their health status. This proactive approach underscores our commitment to prioritising the well-being of our team members.

### Improving Safety and Health at Project Sites

We endeavour to keep enhancing safety and health management systems, with a primary goal of minimising the risks of injuries and zero fatality at our project sites. As a result of our proactive efforts, our site working personnel have exhibited an increased commitment to improving and elevating Health, Safety, and Environment (HSE) compliance on-site. They willingly adhere to all regulations set forth by the relevant authorities, exemplified by activities such as Site Toolbox Meetings, Site Safety Committee Meetings, safety induction programmes, HSE campaigns, and site walkthroughs. These scheduled programmes are executed to proactively prevent any avoidable accidents.

The following are the steps to achieve the said objective:



Safety and health considerations are integral components of our project contract requirements. We diligently address any instances of non-compliance, taking prompt and appropriate actions in response. In the unfortunate event of an accident, we adhere to a strict protocol wherein all incidents are reported to the Health and Safety Committees. These incidents undergo thorough investigation to pinpoint their root causes, enabling us to take immediate corrective measures and ensure future prevention.

## Creating Value for Our Employees

### Ensuring Health, Safety and Security at Managed Buildings

The responsibility for the health, safety and well-being of both our employees and the occupants of our managed buildings is of paramount importance to us. In order to fulfill this commitment, we have instituted the following programmes:

- Carry out regular safety and health committee meetings at our managed buildings.
- Regularly inspect facilities such as escalators, elevators, LPG and natural gas storage and piping and its systems to ensure compliance with the OSHA Regulations and Energy Commission requirements. Preventive maintenance is conducted to obtain the Certificate of Fitness from the Department of Occupational Safety and Health.
- We require our contractors to appoint Site Safety Supervisors to ensure renovation works at our managed buildings are carried out safely according to the OSHA Regulations.
- The appointed fire safety services contractors regularly review and inspect the automated fire detection and protection systems at our managed buildings to meet the requirements of the Annual Fire Certificate issued by Bomba.
- Conduct regular internal safety and health inspections at workplaces and common facilities such as the F&B kitchen, chemical storeroom, laundry, and housekeeping area.
- Organise regular safety and health awareness and emergency-related training to equip our people, including safety and health induction for new employees, basic fire extinguisher training and chemical safety briefings.
- We have put in place procedures that follow the safety standard of procedures required for COVID-19 prevention.

To uphold strict adherence to our safety and health protocols among our workforce, we consistently organise training sessions and awareness campaigns.

- Basic awareness programmes such as safety and health induction programmes for new employees, basic fire prevention training, kitchen safety training for F&B related personnel, safe chemical handling, and safe work procedure/toolbox briefing for contractors prior to commencing work.
- OSHA awareness campaigns at hotel operations to promote awareness for safety and health. Employees also attend OSHA-related talks conducted by various agencies.
- Fire extinguisher usage training, first aid and CPR training to equip people with emergency rescue knowledge.
- Safety and health committees received COVID-19 awareness and prevention briefings as part of the COVID-19 outbreak response.

We require the designated safety and health representatives at our managed buildings to compile monthly reports encompassing the following areas: recommendations for enhancement, key programmes aimed at reinforcing safety and health awareness in accordance with legal mandates, statistics related to occupational safety and health, internal and external safety and health inspections or audits, and the status of crisis, emergency, and general and health training programmes.



## Creating Value for Our Employees

### OSH Training

IOIPG conducts annual OSH training sessions for relevant employees throughout the year. This initiative serves to elevate employees' awareness of safety and health matters while safeguarding their lawful rights and interests. Simultaneously, it allows us to periodically review our policies for any necessary updates.

Commencing in FY2022, it became mandatory for all employees, contractors, and workers to participate in safety and health induction training at project sites.

**1,956** number of attendees  
at OSH training and programmes

Total of **11,502**  
hours on health and safety training



Health and safety training at the site office.



## Creating Value for Our Employees

Here is the list of OSH trainings and programmes conducted in FY2023:

- OSH Act (Amendment) 2022 & FMA (Repeal) 2022
- Understanding OSH Act (Safety & Health Committee) Regulation 1996
- Housekeeping & Workplace Arrangements
- Safety & Health Management System (SHMS) Briefing
- Prevention of Falls
- Fire Safety
- Working at Height & Safety Harness
- Handling of Scheduled Waste
- Grinding Work
- Erection & Dismantling of Scaffold
- Chemical Spill
- Safe use of Electrical handtools
- Protecting worker from Heat stress
- Passenger hoist

### OSH Performance

The Group has set a resolute goal of achieving zero work-related fatalities. This goal for both employees and contractors was successfully realised in FY2022 and reaffirmed in FY2023. To continually enhance the Group's overall OSH performance, the Group undergoes rigorous analysis against established OSH targets and relevant industry benchmarks.

We track the frequency rate and number of fatalities and lost time injuries ("LTIFR") across all employees and contractors. The data reflects an overall improvement in Group-wide statistics. We had zero fatalities, compared to the National Fatality Rate at 2.06 per 100,000 workers (most recent data in 2022). The lost time injury frequency rate (LTIFR) was 0.28 in FY2023 among all of our employees and contractors, as compared to 2.22, the National Accident Rate per one thousand workers. (most recent data in 2022)

	FY2023	FY2022	FY2021
<b>Employees (Total number of personnel: 2,647)</b>			
Total manhours	3,773,430	3,554,275	3,541,438
Number of fatalities	0	0	N/A
No. of lost time injuries	5	4	4
Lost time incident rate	1.33	1.00	1.13
<b>Contractors (Total number of personnel: 14,509)</b>			
Total manhours	28,818,875	18,023,410	15,574,991
Number of fatalities	0	0	N/A
No. of lost time injuries	4	8	2
Lost time incident rate	0.14	0.44	0.13
<b>Group (Total number of personnel: 17,156)</b>			
Total manhours	32,592,305	21,577,685	19,116,430
Number of fatalities	0	0	N/A
No. of lost time injuries	9	12	6
Lost time incident rate	0.28	0.55	0.31

N/A - Not Available



GRI 201

# Developing Sustainable Communities

Enhance social well-being via Community Initiatives i.e. social responsibility commitments, community investments, employee volunteerism and community development programmes for positive long-term impacts to society.

## MATERIAL TOPICS:

- Economic Values Distributed
- Corporate Responsibility



## Developing Sustainable Communities

### UN SDG ALIGNMENT:

#### Goal 1: No Poverty



#### Goal 4: Quality Education



#### Goal 5: Gender Equality



#### Goal 8: Decent Work and Economic Growth



#### Goal 11: Sustainable Cities and Communities



#### Goal 14: Life below Water



#### Goal 15: Life on Land



#### Goal 16: Peace, Justice and Strong Institutions



*At IOIPG, our commitment to sustainable growth is incomplete without our dedication to the communities we operate in. Our “Developing Sustainable Communities” goal encapsulates our multifaceted approach to corporate responsibility, aimed at enhancing social well-being through targeted community initiatives. With Board oversight on all material matters pertaining to this goal, we ensure strategic alignment and effective implementation of our community development initiatives.*

One of our core objectives is the equitable distribution of economic values generated through our operations. This includes a targeted procurement spend on local businesses, promoting economic uplift and marketplace development within our local communities. Furthermore, we are committed to providing fair wages and statutory benefits to our workforce, a significant portion of whom is hired from the surrounding areas, thereby directly investing in the community's welfare. In doing so, we contribute not only to economic enrichment but also to enhancing the quality of life for community members.

However, our commitment extends beyond mere economic aspects. IOIPG stands firm in ensuring environmental and social

compliance across our operations. We are vigilant in our measures to prevent the marginalisation of community members and conserve the natural ecosystems they inhabit. Through a stringent compliance framework, we safeguard against detrimental social and environmental practices that could compromise the integrity of our communities and their nearby ecosystems.

Through strategic community investments, robust employee volunteerism and effective community development programmes, we aim to deliver long-term positive impacts that extend beyond the scope of business, enriching society as a whole.

### ECONOMIC VALUES DISTRIBUTED

As a publicly traded enterprise, IOIPG recognises its obligation to sustain business profits so as to deliver sustainable returns for its shareholders. This commitment is harmonised with our ethos of contributing mutual benefits to a broader range of stakeholders, including the local communities where we operate as evidenced by our policy on prioritising procurement spending on local businesses, hiring from the local talent pool, and fulfilling our tax and statutory obligations to regional authorities.

## Developing Sustainable Communities

### Driving Economic Value

A summary of the economic values distributed by our business is provided below.

	FY2023 RM' mil	FY2022 RM' mil
Payment of interest to financiers	664.64	375.27
Employee salaries and benefits	292.10	184.18
Taxes paid to government	233.69	922.14
Dividend to shareholders and non-controlling interests	226.76	113.61

### Indirect Economic Development

We are mindful of the need to apportion economic values generated by our business operations to the development and maintenance of community facilities and local landscapes of our surrounding developments as these serve to enhance social interaction and economic progress. Our infrastructure investments are made with sustainability, connectivity and inclusivity in mind, with commercial and retail areas thoughtfully planned with public infrastructures to derive socio-economic multiplier effect for the communities in the townships that we develop.

#### Widening and reinforcement works for Yongchun County Roads

This financial year, IOIPG Xiamen invested RM141,765 in widening and reinforcing the road in Yongchun County. The road connect the local village to the main road to facilitate the movement of the local community of 2,000 people from their homes to the town. As the road is built on slopes, our work involved protecting the slopes to retain its strength.

#### Buidling Urban Green Havens

In FY2023, maintenance of the upgraded and refurbished Bandar Puteri Town Park amounted to approximately RM167,000. This brings our total investment for this urban regeneration to RM1.50 million. This comprehensive project involved the addition of various recreational facilities such as playgrounds, fitness stations, and benches, along with substantial upgrades to the walkways and cycling tracks. As part of our commitment to sustainability, we had also incorporated solar-powered lighting throughout the park to reduce our carbon footprint.

Nestled within a bustling township, this lush urban park is designed with thoughtful amenities that provide a serene environment for both residents and visitors from neighbouring areas. It offers a wonderful opportunity to unwind and connect with nature while experiencing the park's diverse biodiversity, which plays a vital role in promoting overall health and well-being.

Furthermore, the installation of solar lighting extends beyond the park itself, encompassing areas such as the security guard cabin, pedestrian pathways, car park entrances, and the walkway connecting Stellar Suites to Puteri Mart and the Townpark.



Please refer to the section Biodiversity on page 142 for more information.

IOIPG has allocated a budget of RM10.00 million to fund the 10-acre IOI Resort City Central Park, situated around a picturesque lake in IOI Resort City, Putrajaya, with a targeted completion in 2024. This expansive park will include a dedicated pet park, providing pet enthusiasts and their furry companions with the opportunity to interact and enjoy a challenging pet obstacle course.

Future plans for the IOI Resort City Central Park encompass the addition of a skate and bike park, basketball, futsal, and badminton courts, giant slides for family enjoyment, a serene boardwalk offering scenic lake views and waterfront activities, a jogging track, and an array of other outdoor exploratory facilities. This park will be accessible to a diverse range of individuals, including residents, visitors, hotel guests, mall patrons, office workers, and golfers within IOI Resort City. Prior to commencing the project, a tree tagging activity was conducted to identify and preserve tree species listed in the IUCN Red List, with preservation sites integrated into the landscape planning for environmental conservation.

For our upcoming project, the IOI Kulai Bio-Diversity Valley, is in the pipeline and is set to commence in FY2024. This biodiverse valley will feature a wetland area, serving as a green oasis within the township's development, contributing to our ongoing commitment to environmental sustainability.

#### Enabling a safe and conducive learning space

We continue to invest in SJK(C) Shin Cheng for its upkeep and to improve its facilities. In FY2023 alone, we contributed over RM80,000 worth of renovations and mitigation measures to ensure the strength of the slope bordering the school.

We have also invested a cumulative RM270,800 in schools located in Johor, namely - SJK(C) Pei Cheng, SJK (C) Pulau, SJK (C) Jagoh and SK Bandar Putra. The contribution included upgrades to signages, renovations and maintenance costs.

#### Affordable homes

Besides investing in public facilities that will benefit the community, IOIPG also develops housing that are within the affordability levels of the local community. In FY2023, we launched three projects under the Rumah Mampu Milik Schemes in Johor and Negeri Sembilan. We launched 306 units of townhouses under the Rumah Mampu Biaya C category (Rumah Bandar Cendana) in Kulai, 33 units of double-storey houses under the Rumah Mampu Biaya B category (Meranti) in Segamat and 84 units of terrace houses under the Rumah Mampu Milik Type B (Taman Melia) in Bahau.



## Developing Sustainable Communities

### CORPORATE RESPONSIBILITY

Aligned with our foundational principles of being a trusted partner to all stakeholders, we remain committed to fulfilling our role as a positive force in society by imparting the constructive values generated by our business model. Beyond conventional corporate social responsibility (CSR) endeavours, IOIPG's engagement with local communities is geared towards fostering sustainability and enduring benefits.

Our dedication to effecting positive and impactful change in the communities where we operate is underpinned by responsible actions and the sustainable management of our operations. We also seek to influence more sustainable lifestyle choices to complement the Group's sustainability direction by anchoring community investment in initiatives aligned to the Group's four Sustainability Strategic Themes of Mindset Change, Inspiring Women, Young Urbanites and Urban Green.

#### Mindset Change



We are committed to cultivating a culture of sustainability that permeates every layer of our organisation. By shifting to a sustainability-centric mindset, we aim to generate enduring benefits — from enhancing long-term financial viability to positively impacting our employees and surrounding communities. To this end, we invest in educational initiatives that encourage individual and collective responsibility for environmental conservation, ensuring a sustainable legacy for future generations.

#### Inspiring Women



We are dedicated to fostering gender equality in the workplace, including promoting women into leadership positions, as a cornerstone for building a diverse and resilient community. To further this aim, IOIPG routinely orchestrates events and initiates programmes specifically designed to empower women to break barriers and fulfill their career ambitions.

#### Urban Green



Aligned with our advocacy for a sustainable way of life, IOIPG is steadfast in its commitment to environmental conservation via our Urban Green initiatives. By integrating features like pocket gardens and communal green spaces within our residential developments, we make a meaningful impact on the well-being of the community and contribute positively to broader societal goals.

#### Young Urbanites



We recognise that tomorrow's future is in the hands of the younger generation. With this in mind, IOIPG is dedicated to fostering a culture of sustainable living from a young age. We are committed to empowering young individuals to be agents of positive change, contributing actively to the development of sustainable communities.

Community engagement activities carried out in the year under review for our identified Strategic Themes are as follows. These endeavours not only bring about positive outcomes but also nurture robust relationships with the residents.

## Developing Sustainable Communities

As contributors to underprivileged communities, our donations and gifts have played a pivotal role in enhancing lives. In FY2023, the Group proactively lent its support to various civil society organisation initiatives spanning areas such as education, social welfare, medical health and the environment. We have distributed RM2.20 million to non-profit organisation this financial year. A few of our major events are captured below:

### Unearthing Young Talents

- IOIPG is also committed to supporting the growth of our younger generations. Investment in youths is part of our key strategies in developing sustainable communities, and we seek to nurture them through capacity building and helping them realise their full potential. We work with several organisations to achieve this objective in youth development.

#### International Youth Development Virtual Conference 2022

One such partnership is with Universiti Tunku Abdul Rahman (UTAR) to organise this sustainability-themed conference. In this fourth year of co-organising this conference, the collaboration was extended to Guizhou Normal University, reaching a total of 412 participants comprising local and international students.

The conference aimed to enhance a dialogue on ways multi-stakeholders crosscutting partnerships can be leveraged towards the implementation of the SDG 13 (Climate Action) and 17 (Partnership for the Goals).

Themed “Youth and Climate Resilience”, IOIPG delivered one of the opening speeches and conducted a plenary session where we shared about the Group’s efforts to minimise negative impacts on the environment with IOI City Mall as a case study. We also spoke about the important role youths have as climate leaders of tomorrow and how one of our Sustainability Strategic Themes of Young Urbanites contributes to this.

### IOI Foundation – Investing in Our Future

- IOI Foundation, formerly known as Yayasan Tan Sri Lee Shin Cheng, is the charitable arm funded entirely by IOI Corporation, IOI Properties Group and the estate of the late Tan Sri Lee. Since its inception in 1994, IOI Foundation has contributed approximately RM62.67 million to various schools, hospitals, welfare homes and charitable bodies, and directly impacted the lives of more than 3,300 students through their scholarships, awards and adoption programme. In FY2023, IOI Foundation made substantial contributions to these causes, totalling RM4.48 million in contributions. In line with this, IOI Foundation has contributed a total of RM5 million to the Universiti Tunku Abdul Rahman Hospital Building Fund which will serve as a teaching hospital for the university and RM1 million to SJK(C) Pei Cheng, Bandar Putra Kulai, Johor for the building of a multi-purpose hall.



A whimsical Christmas with underprivileged children at IOI City Mall.

## Developing Sustainable Communities

### Student Adoption Programme

In FY2023, IOI Foundation distributed RM199,800 to deserving students through the Student Adoption Programme (“SAP”). To date, the total sum distributed through SAP amounted to RM5.22 million, benefitting more than 1,500 students. The donations are aimed at promoting social inclusion by giving every child equal access to education for a better future.

### Scholarship Awards

IOI Foundation has consistently offered scholarships to deserving students because we believe in education and the importance of having a tertiary degree in today’s jobs market. In FY2023, a total of RM790,000 has been awarded towards this cause, which forms part of a broader social agenda of raising the nation’s economic capacity by equipping the younger generations with the necessary knowledge and skills to excel. To date, IOI Foundation has awarded more than RM11.19 million to over 337 academically outstanding students pursuing full-time undergraduate studies relating to the Group’s nature of business.

### Young Achievers’ Awards

Established since 1999, The Young Achievers Awards has distributed over RM650,000 to more than 1,500 students. The Awards aim to motivate students to strive for excellence in studies. Cash awards, plaques and certificates of achievement are given out in an annual ceremony to reward outstanding academic results and active curricular participation.

### Advocating a Circular Economy

Bargain Basement is a social enterprise launched under IOI Foundation in 2016 with the motto “Give to Inspire Others to Give”. This charitable store aims at positively impacting society by promoting clutter-free homes and offices, providing low-priced items for the community, encouraging the buying of pre-used items, and supporting local charities.

The store concept aims to encourage the public to donate their pre-loved and unused items which will divert them from going to landfills. These items will in turn be sold at a minimal cost. Net proceeds from the sales will be channelled to charity organisations, with more than RM528,000 donated to date. Awareness about circular economy is further promoted by allowing shoppers to practise the concept from the comfort of their own homes via Bargain Basement’s online platform.

Bargain Basement outlets are located at IOI City Mall, IOI Mall Puchong, UTAR Kampar and UTAR Sg Long. The UTAR outlets are managed by students at the university under the guidance of the Department of Student Affairs, enabling them to learn real-world business skills by promoting the store, organising stock and attending to customers, among other tasks.



Visit the following websites to participate in the initiative:  
[https://www.carousell.com.my/u/bargainbasement\\_ioi](https://www.carousell.com.my/u/bargainbasement_ioi) and  
<https://www.bargainbasement.com.my/store>



Bargain Basement opened its fourth outlet in UTAR, Sg Long.

## Developing Sustainable Communities

### Save the Mangroves, Save Nature

IOIPG's Johor Bahru business unit spearheaded this vital corporate social responsibility initiative at Tanjung Piai National Park. The "Save the Mangroves, Save Nature" event was a collaborative effort with Johor National Parks Corporation and aimed to boost environmental consciousness within the local community, particularly concerning mangrove conservation.

Recognising the manifold contributions of mangrove forests, ranging from being a vibrant habitat for coastal flora and fauna to carbon capture and disaster mitigation, the programme underlined the role these ecosystems play in both climate adaptation and mitigation.

On 12 March 2023, Team IOI, joined forces with students and faculty from MSU College Johor Bahru. The day's activities ranged from seeding new plants and repositioning mature ones to a focused clean-up drive in the mangrove area. National park facilitators guided each group through their respective tasks.

The collective efforts culminated in the planting of 100 mangrove seedlings, the repositioning of 80 mature trees, and the removal of 95 kilograms of litter from the park, marking a significant step forward in IOIPG's commitment to environmental stewardship.



IOIPG employees and MSU students planting mangrove during the event.

### Other Community Investment

In addition to our support through the IOI Foundation, the Group has made significant contributions of a total RM76.23 million to various community development activities in FY2023. These contributions reflect our commitment to making a positive impact beyond our core business operations. Our dedication to community development encompasses a wide range of initiatives aimed at improving the well-being and quality of life for the communities we serve.

Type of Investment	Invested Amount (RM' mil)	Total Number of Beneficiaries
Monetary donations and in-kind, excluding venue sponsorships	2.20	561
Venue Sponsorships	1.46	-
Affordable housing allocation	72.05	423
Funds to support community infrastructure (recreational facilities, etc.)	0.39	359
Direct costs for social programmes, including arts and educational events	0.13	412

### Employee Volunteerism

The Group places a significant emphasis on employee volunteerism to propel our corporate responsibility endeavours, achieving the dual purpose of fostering closer relationships among colleagues and inspiring individuals to give back to the community. In FY2023, a total of 216 employees collectively devoted 1,617 hours to volunteer activities.

Our employees are actively encouraged to engage in the Group's corporate responsibility programmes whenever feasible. Furthermore, we have additional programmes in the pipeline, including events centred around sustainability and community engagement, aimed at creating a mindset shift towards sustainability stewardship. Additionally, we are planning events that champion diversity, equity, and inclusivity, further solidifying our commitment to social responsibility and community betterment.



# Bursa Malaysia Content Index

SUSTAINABILITY MATTERS	INDICATORS	PAGE REFERENCE / EXPLANATION
Anti-corruption	Percentage of operations assessed for corruption-related risks	Delivering Excellence: Preventing Corruption through Due Diligence, Page 115
	Confirmed incidents of corruption and action taken	Delivering Excellence: Anti-Corruption Communication and Training, Page 115
Community/Society	Total amount invested in the community where the target beneficiaries are external to the listed issuer	Developing Sustainable Communities: Corporate Responsibility, Pages 170 to 172
	Total number of beneficiaries of the investment in communities	
Diversity	Percentage of employees by gender and age group, for each employee category	Creating Value for Our Employees: Providing Fair and Equal Employment, Page 155
	Percentage of directors by gender and age group	Corporate Governance Overview Statement, Pages 205 to 206
Energy management	Total energy consumption	Caring for the Environment: Our Energy Consumption, Page 125
Health and safety	Number of work-related fatalities	Creating Value for Our Employees: OSH Performance, Page 165
	Lost time incident rate	
	Number of employees trained on health and safety standards	Creating Value for Our Employees: OSH Training, Page 164
Labour practices and standards	Total hours of training by employee category	Creating Value for Our Employees: Talent Development and Capacity Building, Page 158
	Percentage of employees that are contractors or temporary staff	Creating Value for Our Employees: Diversity and Equal Opportunity Workplace, Page 155
	Total number of employee turnover by employee category	Creating Value for Our Employees: Providing Fair and Equal Employment, Page 156
	Number of substantiated complaints concerning human rights violations	Creating Value for Our Employees: Human Rights and Labour Practices, Page 151
Supply chain management	Proportion of spending on local suppliers	Creating Value for Our Employees: Supply Chain Management, Page 115
Data privacy and security	Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Delivering Excellence: Data Privacy and Security, Page 111
Water	Total volume of water used	Caring for the Environment: Water Consumption, Page 132
Waste management	Total waste generated, and a breakdown of the following: (i) Total waste diverted from disposal (Recycled Waste) (ii) Total waste directed to disposal (General Waste, Scheduled Waste and Garden Waste)	Caring for the Environment: Waste and Effluents, Page 137
Emissions management	Scope 1 emissions in tonnes of CO <sub>2</sub> e	Caring for the Environment: Our Carbon Emissions, Page 126
	Scope 2 emissions in tonnes of CO <sub>2</sub> e	
	Scope 3 emissions in tonnes of CO <sub>2</sub> e	



# GRI Content Index

GRI STANDARD		DISCLOSURE	PAGE REFERENCE/REASONS FOR OMISSION
<b>GRI 2: General Disclosures 2021</b>	2-1	Organisational details	About This Report, Page 90
	2-2	Entities included in the organisation's sustainability reporting	About This Report, Page 90
	2-3	Reporting period, frequency and contact point	About This Report, Pages 90 to 91
	2-4	Restatements of information	About This Report, Page 90
	2-6	Activities, value chain and other business relationships	Our Sustainability Journey: Stakeholder Engagement, Pages 100 to 101
	2-7	Employees	Creating Value for Our Employees, Diversity and Equal Opportunity Workplace, Pages 154 to 155
	2-9	Governance structure and composition	Our Sustainability Journey: Sustainability Governance Structure, Page 97
	2-10	Nomination and selection of the highest governance body	Our Sustainability Journey: Sustainability Governance Structure, Page 97
	2-11	Chair of the highest governance body	Our Sustainability Journey: Sustainability Governance Structure, Page 97
	2-12	Role of the highest governance body in overseeing the management of impacts	Our Sustainability Journey: Sustainability Governance Structure, Page 97
	2-13	Delegation of responsibility for managing impacts	Our Sustainability Journey: Sustainability Governance Structure, Page 97
	2-14	Role of the highest governance body in sustainability reporting	Our Sustainability Journey: Sustainability Governance Structure, Page 97
	2-15	Conflicts of interest	Corporate Governance Overview Statement: Board Leadership and Effectiveness, Page 205
	2-16	Communication of critical concerns	Our Sustainability Journey: Assessing and Prioritising Materiality, Page 103
	2-17	Collective knowledge of the highest governance body	Corporate Governance Overview Statement: Board Leadership and Effectiveness, Page 209
	2-18	Evaluation of the performance of the highest governance body	Corporate Governance Overview Statement: Board Leadership and Effectiveness, Page 209
	2-19	Remuneration policies	Corporate Governance Overview Statement: Board Leadership and Effectiveness, Page 212
	2-20	Process to determine remuneration	Corporate Governance Overview Statement: Board Leadership and Effectiveness, Page 213
	2-22	Statement on sustainable development strategy	Advancing National and Global Goals, Pages 106 to 107
	2-23	Policy commitments	Delivering Excellence: Government Policies, Page 113
	2-24	Embedding policy commitments	Delivering Excellence: Government Policies, Page 113
	2-25	Processes to remediate negative impacts	Delivering Excellence, Managing Grievances, Page 110
	2-26	Mechanisms for seeking advice and raising concerns	

## GRI Content Index

GRI STANDARD		DISCLOSURE	PAGE REFERENCE/REASONS FOR OMISSION
<b>GRI 2: General Disclosures 2021 (Continued)</b>	2-27	Compliance with laws and regulations	Delivering Excellence: Government Policies, Page 114
	2-28	Membership associations	Our Sustainability Journey: Membership of Associations and External Initiatives, Page 102
	2-29	Approach to stakeholder engagement	Our Sustainability Journey: Stakeholder Engagement, Pages 100 to 101
<b>GRI 3: Material Topics 2021</b>	3-1	Process to determine material topics	Our Sustainability Journey: Assessing and Prioritising Materiality, Pages 103 to 105
	3-2	List of material topics	
	3-3	Management of material topics	
<b>ECONOMIC PERFORMANCE</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Our Sustainability Journey: Material Sustainability Matters, Pages 104 to 105
<b>GRI 201: Economic Performance 2016</b>	201-1	Direct economic value generated and distributed	Developing Sustainable Communities: Economic Values Distributed, Pages 167 to 168
	201-2	Financial implications and other risks and opportunities due to climate change	Delivering Excellence: Market Trends & External Operating Conditions, Page 113
	201-3	Defined benefit plan obligations and other retirement plans	Provided to all employees as per compliance with national laws
<b>MARKET PRESENCE</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Delivering Excellence, Customer Satisfaction, Page 110
	202-2	Proportion of senior management hired from the local community	Creating Value for Our Employees, Diversity and Equal Opportunity Workplace, Pages 154 to 155
<b>INDIRECT ECONOMIC IMPACTS</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Assessing and Prioritising Material Topics, Page 103
<b>GRI 203: Indirect Economic Impacts 2016</b>	203-1	Infrastructure investments and services supported	Developing Sustainable Communities: Economic Values Distributed, Pages 168 to 169
	203-2	Significant indirect economic impacts	Assessing and Prioritising Material Topics: Material Sustainability Matters, Pages 104 to 105
<b>PROCUREMENT PRACTICES</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Delivering Excellence: Supply Chain Management, Page 115
<b>GRI 204: Procurement Practices 2016</b>	204-1	Proportion of spending on local suppliers	

# GRI Content Index

GRI STANDARD		DISCLOSURE	PAGE REFERENCE/REASONS FOR OMISSION
<b>ANTI-CORRUPTION</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Delivering Excellence: Anti-Corruption, Pages 114 to 115
<b>GRI 205: Anti-corruption 2016</b>	205-1	Operations assessed for risks related to corruption	Delivering Excellence: Preventing Corruption Through Due Diligence, Page 115
	205-2	Communication and training about anti-corruption policies and procedures	Delivering Excellence: Anti-Corruption Communication and Training, Page 114
	205-3	Confirmed incidents of corruption and actions taken	Delivering Excellence: Anti-Corruption Communication and Training, Page 114
<b>CUSTOMER PRIVACY</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Delivering Excellence: Data Privacy and Security, Page 111
<b>GRI 418: Customer Privacy 2016</b>	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	
<b>MATERIALS</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Caring For The Environment: Material Consumption, Page 139
<b>GRI 301: Materials 2016</b>	301-1	Materials used by weight or volume	Caring For The Environment: Material Consumption, Page 139
	301-2	Recycled input materials used	Caring For The Environment: Promoting The Use of Reused and Reclaimed Materials, Page 140
	301-3	Reclaimed products and their packaging materials	Caring For The Environment: Promoting The Use of Reused and Reclaimed Materials, Page 140
<b>ENERGY</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Caring For The Environment: Energy and Emissions, Page 124
<b>GRI 302: Energy 2016</b>	302-1	Energy consumption within the organisation	Caring For The Environment: Our Energy Consumption, Page 125
	302-2	Energy consumption outside of the organisation	Caring For The Environment: Our Energy Consumption, Pages 125 to 126
	302-3	Energy intensity	Caring For The Environment: Our Energy Consumption, Page 125
	302-4	Reduction of energy consumption	Caring For The Environment: Our Energy Reduction Commitment and Initiatives, Pages 127 to 129
	302-5	Reductions in energy requirements of products and services	Caring For The Environment: Our Energy Reduction Commitment and Initiative, Pages 127 to 129

## GRI Content Index

GRI STANDARD		DISCLOSURE	PAGE REFERENCE/REASONS FOR OMISSION
<b>WATER AND EFFLUENTS</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Caring For The Environment: Water Consumption, Page 132
<b>GRI 303: Water and Effluents 2018</b>	303-1	Interactions with water as a shared resource	Caring For The Environment: Localised Water Action for Sustainable Future, Page 132
	303-2	Management of water discharge-related impacts	Caring For The Environment: Localised Water Action for Sustainable Future, Page 133
	303-3	Water withdrawal	Caring For The Environment: Water Consumption, Page 132
	303-5	Water consumption	Caring For The Environment: Water Consumption, Page 132
<b>BIODIVERSITY</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Caring For The Environment: Biodiversity, Page 142
<b>GRI 304: Biodiversity 2016</b>	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Caring For The Environment: Biodiversity, Pages 144 to 145
	304-3	Habitats protected or restored	Caring For The Environment: Biodiversity, Pages 144 to 145
	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	Caring For The Environment: Biodiversity, Pages 143 to 144
<b>EMISSIONS</b>			
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics	Caring For The Environment: Our Carbon Emissions, Pages 125 to 126
<b>GRI 305: Emissions 2016</b>	305-1	Direct (Scope 1) GHG emissions	Caring For The Environment: Our Carbon Emissions, Page 126
	305-2	Energy indirect (Scope 2) GHG emissions	Caring For The Environment: Our Carbon Emissions, Page 126
	305-3	Other indirect (Scope 3) GHG emissions	Caring For The Environment: Our Carbon Emissions, Page 126
	305-4	GHG emissions intensity	Caring For The Environment: Our Carbon Emissions, Page 126
	305-5	Reduction of GHG emissions	Caring For The Environment: GHG Emissions Reduction Initiative, Page 126

# GRI Content Index

GRI STANDARD		DISCLOSURE	PAGE REFERENCE/REASONS FOR OMISSION
WASTE			
GRI 3: Material Topics 2021	3-3	Management of material topics	Caring For The Environment: Waste and Affluents, Page 135
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	Caring For The Environment: Waste and Affluents, Page 137
	306-2	Management of significant waste-related impacts	Caring For The Environment: Waste Management Policy and Action, Pages 136 to 137
	306-3	Waste generated	Caring For The Environment: Total Waste Generated, Page 137
	306-4	Waste diverted from disposal	Caring For The Environment: Waste Reduction At Source, Page 137
	306-5	Waste directed to disposal	Caring For The Environment: Waste Reduction At Source, Page 137
SUPPLIER ENVIRONMENTAL ASSESSMENT			
GRI 3: Material Topics 2021	3-3	Management of material topics	Delivering Excellence: Supply Chain Management, Page 115
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	Data unavailable. We are presently in the process of revising our supplier assessment procedures to include these considerations
	308-2	Negative environmental impacts in the supply chain and actions taken	
EMPLOYMENT			
GRI 3: Material Topics 2021	3-3	Management of material topics	Creating Value For Our Employees, Page 149
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	Creating Value For Our Employees: Providing Fair and Equal Employment, Pages 155 to 156
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Creating Value For Our Employees: Employee Benefits and Remunerations, Pages 152 to 153
	401-3	Parental leave	Creating Value For Our Employees: Employee Benefits and Remunerations, Page 153
LABOUR/MANAGEMENT RELATIONS			
GRI 3: Material Topics 2021	3-3	Management of material topics	Creating Value For Our Employees: Human Rights and Labour Practices, Pages 150
GRI 402: Labour/Management Relations 2016	402-1	Minimum notice periods regarding operational changes	Creating Value For Our Employees: Human Rights and Labour Practices, Page 150
OCCUPATIONAL HEALTH AND SAFETY			
GRI 3: Material Topics 2021	3-3	Management of material topics	Creating Value For Our Employees: Occupational Safety and Health, Page 160



# GRI Content Index

GRI STANDARD	DISCLOSURE	PAGE REFERENCE/REASONS FOR OMISSION
<b>OCCUPATIONAL HEALTH AND SAFETY (CONTINUED)</b>		
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1	Occupational health and safety management system Creating Value For Our Employees: Occupational Safety and Health, Page 161
	403-2	Hazard identification, risk assessment, and incident investigation Creating Value For Our Employees: Improving Safety and Health at Project Sites, Page 162
	403-3	Occupational health services Creating Value For Our Employees: Occupational Safety and Health, Page 163
	403-4	Worker participation, consultation, and communication on occupational health and safety Creating Value For Our Employees: Ensuring Health, Safety and Security at Managed Buildings, Pages 163 to 164
	403-5	Worker training on occupational health and safety Creating Value For Our Employees: OSH Training, Page 164
	403-6	Promotion of worker health Creating Value For Our Employees: Promotion of Employee Health, Page 162
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships Creating Value For Our Employees: Ensuring Health, Safety and Security at Managed Buildings, Page 163
	403-8	Workers covered by an occupational health and safety management system Creating Value For Our Employees: Occupational Safety and Health, Page 165
	403-9	Work-related injuries Creating Value For Our Employees: OSH Performance, Page 165
	403-10	Work-related ill health No incidents reported
<b>TRAINING AND EDUCATION</b>		
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics Creating Value for Our Employees, Talent Development and Capacity Building, Pages 157 to 158
<b>GRI 404: Training and Education 2016</b>	404-1	Average hours of training per year per employee Creating Value for Our Employees, Talent Development and Capacity Building, Page 158
	404-2	Programmes for upgrading employee skills and transition assistance programmes Creating Value for Our Employees, Talent Development and Capacity Building, Pages 157 to 158
	404-3	Percentage of employees receiving regular performance and career development reviews Creating Value for Our Employees, Staff Appraisal and Promotion, Page 159
<b>DIVERSITY AND EQUAL OPPORTUNITY</b>		
<b>GRI 3: Material Topics 2021</b>	3-3	Management of material topics Creating Value for Our Employees, Providing Fair and Equal Employment, Page 155
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1	Diversity of governance bodies and employees

# GRI Content Index

GRI STANDARD	DISCLOSURE		PAGE REFERENCE/REASONS FOR OMISSION
NON-DISCRIMINATION			
GRI 3: Material Topics 2021	3-3	Management of material topics	Creating Value for Our Employees, Diversity and Equal Opportunity Workplace, Page 154
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	There are no incidents have been reported
LOCAL COMMUNITIES			
GRI 3: Material Topics 2021	3-3	Management of material topics	Delivering Excellence: Environmental and Social Compliance, Page 114
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programmes	We have conducted the social impact assessment on the respective projects, and no critical issues were identified
	413-2	Operations with significant actual and potential negative impacts on local communities	
SUPPLIER SOCIAL ASSESSMENT			
GRI 3: Material Topics 2021	3-3	Management of material topics	Delivering Excellence: Supply Chain Management, Page 115
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	Data unavailable. We are presently in the process of revising our supplier assessment procedures to include these considerations
	414-2	Negative social impacts in the supply chain and actions taken	

# TCFD Content Disclosure Table

GOVERNANCE	
Describe the Board's oversight of climate-related risks and opportunities.	<p>Climate-related topics fall under the purview of the Board of Directors ("Board"), which also oversees the sustainability governance structure. The Board is guided by the Sustainability Policy and the Sustainability Strategic Framework, ensuring the integration of corporate sustainability and responsibility into IOIPG's business strategies, and that the Board considers sustainability-related risks and opportunities.</p> <p>More information can be found in the <b>Sustainability Governance Structure</b> section (Page 97) and the TCFD adoption section (Page 119).</p>
Describe the management's role in assessing and managing climate-related risks and opportunities.	<p>The management is actively involved in the Sustainability Steering Committee ("SSC"), which assists the Board in overseeing climate-related risks and opportunities. The SSC's role is to steer IOIPG's sustainability strategy, assess and manage material sustainability matters, and monitor sustainability performance.</p> <p>The SSC is supported by the Sustainability Council, which comprises business unit heads, operation heads and subject matter experts. The SSC also supervises the implementation of the climate actions which guides IOIPG's efforts in tackling connected climate-related risks and exploring opportunities.</p> <p>For more information, please refer to the <b>Sustainability Governance Structure</b> section (Page 97).</p>
STRATEGY	
Describe the climate-related risks and opportunities the organisation has identified over the short-, medium-, and long-term.	<p>IOIPG conducts materiality assessment to determine our material sustainability matters. This is supported by the creation of focus groups that specifically cover climate issues with a diverse range of stakeholders. Our strategic alignment with the Task Force on Climate-Related Financial Disclosures ("TCFD") framework has also enabled us to reinforce our approach to thoroughly identifying climate-related risks and opportunities.</p> <p>As a result, we were able to identify some climate-related impacts. These included an increasing focus on sustainability and ESG considerations by our customers across the business, which has led to growing demand for more environmentally friendly products and adherence to ESG standards, in a broader shift towards net-zero emissions.</p> <p>More information can be found in the <b>Climate Change</b> section on Pages 117 to 118.</p>

# TCFD Content Disclosure Table

STRATEGY (CONTINUED)	
Describe the impact of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning.	<p>Among the key strategic thrusts of our overall strategy is "Sustainable Design Principles", which guides us in integrating green building and township designs into our developments. We have also adopted the Low Carbon Cities Framework, a national framework and assessment system to guide and assess the development of cities and to support holistic sustainable development in Malaysia.</p> <p>In addition, the Sustainability Strategic Framework provides the structure through which we can bring about positive change to the economy, environment and society. We have developed corresponding sustainability goals to guide our management of material matters related to the environment and climate change. We continue to expedite the developed climate action plan in phases.</p> <p>The Group has continued to adopt initiatives to mitigate the impact of climate-related risks. This includes the development and implementation of emissions-reducing initiatives, energy-saving initiatives, water-saving initiatives and waste-minimising initiatives across the business.</p> <p>The Group completed a Carbon Footprint Assessment pilot project to assess the embodied carbon of our high rise residential building.</p> <p>More details on IOIPG's operations-related environmental initiatives can be found throughout the <b>Caring for the Environment</b> section from Pages 122 to 140.</p>
Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	We plan to conduct a scenario analysis in the future to assess climate-related impacts on the organisation's business. Through this exercise, we will provide an overview of our exposure to climate change risks and opportunities.
RISK MANAGEMENT	
Describe the organisation's processes for identifying and assessing climate-related risks.	<p>We conduct materiality assessment to review the validity and priority of our identified material economic, environmental and social ("EES") issues that are important to both internal and external stakeholders. Climate change continues to be a key material issue, as reflected in its prioritisation within the materiality matrix. We are also guided by an Enterprise Risk Management ("ERM") framework, and environmental and climate change risk has been identified as a key business risk.</p> <p>More information can be found in the <b>Caring for the Environment: TCFD Adoption</b> section (Page 119).</p>
Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management.	Climate change risks are identified as an environment risk under the ERM framework.
METRICS AND TARGETS	
Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process.	Our sustainability reporting is prepared with reference to Global Reporting Initiative ("GRI") Standards 2021. We are also proponents of integrated reporting, subscribing to the Value Reporting Foundation (VRF)'s Integrated Reporting Framework since FY2019. We remain committed to supporting the United Nations Sustainable Development Goals. Since 2022, we continue to adopt the recommendations in the TCFD framework.
Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas ("GHG") emissions, and the related risks.	<p>We have been disclosing Scope 1, Scope 2 and Scope 3 GHG emissions in accordance with the GHG Protocol Corporate Accounting and Reporting Standard.</p> <p>More information can be found in the <b>Caring for the Environment: Our Energy Consumption</b> section (Page 126).</p>
Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.	Our climate-related targets focus on greenhouse gas ("GHG") emissions, energy and water consumption, waste generation and the construction materials used.

# SASB Content Index

## ENGINEERING AND CONSTRUCTION

ENVIRONMENTAL IMPACTS OF PROJECT DEVELOPMENT		
CODE	DESCRIPTION	PAGE REFERENCE/PERFORMANCE
IF-EN-160a.1	Number of incidents of non-compliance with environmental permits, standards, and regulations	Delivering Excellence: Environmental and Social Compliance, Page 114
IF-EN-160a.2	Discussion of processes to assess and manage environmental risks associated with project design, siting, and construction	Delivering Excellence: Managing Product Quality, Page 112
WORKFORCE HEALTH AND SAFETY		
IF-EN-320a.1	(1) Total recordable incident rate (TRIR) (2) Total fatality rate for (a) direct employees and (b) contract employee	Delivering Excellence: OSH Performance, Page 165 The data encompasses operations across the Group, including both employees and contractors.
LIFECYCLE IMPACTS OF BUILDINGS AND INFRASTRUCTURE		
IF-EN-410a.2	Discussion of process to incorporate operational-phase energy and water efficiency considerations into project planning and design	Caring for the Environment: Green Buildings, Page 122
BUSINESS ETHICS		
IF-EN-510a.2	Total amount of monetary losses as a result of legal proceedings associated with charges of (1) bribery or corruption and (2) anticompetitive practices	(1) 0 (2) Not applicable.
IF-EN-510a.3	Description of policies and practices for prevention of (1) bribery and corruption, and (2) anti-competitive behaviour in the project bidding processes	Delivering Excellence: Anti-Corruption, Pages 114 to 115 At present, there are no active enforcement measures against anti-competitive practices.

## PROPERTY DEVELOPMENT

ENERGY MANAGEMENT		
CODE	DESCRIPTION	PAGE REFERENCE/PERFORMANCE
IF-RE-130a.2	(1) Total energy consumed by portfolio area with data coverage (2) Percentage grid electricity (3) Percentage renewable, by property subsector	Caring for the Environment: Our Energy Consumption, Page 125
IF-RE-130a.3	Like-for-like percentage change in energy consumption	Total Energy Consumption: 31.4% increase as opposed to FY2022.
WATER MANAGEMENT		
IF-RE-140a.2	Total water withdrawn by portfolio area with data coverage	Caring for the Environment: Water Consumption, Page 132
IF-RE-140a.3	Like-for-like percentage change in water withdrawn for portfolio area with data coverage, by property subsector	Potable Water: 69.2% increase as opposed to FY2022.
IF-RE-140a.4	Description of water management risks and discussion of strategies and practices to mitigate those risks	Caring for the Environment: Water Consumption, Page 132
CLIMATE CHANGE ADAPTATION		
IF-RE-450a.2	Description of climate change risk exposure analysis, degree of systematic portfolio exposure, and strategies for mitigating risks	Refer to TCFD disclosure under Caring For The Environment
MANAGEMENT OF TENANT SUSTAINABILITY IMPACTS		
IF-RE-410a.3	Discussion of approach to measuring, incentivising and improving sustainability impacts of tenants	Caring for the Environment: Green Leasing for a Greener Future, Page 123