



IOIPG takes pride in designing sustainable developments that create shared values and positive impacts for our stakeholders. Through innovative products and leading-edge solutions, we continue designing a better tomorrow, today.

Sustaining Sustainability

#ioisustain

Sustainability Report 2021

Our Sustainability Journey

Building and strengthening stakeholder trust lies at the heart of our sustainability agenda. This is the underlying principle that underpins every aspect of our business, from our daily operations, to our governance framework, strategy and corporate culture.

Guided by our Vision, Mission and Core Values, our sustainability strategies are designed to help us deliver on the following commitments: TRUSTED to deliver, TRUSTED to build confidence, TRUSTED to innovate, TRUSTED to conduct our business with integrity, TRUSTED to empower our people, TRUSTED to safeguard our environment; and TRUSTED to build sustainable communities. These commitments define our approach in business dealings and fulfilling our corporate responsibility. They are inextricably linked with the corporate culture and desired conduct of our employees who are fully entrusted and empowered to deliver our corporate agenda.

To demonstrate our commitment to lead by example and contribute to solving humanity's challenges, we have strategically aligned our sustainability efforts with the United Nations Sustainable Development Goals. We have also committed to regularly reviewing and enhancing our economic, environmental and social performance and disclosure standards, reinforcing the trust our stakeholders have placed on us for close to half a century.

Scope of Reporting

The IOIPG Sustainability Report 2021 covers the sustainability performance of the Group from 1 July 2020 to 30 June 2021 and includes comparative historical data where available. Our last Sustainability Report was published in September 2020.

Our scope of reporting covers the operations of our property development, property investment, and hospitality & leisure business segments, across all geographical locations – Malaysia, Singapore and Xiamen, the People's Republic of China ("PRC").

The report communicates the Group's sustainability journey, keeping stakeholders abreast of our economic, environmental and social ("EES") progress in FY2021. The report has been prepared in accordance with Bursa Malaysia Main Market Listing Requirements and with reference to Global Reporting Initiative ("GRI") Standards 2020. Please refer to the GRI Content Index from pages 119 to 125 for the full list of disclosures referenced in this report.

Feedback

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

Group Corporate Sustainability Department

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Our ESG Performance

Our commitment towards sustainability is evident in our performance in global sustainability ratings. IOIPG achieved a 4-star grading band in our Environment, Social and Governance ("ESG") ratings as assessed by FTSE Russell during the year under review, indicating that IOIPG's ESG rating is in the top 25% of the FTSE Russell assessment universe. In 2021, IOIPG also received a rating of BBB (on a scale of AAA-CCC) in the MSCI ESG Ratings* assessment.



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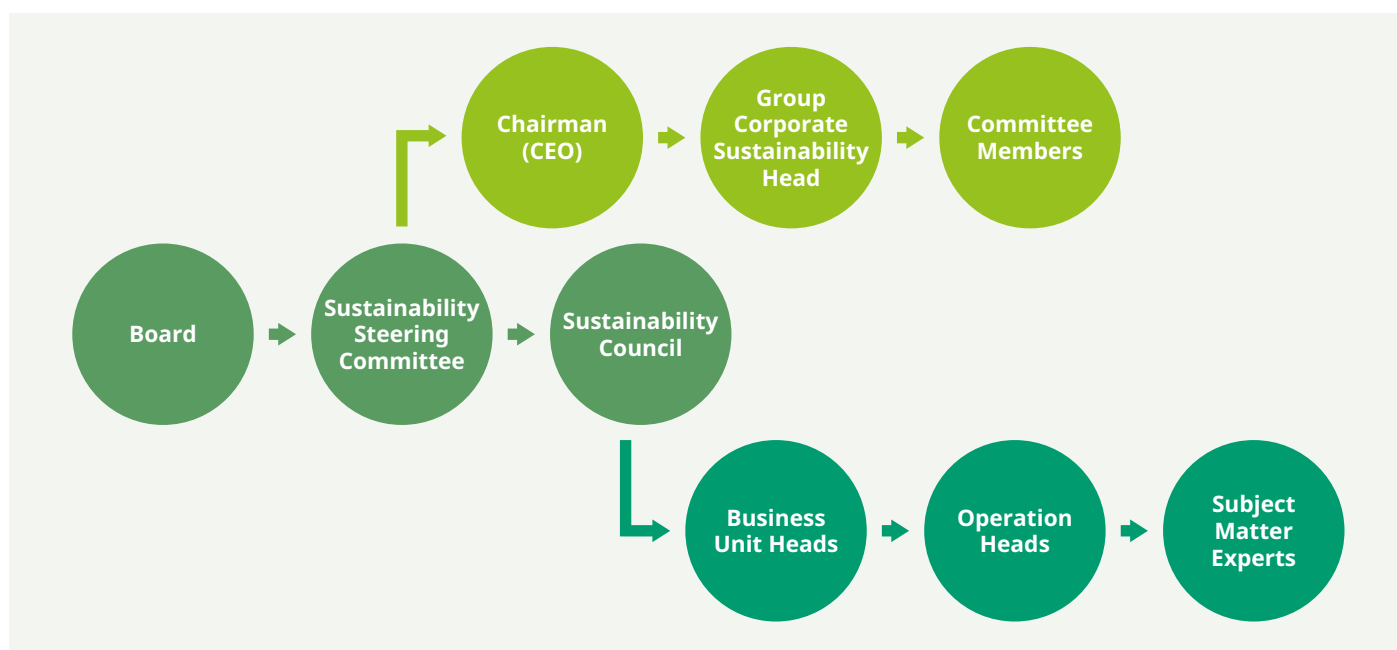
Sustainability Governance

The Board of Directors oversees IOIPG's sustainability governance structure. The Sustainability Steering Committee ("SSC") is chaired by the Chief Executive Officer ("CEO"), assisted by the Head of Group Corporate Sustainability.

The SSC comprises senior management personnel of core business segments. It is responsible for steering the Group's

sustainability strategy, reviewing policies and material sustainability matters, and monitoring sustainability performance. The SSC is supported by the Sustainability Council. Comprising business unit heads and cross-functional representatives who are heads of departments and subject matter experts, the Sustainability Council assists the SSC in making informed decisions and implementing initiatives to achieve the Group's sustainability goals.

Sustainability Governance Structure



The Board's oversight allows us to translate our sustainability strategies into effective execution of initiatives in the respective business units and departments of our business segments.

Our sustainability strategies complement policies, management systems, standard operating procedures as well as best practices that have been formulated and refined throughout the years.

Focus Areas	Policies and Management System
 Economic	<ul style="list-style-type: none"> • Code of Conduct and Business Ethics • Whistleblowing Policy • Sustainability Policy • Energy Policy
 Environment	<ul style="list-style-type: none"> • Waste Management Policy • Group Health and Safety Policy • Safety & Health Management System
 Social	<ul style="list-style-type: none"> • Quality Management System • Quality Policy • Business Ethics, Compliance, Anti-Corruption and Anti-Money Laundering Policy • Supplier Code of Conduct

Our Sustainability Journey

Sustainability Policy

IOIPG's commitment to sustainable development is manifested in our Sustainability Policy. By integrating corporate sustainability and responsibility into the Group's business strategies, the Policy enhances the social well-being of IOIPG's employees and local communities, in accordance with the Group's Vision, Mission and Core Values*, to stimulate the local economy and conserve the environment for present and future generations.



* Please turn to page 01 to read more about our Vision, Mission and Core Values.

Stakeholder Engagement

The Group's active engagement with our stakeholders is essential to stimulate business growth and meet operational needs. It enables us to:

- Empathise with clients, tenants, guests and customers
- Practise inclusive decision-making
- Manage perceptions and address various requirements

Our decisions impact the Group as a corporate entity as well as our stakeholders. The feedback of our stakeholders enables us to continue improving our delivery of product quality and service excellence. This feedback is received across various platforms that influence our business decisions.

Internal stakeholders are also continuously engaged on sustainability matters to embed sustainability into all areas of our business. In the year under review, the Group Corporate Sustainability Team expanded our internal stakeholder engagement activities to our Singapore and Xiamen business operations in continued efforts to drive sustainability performance across the Group.

Stakeholder Engagement Methods

Stakeholders	Area Of Interest	Our Commitment	Method Of Engagement
Investors	<ul style="list-style-type: none"> • Group financial performance • Business strategies and operational efficiency • Governance stability and sustainability • Risk management 	IOIPG strives to achieve responsible commercial success by meeting our customers' needs, rewarding shareholders with consistent long-term growth, fulfilling our responsibility to society and the environment in which we operate, and contributing towards nation-building.	<ul style="list-style-type: none"> • Virtual meetings • Annual General Meeting ("AGM") • Financial reports and announcements • Press releases and advertisements
Customers/ Tenants	<ul style="list-style-type: none"> • Product affordability and quality • Support services • Engagement opportunities and experience • Safety and security of managed properties 	The IOIPG brand delivers a promise to provide products and services with superior quality and added value. Customer and tenant experience and feedback are vital for continuous enhancement of product and service responsibility and excellence. The feedback received also helps us maintain quality in our safety and security practices across our managed properties and developments.	<ul style="list-style-type: none"> • Virtual public engagement events • IOIPG social media platforms • Loyalty programmes (CLUB IOI) • Digital community engagement platforms • Customer feedback channels and service hotlines • Customer/tenant satisfaction surveys
Employees	<ul style="list-style-type: none"> • Personal and professional capacity-building • Career advancement • Competitive remuneration benefits • Employee health and safety 	IOIPG aims to provide rewarding careers for our employees, while encouraging professional and personal development through different forms of support as well as mentorships. The Group also promotes a safe and healthy work environment with an open and inclusive work culture.	<ul style="list-style-type: none"> • Virtual meetings • Workshop and trainings (online or physical, according to SOPs, when permitted) • Employee appraisals • IOIPG internal engagement platforms • Employee engagement activities (virtual and physical, according to SOPs, when permitted) • Virtual town halls
Business Associates/ Vendors/ Consultants	<ul style="list-style-type: none"> • Supply chain management • Cost reduction/savings • Procurement practices • Business ethics and compliance 	All business partners must adhere to our standards of business principles and conduct such as our Supplier Code of Conduct, Code of Conduct and Business Ethics; Gifts and Hospitality Guidelines; and Business Ethics, Compliance, Anti-Corruption and Anti-Money Laundering Policy.	<ul style="list-style-type: none"> • Virtual meetings • Workshop and trainings (online or physical, according to SOPs, when permitted) • Performance appraisals
Authorities/ Regulators/ Government Agencies	<ul style="list-style-type: none"> • Regulatory compliance • Environmental management and compliance • Security and safety management 	IOIPG is supportive of government initiatives and complies strictly with regulations related to our business. This principle is extended to our suppliers and business partners.	<ul style="list-style-type: none"> • Virtual meetings • Emails and letters • Inspections
Media	<ul style="list-style-type: none"> • Market presence • Reputation • Corporate responsibility 	IOIPG maintains a healthy relationship with the media as our conduit for communicating with local communities. From time to time, we engage the media to ensure content validity, providing timely and accurate information as part of our corporate responsibility.	<ul style="list-style-type: none"> • Press releases/Media invites • Virtual meetings • Virtual public events • Online networking sessions
Residents' Associations/ JMBs	<ul style="list-style-type: none"> • Security measures at development projects • Facilities management • Community investment 	IOIPG is committed to deliver excellent products and services to the communities in our developments. Platforms such as the customer feedback management system and grievance mechanism are essential engagement channels for continuous improvement and satisfying our customers' and communities' needs.	<ul style="list-style-type: none"> • Virtual meetings • Virtual public engagement events • IOIPG social media • Customer feedback channels and service hotlines • Loyalty programmes (CLUB IOI)
Local Communities/ Civil Society Organisations	<ul style="list-style-type: none"> • Economic investments for local welfare • Infrastructure enhancement • Community programmes and events for social development 	IOIPG strives to be a trusted and responsible corporate citizen to the communities in which we operate. The Group invests in infrastructure, education and welfare to improve community well-being and develop sustainable communities.	<ul style="list-style-type: none"> • Surveys • Virtual public events • IOIPG social media platforms • Strategic partnerships

Our Sustainability Journey

Materiality Assessment

Including stakeholder feedback in our materiality assessment process enables us to translate our risks and opportunities into tangible and intangible values. The views of both internal and external stakeholders on our sustainability matters are taken into consideration in our decision-making process about emerging EES risks and opportunities. Prioritised matters are continually monitored, reviewed and

benchmarked against industry best standards and practices such as the FTSE4Good Index Series, GRI Standards and peer practices in similar sectors.

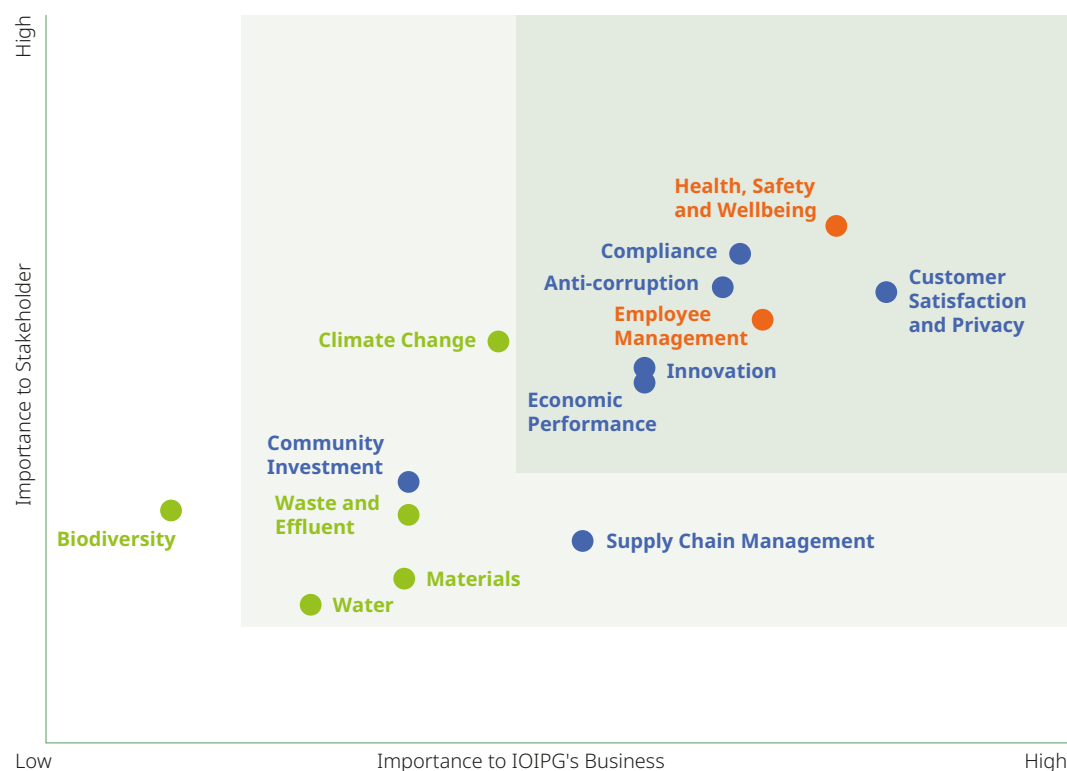
Based on our findings, the significant issues facing IOIPG and our stakeholders did not change over the year in review. Therefore, the material sustainability matters for FY2021 remain the same as the previous year.



Moving forward into FY2022, the Group conducted a formal materiality assessment in August 2021 to review the validity and priority of the identified material matters. This assessment was underpinned by a materiality assessment workshop with our internal stakeholders, who serve as subject matter experts in our material sustainability matters. Our internal stakeholders are able to provide insight on external stakeholders' priorities due to their experience in analysing gaps as well as obtaining feedback and information gathered from stakeholder engagements such as focus group discussions, site visits and meetings.

We concluded that a new Materiality Matrix with 14 updated material sustainability matters will be included in FY2022. The newly identified Materiality Matrix and the sustainability charter was validated by the SSC and the Board of Directors. The Group has established plans to address the material sustainability matters progressively over the next financial year, which will be encoded in a set of management approaches for each matter, that serves as a guide for actions moving forward.

IOIPG Materiality Matrix for FY2022

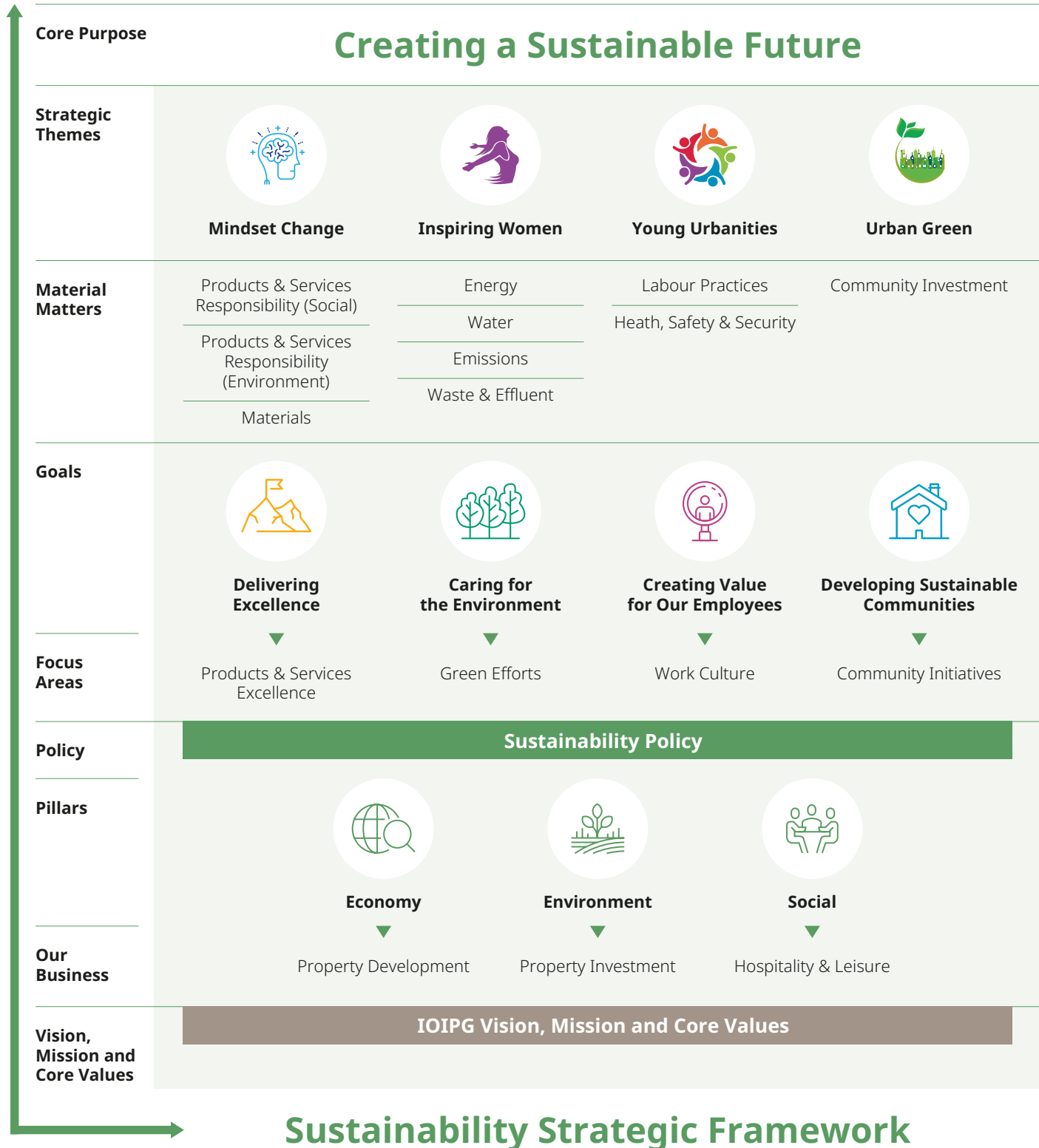


Legend:

High priority
 Medium priority
 Low priority
 Economic
 Environment
 Social

Our Sustainability Journey

Framework & Strategy



Sustainability Framework & Strategy

Developed with the core objective of Creating a Sustainable Future, the Sustainability Strategic Framework builds upon IOIPG's Vision, Mission and Core Values. The Values form the underlying principles of the framework's governance and impact all three of our business segments. The framework is further interpreted within our Sustainability Policy which serves as a business operating guideline to help mitigate adverse risks and enhance our positive impact on the economy, environment and society.

The Group has identified four Sustainability Goals, namely Delivering Excellence through our products and services, Caring for the Environment through our green efforts internally and externally, Creating Value for Our Employees through the work culture that we promote, and Developing Sustainable Communities through our social initiatives. IOIPG aims to realise these goals through streamlining our focus toward addressing our material sustainability matters and aligning our initiatives against the four Goals.

The Sustainability Policy also outlines the key course of actions for each Sustainability Goal in order to align our business strategies to the objective of generating long-term sustainable growth and lasting impact for posterity. Our business strategy takes into account EES-related risks and opportunities through the Group's Enterprise Risk Management ("ERM").

Frequent and thorough engagement on the identification, monitoring and mitigation of EES-related risks and opportunities was carried out across the Group during the financial year in review. The Group paid attention particularly to risks and opportunities in relation to climate change, human rights, labour practices, and health and safety.

Our Sustainability Strategic Framework is reviewed periodically with considerations from stakeholder expectations as well as local and global issues. The SSC also ensures sustainability initiatives with measurable indicators are materialised across all business units to effectively manage prioritised material sustainability matters, so as to bridge gaps and resolve issues through carefully planned strategic coordination.

Sustainability Goals

Despite targeting different areas of focus, the Sustainability Goals are bound by a common aspiration to achieve the Sustainability Core Purpose of Creating a Sustainable Future.



Delivering Excellence

Achieve prominence in **Product & 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.



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.



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.



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.

Our Sustainability Journey

Sustainability Strategic Themes

The Sustainability Strategic Themes are designed to align programmes and initiatives to four themes aimed at achieving the Sustainability Goals and Core Purpose:



Mindset Change

Create internal awareness to promote integration of sustainability principles into business strategies by highlighting the socio-economic and environmental connectivity to business; and encourage the community to take ownership of sustaining the environment for future generations.



Inspiring Women

Support and empower women such as young students and single mothers amongst others through programmes that help to build capacity and chart career or entrepreneurial growth.



Young Urbanites

Groom young talents, introduce the spirit of sustainability and expose them to best practices in socio-economic and environmental ethics.



Urban Green

Encourage a wide array of ecologically friendly initiatives that advocate low carbon footprint principles, responsible consumption of resources and waste minimisation which generate positive impacts on the environment, society and economy.



IOI Sustain

IOI Sustain is a label the Group uses consistently in our communication channels to connect all of IOIPG's relevant sustainability efforts. It helps to promote awareness of our sustainability agenda and provide our stakeholders, including potential partners, a coherent point of reference for our sustainability initiatives. IOI Sustain is in line with our Sustainability Strategic Theme of Mindset Change that aims to influence people to adopt a proactive attitude in their daily lives to make a positive impact on the economy, the environment and society. The long-term objectives of IOI Sustain are to enhance socio-economic well-being and advocate environmental ethics. Through a diverse range of initiatives under the IOI Sustain brand, we also hope to reinforce internal brand pride and instil sustainability ownership among our employees and the local communities.

In FY2021, the IOI Connects to Earth campaign continued its focus on biodiversity appreciation, waste minimisation and climate change mitigation and adaptation as part of

IOI Sustain's efforts to reach employees through internal communication channels, as well as to engage with the communities and the general public via Facebook and Instagram.

Materials that advocate waste minimisation, create awareness on biodiversity conservation, and generate conversation on climate change mitigation and adaptation are available on our social media:



Facebook page:
<https://www.facebook.com/ioisustain>



Instagram account:
https://www.instagram.com/ioi_sustain/

IOI Connects to Earth

IOI Connects to Earth is an ongoing strategic initiative that aspires to create awareness and generate conversation on waste minimisation, biodiversity and climate change. In its third year in FY2021, the Group continues to roll out various activities, aimed at building the capacity of our workforce to integrate sustainability initiatives in their business strategies and operations. The Group also collaborates with external parties in engaging the community to deliver long-term and short-term programmes aligned to our sustainability strategies. Some of the programs and initiatives carried out for this financial year include:

- IOIPG-SWCorp Food Waste Management Pilot Project
- IOI-Active Citizens: Clean Up 2020
- Waste Minimisation Month
- IOIPG Earth Hour 2021
- IOIPG City Nature Challenge 2021



Our Sustainability Journey

Contributing Towards Global Goals

IOIPG is committed to contribute as a responsible corporate citizen towards the United Nations 2030 Agenda for Sustainable Development and its 17 Sustainable Development Goals ("SDGs"). Each of our material sustainability matters are aligned towards specific SDGs as listed below.

Material Sustainability Matter	United Nations Sustainable Development Goals
 Energy	   
 Water	 
 Emissions	   
 Waste & Effluent	    
 Materials	  
 Products & Services Responsibility (Social)	 
 Products & Services Responsibility (Environment)	     
 Labour Practices	    
 Health, Safety & Security	 
 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
 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



Delivering Excellence

*Achieve prominence
in **Product & Services**
Excellence in order
to deliver our desired
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growth into all aspects
of our business.*

Exceeding
Expectations

Developing Thriving
Communities

Delivering Excellence

Exceeding Expectations

As an esteemed developer, we constantly challenge ourselves to not only live up to the reputation we have established over the history of the company, but also to generate breakthrough outcomes that exceed the expectations of our stakeholders.

For customers, this is manifested through comprehensive master planning, customer-centric designs and exemplary services that enable us to stay ahead of the curve. For our communities, we put in place vibrant living environments that reward residents and the public with a wholesome experience that fulfils both their basic needs and evolving aspirational goals. For our employees, partners and suppliers, we ensure that their well-being is safeguarded and any emerging concerns are addressed in a responsive manner.

This commitment is deeply inculcated in the culture of IOIPG, with each individual employee's performance measured against these corporate goals. To further complement this, the Group has established multiple channels of communication and grievance mechanisms to help translate stakeholder feedback into constructive outcomes.

Our performance speaks for itself. In FY2021, we continued to be recognised by our customers, stakeholders and industry associations by winning a host of accolades and awards. More details on our awards can be found in the Awards section on pages 04 and 05.

Managing Product Quality

The Group upholds high standards of Product Quality Management adhering to the ISO 9001:2015 Quality Management System, which demonstrates our commitment to continual improvements in our Quality Management System.

1

Design – Quality Requirements

- Customer and community feedback is highly valued in our design process
- Designs must fulfil the needs and functions of customers and communities

2

Pre-construction – Quality System

- Clear communication of project quality requirements to project management teams
- Strict pre-selection processes to assign the most suitable consultants and contractors

3

Construction – Quality Control

- Quality inspections and audits at all stages of construction from received materials to finishing details
- Continuous technical training to enhance skills and workmanship

4

Pre-handover – Quality Assessment

- Quality inspections and assessments by both internal and external assessors to ensure products meet the IOI Quality Standard and Malaysian Construction Industry Standards (CIS 7:2014)

5

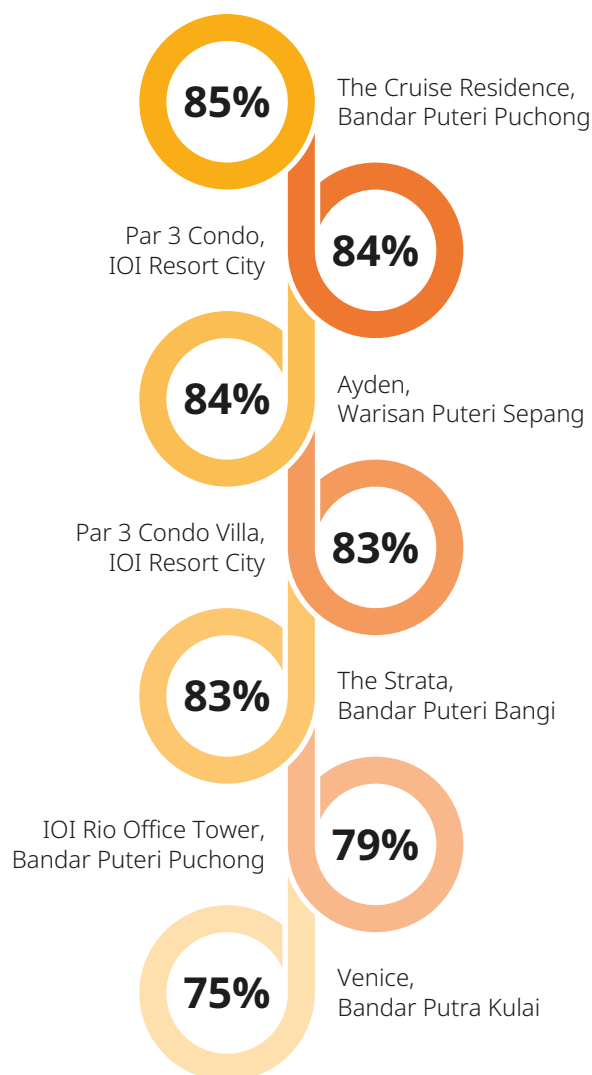
After Sale – Continual Quality Improvement

- Homebuyers' feedback, preferences, and expectations are captured in customer satisfaction surveys
- Valuable inputs are evaluated and incorporated into future products

QLASSIC

The Group is committed to delivering excellence in product quality, and in Malaysia, we benchmark ourselves against the Quality Assessment System in Construction ("QLASSIC") certification by the Construction Industry Development Board ("CIDB").

QLASSIC score highlights



Managing Our Supply Chain

We recognise the importance of ensuring a robust supply chain that is aligned with IOIPG's business principles and conduct in delivering quality products and services. At IOIPG, all business partners are vetted against stringent pre-selection criteria covering areas of quality, health, safety and environmental management, amongst others.

We closely monitor partners' performance throughout the period of engagement and expect all suppliers and business partners to practise the same level of care in upholding the Group's various policies and guidelines, which includes the Supplier Code of Conduct, Code of Conduct and Business Ethics; and Business Ethics, Compliance, Anti-Corruption and Anti-Money Laundering Policy. These policies and guidelines outline IOIPG's expectations of our suppliers in various areas such as ethics, human rights, employment and labour standards, safety and health, and environmental care.



To find more information about these policies and guidelines, please visit <https://www.ioiproperties.com.my/corporate-governance>

We have established ongoing initiatives to continually improve our supply chain management and resilience while ensuring strict compliance to local laws and regulations. As part of our contribution to the local economy, IOIPG is committed to providing opportunities and building the capacity of local business partners and suppliers.

In FY2021, 100% of newly awarded consultants and contractors Group-wide were local companies. The Group also prefers to source materials and resources locally to reduce GHG emissions and minimise the risk of disruptions to our supply chain.

Our supply chain management was impacted by delays in tender exercise arising from the extended Movement Control Order ("MCO"). To overcome this issue, we re-engineered our current practices, pivoting to digital platforms to deliver key information through virtual meetings and softcopy documentation to tenderers during tender and award processes.



In FY2021, **100%** of newly awarded consultants and contractors Group-wide were local companies.

Delivering Excellence

Managing Our Stakeholder Relations and Grievance Mechanism

As a customer-centric organisation, the voice of the customer is our top priority. IOIPG recognises the importance of constructively engaging our customers, stakeholders and communities to understand their needs better.

Feedback and grievances from customers and stakeholders play an important role in identifying existing and potential gaps as well as opportunities for improvements in the delivery of our services. Our IOI Branded Customer Experience ensures the delivery of excellent product quality and services through a well-established customer feedback management system and grievance mechanism, which also allows for human rights-related feedback at business units.

Feedback, enquiries, complaints and grievances are collected through multiple platforms to accommodate our various stakeholder groups. All feedback received is duly verified and channelled to relevant departments for urgent action and prompt resolution. Non-defect related feedback from homebuyers are attended to immediately for emergency complaints while verbal and written complaints are addressed within two days.

The Group's whistleblowing mechanism allows both internal and external stakeholders to raise any concerns anonymously, including those related to human rights, without fear of retaliation. Further details on our Whistleblowing Policy can be found on our corporate website (<https://www.ioiproperties.com.my/corporate-governance>).

There were zero cases of human rights violation and zero cases of substantiated complaints recorded regarding breach of data privacy in FY2021. The Group will continue to protect our customers' privacy and data security in compliance with the Personal Data Protection Act 2010 ("PDPA") in all our operational procedures. In support of this, IOIPG carries out regular review of our cybersecurity strategy through a periodic network security audit to enhance readiness and improve our security posture.

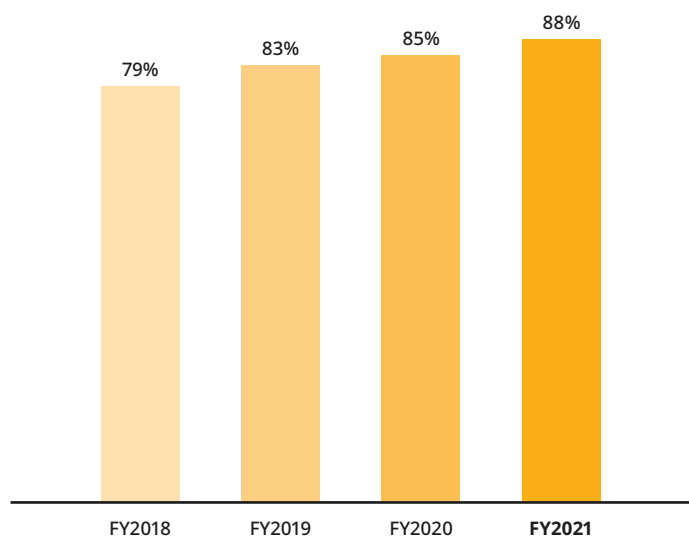
Managing Customer Expectations and Satisfaction

IOIPG strives to exceed customer expectations at all times. The Group conducts regular customer satisfaction surveys to keep abreast of customer expectations and collect useful and relevant feedback from new property owners, tenants, hotel guests, as well as mall and golf club visitors. These surveys help us to evaluate consumer behaviour and customer satisfaction towards our products and services, enabling us to further improve our future business strategies, planning and development.

Based on reviews drawn from various online travel platforms and customer satisfaction surveys, the guest satisfaction score for our managed hotels in FY2021 ranged from 4.1 to 4.4 on a scale of 1 to 5. Both Le Méridien Putrajaya and Four Points by Sheraton Puchong received the Agoda Customer Review Awards 2021 from Agoda for their high customer ratings.

The customer satisfaction scores for IOI City Mall and IOI Mall Puchong were 84% and 64% respectively for FY2021. The Group's overall customer satisfaction score amongst homeowners has improved, achieving 88% in FY2021.

Customer Satisfaction Score Amongst Homeowners



Digitalisation to Enhance Customer Experience

► IOI eMarketplace

IOI eMarketplace is a one-stop platform for homebuyers to track every stage of their purchase. The app was highly beneficial for our sales team to process and complete the property booking procedure (e.g. create bookings and digital signing of all sales and loan related documentation) during this pandemic, without purchasers needing to be physically present at IOIPG's sales offices.

Purchasers are being updated through email notifications on the purchase progress, creating greater convenience for our purchasers. With the added participation of our appointed panel bankers and solicitors on the platform, IOI eMarketplace also serves as a useful tool for all parties to track and follow up on the progress of the purchase within the ecosystem. This has expedited and simplified an otherwise complicated process.

► IOI Support System

Once a property is handed over, the customer's seamless experience continues into the IOI Support System ("IOISS"), an online and mobile platform for customer feedback and defects submission.

► IOI Community App

IOI Community App is an online community engagement platform that facilitates the communication between homeowners and the property management team, enabling prompt customer service. Homeowners can book facilities, pre-register visitors, sign up for events, receive building management announcements, and track billings and make payments via the payment gateway in the app.

The app is also equipped with added security features such as a panic button that connects to the respective property's security team. It is currently in use at Palmyra Residence, Avens, Zentro Residences, N'Dira Townhouse, Ayden, The Clio 2 Residences and Par 3 Condo and Condo Villa. The Group plans to extend the app to new IOIPG stratified properties.

► Building Maintenance App

In line with the Group's drive to embrace digitalisation, our malls use a mobile-enabled building management platform to streamline operations and maintenance management, resulting in improved tenant and customer satisfaction.

► CLUB IOI

Formerly known as IOI LiVO, CLUB IOI is a cardless loyalty programme that rewards members with points and other privileges offered by participating merchants in shopping, dining, entertainment, and leisure. The membership platform also hosts IOI SHOPZ, an e-commerce platform for merchants to generate more sales both instore and online.

Delivering Excellence

Developing Thriving Communities

Recognising socio-economic and environmental impacts is an intrinsic part of sustainable integrated development. At IOIPG, we endeavour to build developments that enable thriving and vibrant communities to LIVE, WORK & PLAY, and achieve a sustainable long-term balance between preserving nature and meeting business goals.

Prioritising Community Well-being

Distinctive communal green spaces are one of the key features of IOIPG's developments. These multifunctional spaces foster community well-being by encouraging social

interaction and recreational activities, while providing an eco-friendly habitat for urban biodiversity.

Consisting of distinctive themed gardens and recreational areas, our communal green spaces are furnished with facilities and fixtures that encourage healthy lifestyles and integrated communities. Lush green town parks and pocket parks act as carbon sequestration sites while providing fresh air to the neighbourhood. These green parks include Central Park in 16 Sierra, themed parklands in Warisan Puteri Sepang, Oasis Park in Bandar Puteri Bangi and Bandar Puteri Town Park in Bandar Puteri Puchong.



Oasis Park, Bandar Puteri Bangi



Bandar Puteri Town Park, Bandar Puteri Puchong

Greater Accessibility into Our Buildings

All our properties are built in compliance with relevant regulations and statutory requirements on the provision of accessibility and facilities for disabled persons, such as the Uniform Building By-Law 34A in Malaysia, Codes for Accessibility Design in Xiamen and Building and Construction Authority ("BCA") Universal Design Mark in Singapore. Besides ramps and walkways, parking bays and washrooms for the disabled are conveniently located around our malls to ease access for wheelchairs and strollers. IOI Central Boulevard Towers in Singapore qualifies for the BCA Universal Design Mark Gold Certification.

Safety and Security as Top Priority

Safety and security are top priorities in the design and planning of IOIPG developments to ensure complete peace of mind for our homebuyers. Our developments are equipped with security features such as perimeter fencing, closed circuit television ("CCTV") surveillance, card access control, digital internal security features and security screening at guarded entrances.

The Group's commitment towards safety and security is also notable in the contribution of police stations in our developments. For managed properties under the Group, a team of 426 security personnel led by the Auxiliary Police ("AP") team are entrusted to maintain a safe and secure environment for customers, tenants and guests. Every managed property is installed with facilities such as CCTV surveillance cameras, panic buttons and security escorts. Patrol cars are also used for surveillance at IOI Resort City and Puchong Financial Corporate Centre.

Embracing Transit-Oriented Development ("TOD")

To advocate low-carbon lifestyles and reduce carbon emissions, IOIPG integrates connectivity to transportation hubs in all our residential and commercial developments. In line with advice from local councils, provisions for bus stops are an essential part of our design process in order to provide sufficient support for the development of a strong public transport infrastructure.



IOI Mall Puchong is well-connected via LRT.

Delivering Excellence

Enhancing Connectivity within Our Developments

▶ Bandar Puteri Puchong and Bandar Puchong Jaya

Bandar Puteri Puchong and Bandar Puchong Jaya are located within public transit nodes and corridors such as the Sri Petaling Light Rail Transit ("LRT") line, with multiple bus lines and pedestrian walkways connecting commuters to their end destination. IOIPG has also provided pedestrian walkways and cycling pathways to enhance short-distance travel connectivity between neighbourhoods and lower dependency on motorised vehicles. This also helps to improve local air quality and reduce carbon footprint.

▶ 16 Sierra

The 16 Sierra Mass Rapid Transit ("MRT") station will be strategically located within IOIPG's 16 Sierra development. Scheduled to commence operation in January 2023, the MRT station is part of the under construction Putrajaya Line that will span 57.7km and is expected to benefit a population of around 2 million people. The 16 Sierra MRT station will be situated two stops away from the Cyberjaya City Centre station and connected to 35 other operational stations in major townships across the Klang Valley.

▶ IOI City Mall

IOI City Mall provides a comfortable bus terminal with an indoor air-conditioned waiting area. Key transit stations such as the Serdang Keretapi Tanah Melayu ("KTM") Komuter station and Kajang MRT station are connected to IOI Resort City by shuttle bus services. In addition, the Smart Selangor Coaster Bus service by Majlis Perbandaran Sepang improves the connectivity of IOI Resort City with a few strategic locations in Sepang.

▶ IOI Mall Kulai

The 'Bas Muafakat Johor' service from Kulai Terminal to Bandar Putra Kulai provides connectivity from the Bandar Putra Kulai residential areas to IOI Mall Kulai.

▶ IOI Mall Puchong

A LRT station within IOI Mall Puchong's vicinity brings in shoppers from different locations in Klang Valley.

▶ IOI Rio

Envisioned to be a community-centric liveable development that incorporates numerous unique elements and components, IOI Rio's Master Plan was conceived in collaboration with the local council, Majlis Bandaraya Subang Jaya ("MBSJ").

Leveraging on the concept of Smart Mobility, IOI Rio optimises space usage and encourages walking and cycling. Designed to reduce reliance on cars and motorbikes, it provides seamless connectivity by integrating with the Taman Perindustrian Puchong LRT station and bus and taxi services through cycling paths as well as shaded walkways and link bridges between buildings.

This seamless connectivity extends to the smart use of space in the underground, street level and above ground. IOI Rio will have two separate levels of connectivity for vehicles, where most vehicles arriving at the development will be channelled underground directly into the basement, leaving less vehicles on street level. There will also be two separate levels of connectivity for pedestrians, one at ground street level and one above-ground elevated walkway with link bridges. Commuters can choose to walk, cycle, or hop on electric shuttle vans into or around the development. Bicycle stands and covered e-hailing stands will be readily available, and in future, electric vehicle charging stations will be installed to promote shared and low carbon mobility.

▶ Xiamen

IOI Palm City and IOI Palm International Parkhouse in Xiamen, PRC, are well-connected with the public transportation system within the city. IOI Palm City is located within transit nodes of Xiamen Metro ("AMTR") Line 1 and Line 6, connecting it to Xiamen Island, Xiamen North Railway Station and other districts in Xiamen such as Haicang District and Tong'an District. IOI Palm City is also accessible via Xiamen Bus Rapid Transit ("BRT") and 17 different bus lines. IOI Palm International Parkhouse is in close proximity to the new Xiamen Xiang'an International Airport which is expected to be completed by 2025 and it will be directly connected to the airport via AMTR Line 3 and Line 4.



*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.*

Caring for the Environment

Developing Sustainable
Living Environments

Energy

Water

Emissions

Resource, Waste &
Effluent Management

Caring for the Environment

IOIPG strives to instil the importance of environmental sustainability across our network of stakeholders, customers and tenants. All our properties are designed to uphold environmental ethics through the optimisation of energy and water management as well as carbon emissions and waste reduction. This section describes our environmental conservation efforts across various programmes and initiatives in fostering greater awareness of environmental sustainability in society.

The Group adopts the Low Carbon Cities Framework ("LCCF") criteria in our developments to prioritise green buildings, reduce carbon emissions and ensure efficient natural resources and waste management. In addition, ensuring the continued vitality of urban biodiversity is an important component of our conservation efforts and is aimed at advocating the appreciation of flora, fauna and nature.

Developing Sustainable Living Environments

Sustainable living is a key value proposition IOIPG offers to all our stakeholders. It is also a fundamental environmental agenda that is deeply integrated within our operations because of the connection between the surrounding environment and our customers. We seek to preserve the original biodiversity in our developments and incorporate green features, to provide a wholesome experience for people to commune with nature.

Conserving Urban Biodiversity

Minimising negative impacts from our operations on biodiversity is a key priority of the Group. As part of this commitment, Environmental Impact Assessments ("EIA") are conducted prior to the commencement of projects which require them. This includes biodiversity and ecological studies, where applicable.

We are committed to retaining the urban biodiversity of our developments and adjacent areas through the provision of urban parks and landscaping. These green spaces in the form of pocket parks and town parks support the habitat of many flora and fauna with its ecological functions. Furthermore, it provides ecosystem services such as temperature regulation, improvement of air quality, reduction in surface runoff, oxygen production and carbon sequestration.



In FY2021, IOIPG recorded **zero cases** of fines for environmental non-compliance with air, water and land-related standards and regulations.

Bandar Puteri Town Park is one of many parks that manifests our approach to urban biodiversity conservation. Situated in Bandar Puteri Puchong, the Town Park has a thriving ecosystem supporting both aquatic and terrestrial life forms and is an ideal venue for local communities and nature organisations to carry out activities such as bird-sighting, insect-spotting and herping. Frequently referred to as a manicured wilderness, the rich biodiversity of Bandar Puteri Town Park continues to thrive and remain protected and preserved amidst human activities. The park has undergone refurbishment to improve its infrastructure, which included 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.



An 80-metre boardwalk overlooking a diverse range of aquatic plants.

In support of plant species conservation, a number of International Union for Conservation of Nature ("IUCN")-Red List of Threatened Species, namely Vulnerable ("VU"), Endangered ("EN") or Critically Endangered ("CR") species, have been included in the landscaping of our developments and within our urban parks.

List of Vulnerable, Endangered or Critically Endangered Species in Our Landscaping

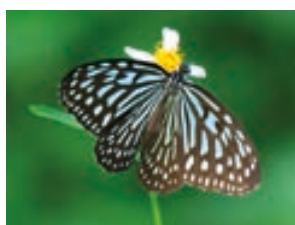
Species	Common Name	Status in IUCN Red List
<i>Hyophorbe verschaffeltii</i>	Palmiste Marron	Critically Endangered C2a ver 2.3
<i>Shorea roxburghii</i> *	White Meranti	Vulnerable A2cd ver 3.1
<i>Hopea odorata</i> *	Merawan Siput Jantan	Vulnerable A2cd ver 3.1
<i>Elaeocarpus apiculatus</i> *	Fairy Petticoat	Vulnerable B1+2a ver 2.3
<i>Dracaena draco</i>	Dragon Tree	Vulnerable A1abcde ver 2.3
<i>Eucalyptus deglupta</i>	Rainbow Gum	Vulnerable A2c ver 3.1
<i>Adonidia merrillii</i>	Manila Palm	Vulnerable B2ab(i,ii,iii) ver 3.1
<i>Dalbergia latifolia</i>	Indian Rosewood	Vulnerable A1cd ver 3.1
<i>Jacaranda mimosifolia</i>	Cacha Cacha	Vulnerable A2cd ver 3.1
<i>Neodypsis decaryi</i>	Triangle Palm	Vulnerable D1 ver 3.1
<i>Terminalia neotaliala</i>	Madagascar Almond Tree	Vulnerable B1ab(i,ii,iii,iv,v)+2ab(i,ii,iii,iv,v) ver 3.1
<i>Dizygotheca elegantissima</i>	False Aralia	Endangered B1ab(i,ii,iii,iv,v)+2ab(i,ii,iii,iv,v) ver 3.1

* Native to Malaysia

Urban Biodiversity Highlights in Bandar Puteri Town Park



4,037 trees were transplanted Group-wide to date.



Blue Glassy Tiger
(*Ideopsis vulgaris macrina*)



Scarlet Grenadier
(*Lathrecista asiatica*)



Purple Heron
(*Ardea purpurea*)



In FY2021, **1,916** trees out of a total of **59,617** trees planted Group-wide are listed in the IUCN Red List as VU, EN or CR.



Purple Milletia
(*Callerya atropurpurea*)



Weeping Fig
(*Ficus Benjamina*)



Changeable Lizard
(*Calotes versicolor*)

Photo Credit: Prof. Dr. Norhayati Ahmad

IOIPG engages with local government organisations and environmental societies such as Malaysia Biodiversity Information System ("MyBIS") and the Society of Wilderness Malaysia ("SOWM") to support the conservation and preservation of urban biodiversity at Bandar Puteri Town Park. This enables us to gain better insights on future planning for the park as well as other urban parks in our developments. In addition, we also collaborated with Sekitar Kita, Water Warriors Universiti Malaya ("UM") and Iskandar Malaysia City Nature Challenge to generate awareness on urban biodiversity conservation and encourage community participation in biodiversity-related activities.

Caring for the Environment

Promoting Biodiversity

IOIPG endeavours to raise awareness about biodiversity among the communities that we develop, in order to emphasise the urgency of protecting our environment. To do so, we gamify knowledge transfer and organise engaging activities that allow families and individuals from all walks of life, to interact intimately with nature. In addition, we have been monitoring the condition of our parks and documenting the species found during our bio-monitoring sessions since FY2019.

Project Park Crawl

Project Park Crawl is an internal initiative started in FY2019 to monitor the condition and biodiversity of IOIPG's managed parks, which includes Bandar Puteri Town Park in Bandar Puteri Puchong and Oasis Park in Bandar Puteri Bangi. Furthering our commitment on urban biodiversity conservation, we regularly conduct additional measures such as bio-monitoring and tree-tagging. The documentation of these data is vital in building species inventories for the parks.

However, our documentation progress for FY2021 was affected due to movement restrictions implemented during the COVID-19 pandemic.



IOIPG City Nature Challenge 2021

City Nature Challenge ("CNC") is a global biodiversity initiative to encourage people to find, observe and document plants and wildlife in their cities through a bioblitz-style competition. Cities worldwide compete to make the most observations of urban plants and wildlife in the outdoors, using the iNaturalist app to connect with nature and generate scientifically valuable biodiversity data from such observations.

Aimed at connecting citizen scientists, nature enthusiasts and local communities to conserve urban biodiversity, the Group collaborated with local organisers of this global initiative, namely Sekitar Kita, Water Warriors UM and Iskandar Malaysia CNC, to organise the IOIPG City Nature Challenge 2021 which covered our developments in Klang Valley and Johor. The challenge which ran from 30 April to 9 May 2021, saw more than 500 participants, including IOIPG employees, join the challenge. As a result of the challenge, a total of 3,329 nature observations and 745 species have been recorded and identified to date. This event aligns with our Sustainability Strategic Themes of Mindset Change, Young Urbanites and Urban Green, as well as our efforts to achieve the United Nations' Sustainable Development Goals: SDG 4 Quality Education, SDG 11 Sustainable Cities and Communities, SDG 15 Life on Land and SDG 17 Partnership for the Goals.

In line with safe distancing measures, safe and family-friendly activities such as virtual webinars, a digital toolkit sharing and a social media blitz were organised. Participants were also encouraged to make observations in their own backyards and places near their homes, in the spirit of promoting citizen science.

In conjunction with the challenge, a guided interactive walk was organised and participated by Team IOI and Water Warriors UM to observe biodiversity at Bandar Puteri Town Park.



Observation and site visit by Team IOI and Water Warriors UM at the Bandar Puteri Town Park.

Integrating Green Features into Our Developments

As an eco-friendly developer, we are committed to reducing the impact of urbanisation on the environment. This translates to incorporating environment-friendly designs and green technologies to create sustainable and climate-resilient homes and developments featuring climate change mitigation and adaptation functions.

IOIPG is one of the few developers selected by MBSJ to adopt LCCF criteria in our developments. As part of these efforts, TOD* and low carbon lifestyles are key features in all our developments. To further increase awareness and sustainability ownership for new homebuyers, an

“Urban Sustainable Living Kit” outlining the green features of respective properties is included in the IOI Community app.

Various passive and active principles are incorporated into IOIPG developments to reduce carbon footprint. These include actively sourcing for local construction materials and products to reduce carbon emissions, using energy-efficient 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.

* To know more about our efforts in embracing TOD, please refer to Embracing Transit-Oriented Development ("TOD") in pages 77 and 78 in the Delivering Excellence section.

The list of sustainable features is highlighted below.

Commercial High-Rise Buildings



- Green certified buildings (e.g., Green Building Index ("GBI"), Green Mark Certification)
- North-South building orientation
- Energy management modules in Building Management System ("BMS")
- Low Volatile Organic Compound ("VOC") paint
- Photovoltaic cells at rooftop
- Motion sensor lights at staircases
- Water-saving toilet cisterns
- Sensor taps in public toilets
- Natural light-harnessing features
- Reduction of mechanical ventilation in carparks

Residential Buildings



- Cross-ventilation designs
- Natural ventilation features at 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 ventilation at carparks of high-rise residential projects
- LED Compound Lighting in place of Conventional High-Pressure Sodium ("HPS") Lights

Environment-Friendly Operational Initiatives



To reduce the environmental impact and increase the operating efficiency of the Group's investment assets, IOIPG uses low-energy consumption and energy-saving features which include:

- Chiller retrofiting
- Air Conditioning and Mechanical Ventilation ("ACMV") to optimise room temperature control
- LED Compound Lighting in place of Conventional HPS Lights
- Alternative looping of lighting circuits at car park and staircase areas, allowing 50% reduction in lighting consumption during non-peak hours
- Waste management systems at construction site
- Utilising system formwork at high-rise developments
- Upcycling used cooking oil
- Organic waste decomposition of garden waste
- Electric Vehicle ("EV") Charging Stations at IOI Mall Puchong, IOI City Mall and Putrajaya Marriott Hotel
- Electric buggies at Palm Garden Golf Club

Caring for the Environment

Solar Water Heating

Popular electric heating methods consume a significant amount of energy compared to natural sources of heat. Solar water heaters help to reduce electricity consumption, which also leads to a reduction in indirect carbon emissions.

North-South Orientation

Positioning the main building facade in a North-South orientation reduces solar heat gain of the building. This helps to lighten the load on cooling systems and reduces electricity consumption.

Daylighting and Natural Ventilation

Sufficient daylight and natural ventilation reduce the need for artificial lighting, cooling equipment and mechanical ventilation thus reducing electricity consumption. This also leads to added benefits such as reduction in air humidity and prevention of mould growth as a result of dampness.

Water-Efficient Fittings and Energy-Efficient Lighting

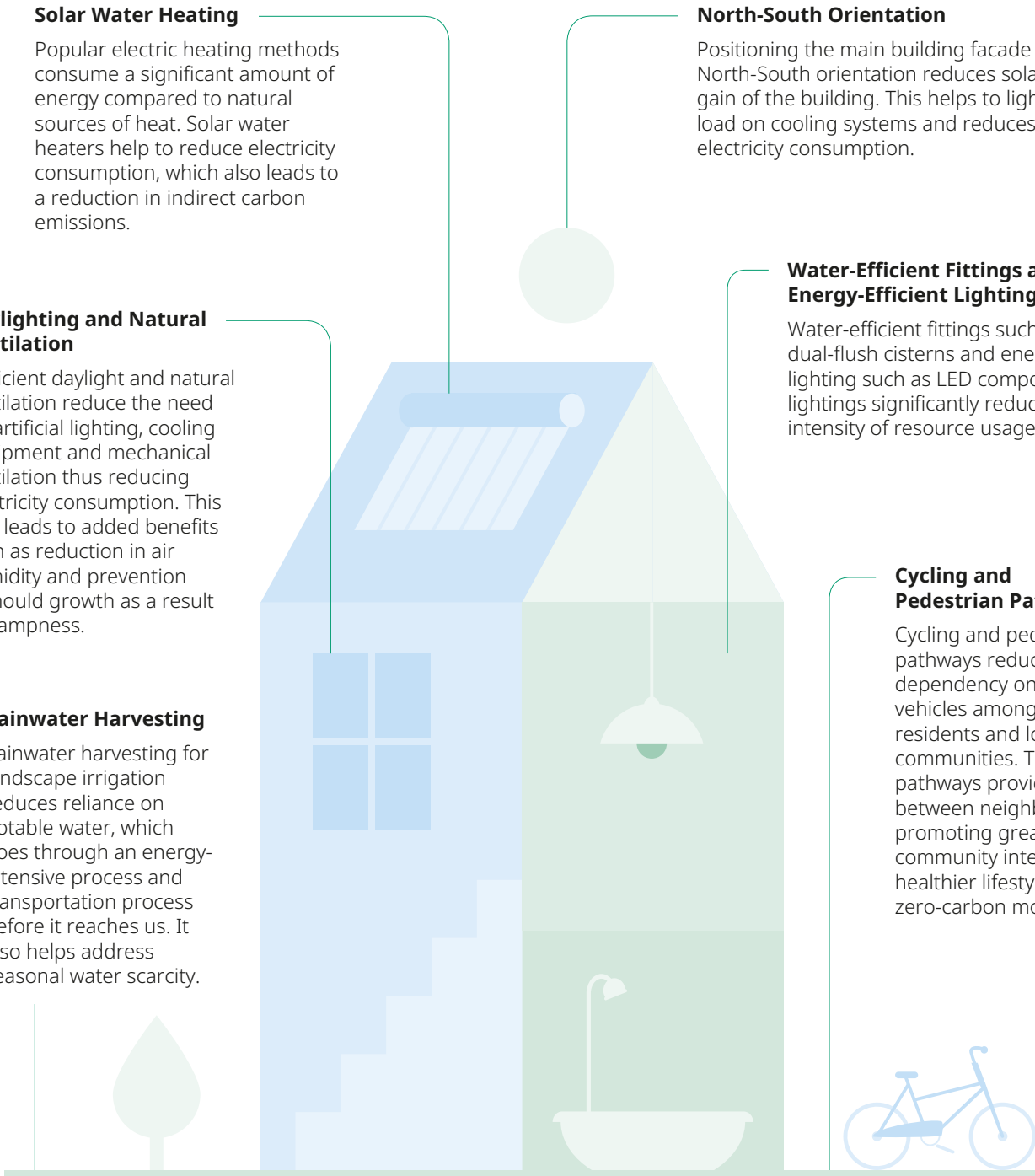
Water-efficient fittings such as dual-flush cisterns and energy-efficient lighting such as LED compound lightings significantly reduce the intensity of resource usage.

Rainwater Harvesting

Rainwater harvesting for landscape irrigation reduces reliance on potable water, which goes through an energy-intensive process and transportation process before it reaches us. It also helps address seasonal water scarcity.

Cycling and Pedestrian Pathways

Cycling and pedestrian pathways reduces dependency on motorised vehicles among our residents and local communities. These pathways provide linkages between neighbourhoods, promoting greater community interactions, healthier lifestyles and zero-carbon mobility.



IOI Rio

IOI Rio is an ongoing project that aims to live up to its tagline “Smart City of Tomorrow, Here Today”. Sustainable living is the fundamental concept that underpins every aspect of the development, ranging from building construction to resource management. To promote a green and low carbon lifestyle, the entire development is designed with various green features that help minimise energy and water consumption as well as enable low carbon commutes.

A Smart Homes & Smart Offices System will be installed in most of the buildings within the development to optimise energy usage while common area lightings will be powered by rooftop solar panels. IOI Rio also plans to utilise LED or high-energy efficiency solar-powered streetlights. To reduce water consumption, a rainwater harvesting system for landscape irrigation will reduce reliance on potable water, and common washrooms will have dual flush cisterns and sensor-based taps installed.

The masterplan of the development is designed to channel vehicles entering IOI Rio into the basement level, leaving less vehicles at the ground level, so that pedestrians can enjoy a safe walking experience in the development. To further reduce user-induced carbon emissions, electric vehicle charging stations will be installed in the future to promote the use of electric vehicles. This is an extension of our agenda to provide seamless connectivity that complements the public transport network.

To allow a commute-friendly experience, IOI Rio is connected to a LRT station, as well as bus and taxi services with covered stand and shaded walkways. Within the development, cycling paths, walkways and link bridges will provide multiple commuting options for people. Bicycle stands and covered e-hailing stands will also be readily available to promote the use of shared and public transportation.

IOIPG incorporates passive designs whenever possible to maximise natural ventilation and daylighting. This is clearly seen by our efforts to reduce mechanical ventilation at above-ground carparks and bathrooms, especially for high-rise buildings.

For ongoing projects in FY2021 which have been constructed without any mechanical ventilation in car parks:



Estimated **1417.09 mwh** of energy will be saved yearly.



Estimated **983.46 tco₂** of carbon emission reduction yearly.

Caring for the Environment



Realising Green Buildings

The Group aims to achieve green building certification for all office buildings and high-rise developments in our investment portfolio with 2014 as the baseline year.

Since 2014, 100% of the Group's office buildings and high-rise developments in our investment portfolio has been designed to achieve green building certifications.

In Singapore, IOI Central Boulevard Towers is designed to achieve the Green Mark Platinum certification. Our development in Xiamen achieved a Green Building Certified 1-star for both its commercial and residential projects. PJ Midtown, a joint-venture mixed development project managed by IOIPG was designed to achieve GBI Gold certification for both its commercial and residential components.



IOI Central Boulevard Towers, Singapore is designed to achieve the Green Mark Platinum certification.

Energy

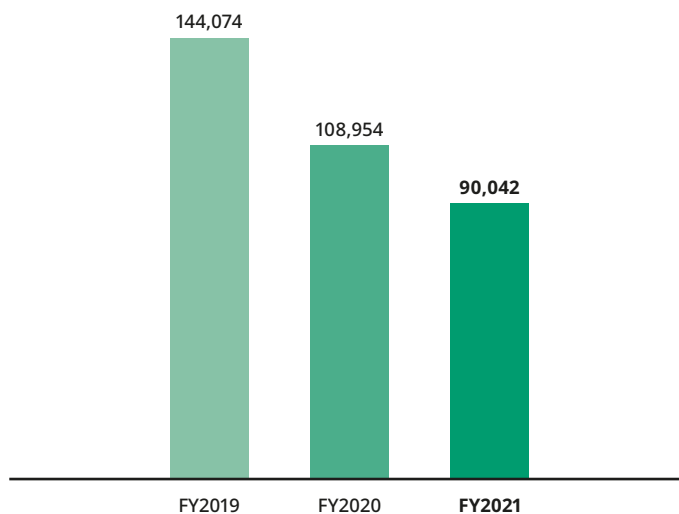
To improve energy efficiency, IOIPG has put in place a Group energy policy targeted at reducing operational costs and GHG emissions. Efforts to improve energy efficiency include the monitoring of energy consumption, regular maintenance of energy management systems in our managed buildings and periodic energy audits to ensure compliance with best practices. The Group will continually enhance our energy-saving initiatives to address climate change concerns.

Across the property investment operations in the Group, IOIPG has set an energy consumption intensity reduction target of 8% from FY2021 to FY2025 with FY2020 as the base year.

During the year under review, the energy consumption intensity for property investment operations had drastically reduced by 15%, from 0.114 MWh/m² in FY2020 to 0.097 MWh/m² in FY2021. This was largely due to a decrease in operations resulting from movement restrictions imposed during the COVID-19 pandemic.

In FY2021, total electricity consumption from purchased electricity was 90,042 MWh/year and total renewable energy generated was 4,260 MWh/year.

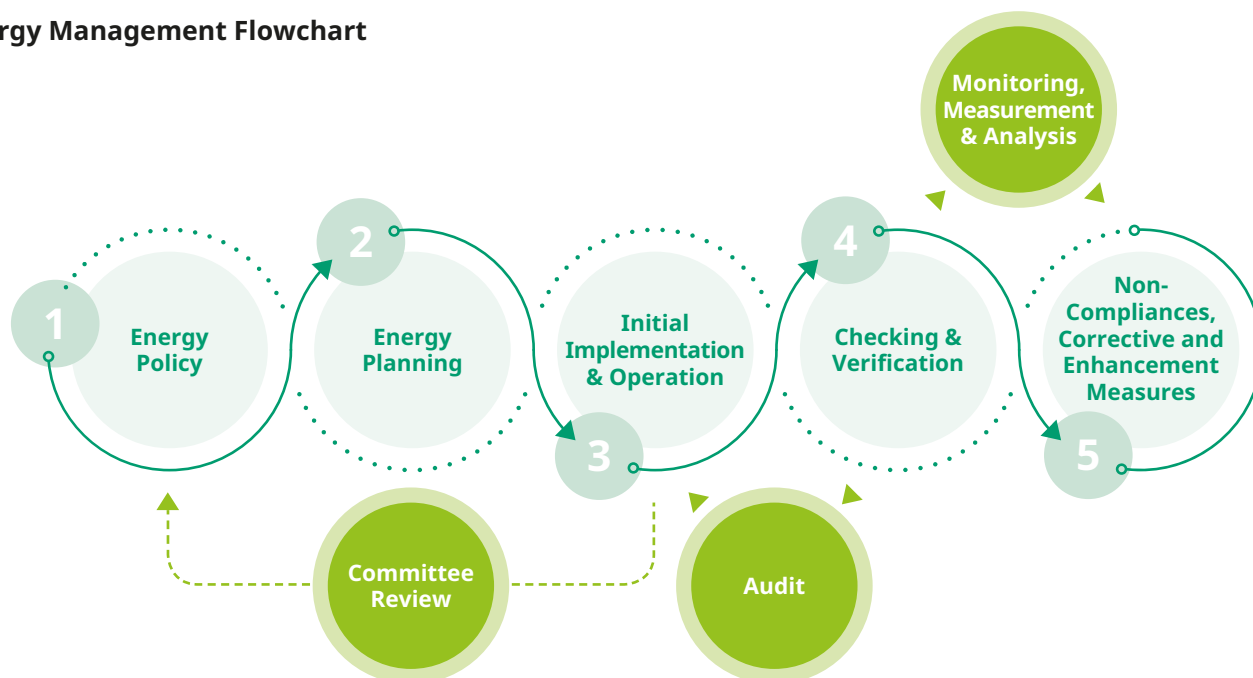
Electricity Consumption from the Grid (MWh/year)



Notes:

- FY2019 data includes business operations in Klang Valley.
- FY2020 data includes business operations in Klang Valley and Johor.
- FY2021 data includes Group-wide operations (Malaysia, Singapore and Xiamen, PRC).
- Data presented is exclusive of tenants' energy consumption.
- Data presented is from the total amount of purchased electricity only and obtained from electricity bills or direct meter reading.

Energy Management Flowchart



Caring for the Environment

Building Management System

Continuous monitoring of energy consumption is carried out at IOIPG's managed buildings using the Building Management System. The system uses real-time feedback to expedite the response time of the Facilities Management team.

Renewable Energy

IOIPG has made a commitment to utilise renewable energy such as solar energy in a bid to reduce our dependence on purchased electricity from the national grid that relies on fossil fuels. We have installed solar panels at IOI City Mall which generated 4,260 MWh of solar energy for FY2021, equivalent to carbon emission reduction of 2,956 tCO₂/year to the environment.

Energy Saving Initiatives



Centralised Cooling System

Centralised cooling systems in our malls, hotels and office buildings enable greater efficiency in managing the scale and operational demands of cooling buildings and maintaining chiller plants. The system is designed to adapt to demand fluctuations according to operation hours at our managed buildings.



Cooling Design of Data Centre

The Group's data centre is designed with a strong focus on energy efficiency while ensuring optimal operations. Designed with stability and reliability in mind, the cooling mechanism maintains a temperature of between 22 and 23 degrees Celsius at any given time, ensuring the data centre is always maintained at a lower Power Usage Efficiency ("PUE") ratio which indicates a high cooling capacity with lower energy consumption.



Chilled Water Temperature

The temperature of chilled water is constantly regulated at the optimum temperature to enhance chiller efficiency without compromising the comfort of building occupants.



Cooling Tower Infill Replacement

A cooling tower infill replacement was completed at IOI Mall Kulai in FY2021. This is estimated to save around 131,507 kWh/year.



Energy-Saving Practices

We practise energy saving in our operations through:

- Maintaining optimal energy efficiency for all equipment and machinery, especially chilled systems.
- Maintaining optimal room temperatures in office buildings and hotels.
- Switching off lights and other unnecessary receptacle loads when not in use.

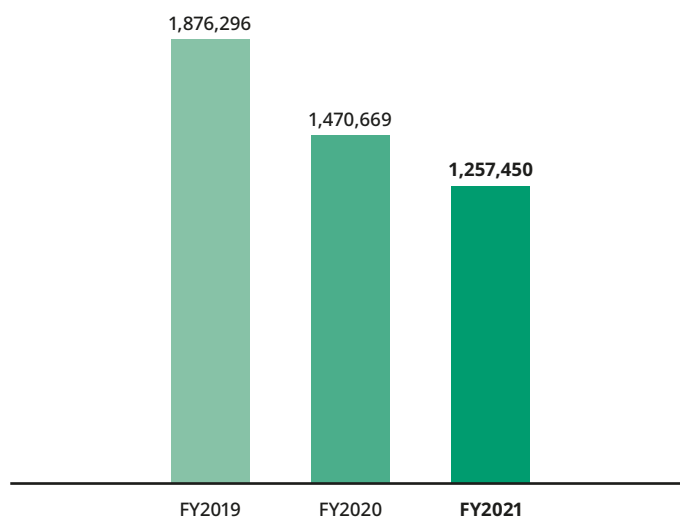
Water

Water security is an area of great concern, especially in water-stressed countries such as Singapore. To that end, the Group is committed to reducing water wastage and conserving water resources to mitigate water security issues.

IOIPG has rolled out a Group-wide water management initiative that involves various stakeholders such as employees, tenants and customers. The initiative focuses on the monitoring of water consumption performance, identifying risks and opportunities of water security and implementing innovative water-saving initiatives in all properties across the Group. We will continuously drive these initiatives in order to meet the reduction in water intensity target set by the Group.

A water consumption intensity reduction target for the property investment operations in the Group was set at 10% from FY2021 to FY2025 with FY2020 as the base year. In FY2021, the water consumption intensity for property investment operations had decreased by 15%, from 1.519 m³/m² in FY2020 to 1.291 m³/m² in FY2021. This was mainly due to the decrease in operations resulting from movement restrictions imposed during the COVID-19 pandemic.

Water Consumption (m³/year)



Notes:

- FY2019 data includes business operations in Klang Valley.
- FY2020 data includes business operations in Klang Valley and Johor.
- FY2021 data includes Group-wide operations (Malaysia, Singapore and Xiamen, PRC).
- Data presented is from water bills and direct meter readings.
- Water source is municipal potable water.

Caring for the Environment

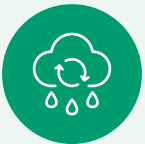
Water-Saving Initiatives

The Group has carried out the following water-saving initiatives to achieve our water reduction target.



Modified Water Taps

Given that water taps are prone to wastage, we have made it a point to install modified basin taps with lower flow rates at our managed buildings. Taps with aerators, water sensors and self-closing features are also preferred to conventional water taps.



Rainwater Harvesting

Rainwater is an undervalued yet highly accessible source of water, especially for the purpose of irrigation and cleaning. At IOIPG, rainwater is harvested using tanks installed at suitable locations for the purpose of landscape irrigation and common area cleaning. In areas still under construction in the IOI City Mall, we have planned and installed eco-toilets which will make use of the harvested rainwater. This initiative alone is estimated to generate water savings of 14,103 m³/year.



Water Saving Practices at Offices

Our employees are encouraged to practise water-saving habits at offices. These include:

- Minimising wastage of water in pantries and washrooms.
- Turning off water taps when not in use.
- Avoiding repeated or unnecessary flushing.
- Minimising water wastage during irrigation and cleaning of common areas.
- Avoiding over-irrigation where possible.
- Avoiding repeated cleaning and water overflow.
- Speeding up repair work turnaround times.



Hotels

On top of other water-saving initiatives, our hotels provide guests the option of not changing towels and bedlinens daily to remind them of the environmental benefit of reducing water consumption and detergent usage.

Emissions

IOIPG is committed to reducing our Group-wide carbon emissions to mitigate our impact on climate change, which is a material risk for our business operations. In support of Malaysia's national target for carbon emissions reduction at the Paris Agreement, our short-term Scope 2 carbon emissions intensity reduction target is set at 15% across the property investment operations in the Group from FY2021 to FY2025 with FY2020 as the base year.

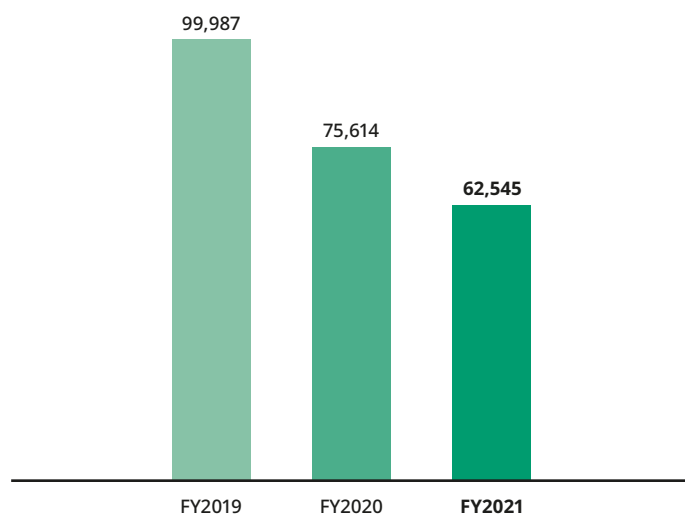
Our long-term Scope 2 carbon emissions intensity reduction target has also been set in FY2021 at 18% from FY2021 to FY2028 with FY2020 as the base year across the Group-wide property investment operations. For FY2021, energy usage for property investment operations was

reduced due to the movement restrictions during the COVID-19 pandemic. Hence, there was a higher reduction than expected, with the Scope 2 carbon emissions intensity reduced by 19% from 0.079 tCO₂/m² in FY2020 to 0.064 tCO₂/m² in FY2021.

Scope 1 and Scope 2 carbon emissions* are calculated in accordance to the Greenhouse Gas Protocol published by the World Resources Institute.

* To calculate our GHG emissions, the Group took reference from the emission factors published by the Sustainable Energy Development Authority and MyCarbon in Malaysia, as well as the National Environment Agency in Singapore. The emission factors allow us to convert activities such as electricity generation into GHG emissions.

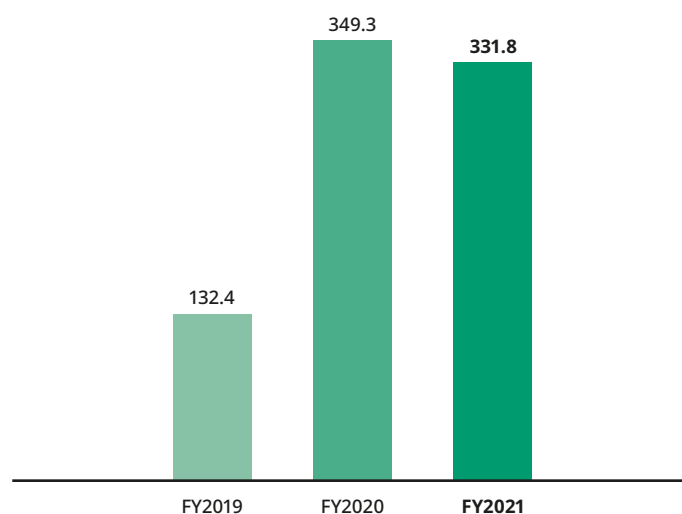
Scope 2 Carbon Emissions (tCO₂/year)



Notes:

- FY2019 data includes business operations in Klang Valley.
- FY2020 data includes business operations in Klang Valley and Johor.
- FY2021 data includes Group-wide operations (Malaysia, Singapore and Xiamen, PRC).
- Scope 2 carbon emissions include indirect emissions from purchased electricity.

Scope 1 Carbon Emissions (tCO₂/year)



Notes:

- FY2019 data includes business operations in Klang Valley.
- FY2020 data includes business operations in Klang Valley and Johor.
- FY2021 data includes Group-wide operations (Malaysia, Singapore and Xiamen, PRC).
- Scope 1 includes direct carbon emissions from fuel consumption from company vehicles as well as from kitchen usage purpose in hotels and golf clubs.
- Measurement of Scope 1 carbon emissions from hotels and golf clubs commenced since FY2020.

Caring for the Environment

Management of Construction Materials

IOIPG recognises the related environmental impact of producing construction materials and its contribution to embodied carbon emissions. In order to better implement initiatives aimed at reducing embodied carbon emissions, we have been tracking and monitoring the use of our major construction materials since FY2019.

Major construction materials purchased by the Group are listed below:

Materials	Unit	FY2019	FY2020	FY2021
Steel	tonnes	53,749	8,617	11,982
Concrete	m ³	420,990	95,404	72,219
Tiles	m ²	335,926	310,058	102,818

Notes:

- FY2019 data includes business operations in Klang Valley.
- FY2020 data includes business operations in Klang Valley and Johor.
- FY2021 data includes Group-wide operations (Malaysia, Singapore and Xiamen, PRC).

GHG Emissions Reduction Initiatives

The Group continues to take active actions to reduce GHG emissions from our business operations.

Trees

- In FY2021, IOIPG has planted 59,617 trees in our developments to mitigate climate change.

Electric Vehicles

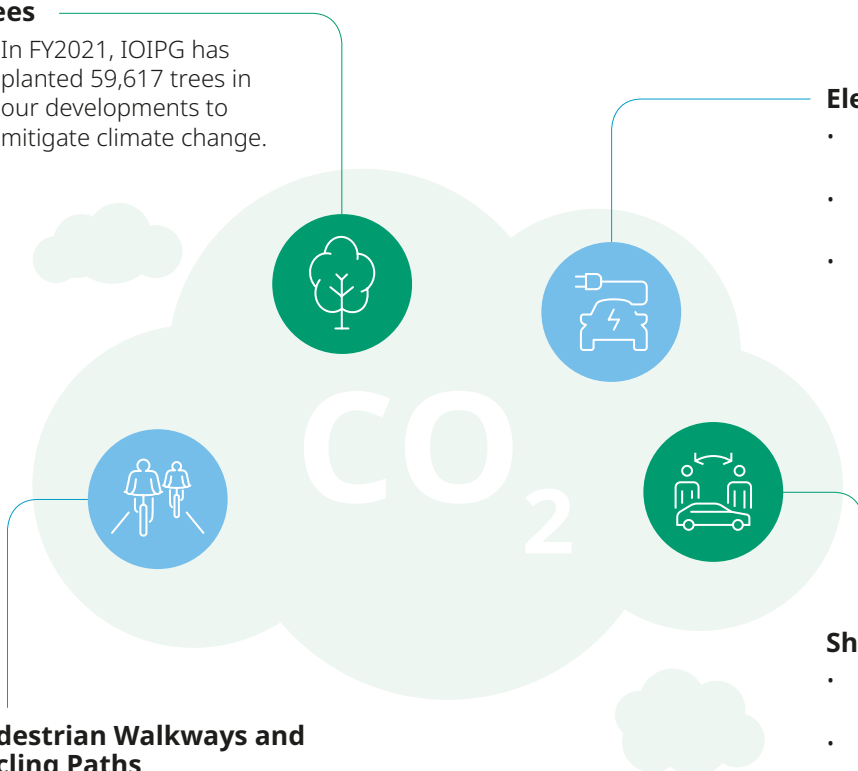
- Electric motorbikes were supplied to our security personnel.
- Electric buggies were provided at our golf clubs.
- Electric vehicle charging stations were outfitted at our managed buildings and development.

Pedestrian Walkways and Cycling Paths

- Pedestrian walkways and cycling paths in our developments are designed to make it easy for residents to walk or cycle to nearby amenities.

Shared Mobility

- IOIPG encourages employees to practise car-pooling.
- Shuttle bus services are provided to facilitate first and last mile travel connections within IOI Resort City, connecting IOI City Mall, Putrajaya Marriott Hotel and Palm Garden Hotel; as well as between IOI Mall Puchong and Four Points by Sheraton Puchong.



Resource, Waste and Effluent Management

Property development and building management are resource-intensive operations that can result in significant waste generation and unfavourable environmental pollution. As a sustainability-driven organisation, IOIPG recognises the need to mitigate these impacts through responsible resource management at every stage of our property development journey and operation of our managed buildings.

In addition to practising the “Reduce, Reuse and Recycle” philosophy, we have also identified system formwork and digitalisation as transformative initiatives for resource management.

Recycled Waste

Employees are encouraged to segregate recyclable waste in order to reduce carbon footprint. The segregated waste is collected by recycling vendors.

Year	Estimated Weight of Recycled Waste (kg)
FY2021	359,851
FY2020	532,239
FY2019	30,043

Notes:

- FY2021 and FY2020 data include our managed buildings in Klang Valley and Johor.
- FY2019 data includes our managed buildings in Klang Valley.

The reduction of recycled waste in our managed buildings was due to movement restrictions implemented during the COVID-19 pandemic.

Organic Waste

Food waste is a key focus of our Group Waste Management Policy. Since FY2019, IOIPG has had an ongoing collaboration with Perbadanan Pengurusan Sisa Pepejal dan Pembersihan Awam (“SWCorp”), an agency under the Ministry of Housing and Local Government, to implement a pilot project on biogas generation using food waste. This collaboration has increased awareness of food waste segregation amongst stewards and kitchen staff. Segregated food waste from our hotels and golf club is sent to a biogas generation plant. To date, 37,915 kg of food waste has been diverted from the landfill.

Puteri Mart continues to upcycle fruit peels to be turned into cleaning enzymes, which are natural and chemical-free cleaning agents. To date, Puteri Mart has upcycled around 700 kg of fruit peels into approximately 2,000 litres of cleaning enzymes. Palm Garden Golf Club and Palm Garden Hotel compost their garden waste such as leaves and branches to enhance soil composition. Our Group’s landscape department uses a mulching machine in its nursery to convert garden waste into mulch used for soil additives.

General Waste

General waste refers to non-recyclables and non-hazardous waste. In FY2021, approximately 4,893,294 kg of general waste was generated in our property investment operations in the Group.

Scheduled Waste

The Group recognises that scheduled waste is hazardous and may have adverse impacts on the environment and public health. Scheduled waste generated at our sites such as used engine oil is closely monitored and managed in accordance with the local regulations. We ensure that all scheduled waste is stored properly and collected by licensed contractors.

	FY2019	FY2020	FY2021
Amount of scheduled waste generated (Litres)	41,898	18,283*	110,033**

Notes:

- FY2019 data includes our property development operations in Klang Valley.
- FY2020 data includes our property development operations in Klang Valley and Johor.
- FY2021 includes Group-wide property development operations.

* Reduction due to the imposition of the MCO and RMCO which disrupted construction work and gradual completion of structural works at project sites.

** Although our operations in Malaysia were still impacted by the imposition of lockdowns in FY2021, our data showed an increase in scheduled waste as we expanded our reporting scope to cover Group-wide operations.

Caring for the Environment

Waste Minimisation Initiatives

In line with our Group's Waste Management Policy, we believe that waste minimisation at source is key to reducing waste generation. Employees are encouraged to practise paper waste reduction habits to minimise waste at source. Initiatives that the Group has established include:

1. Advocating the use of softcopy documents.
2. Minimising print frequency for emails and documents.
3. Encouraging double-sided printing and photocopying.
4. Where printing or photocopying is necessary, only the exact number of copies required should be made.
5. Providing a limited supply of paper at common printers or photocopyers.
6. Publishing company policies, administration documents and application forms on the Group's intranet.

We continue to leverage on digitalisation to minimise waste and conserve resources. Our digital transformation initiatives which contribute to reducing paper usage include CLUB IOI, IOIPG-PQSH, IOI eMarketplace, Enterprise Content Management ("ECM") systems and automated payment processes. IOI eMarketplace alone has helped to save an estimated 35,000 copies of paper documents to date.

Apart from reducing paper usage, IOIPG has stopped distributing CD-ROMs of our annual report to shareholders since FY2020. This has generated a production savings of approximately 38,000 CD-ROMs to date.

Our initiatives are also targeted to the communities which we serve in. IOI Mall Puchong is setting up a recycling centre to encourage tenants and communities to dispose recyclable waste responsibly. The Group hopes to divert more waste from landfills through this effort.

► Other initiatives include:

- Using e-backdrops and reusing physical backdrops
- Providing water dispensers in all meeting rooms instead of bottled water
- Implementing stationery-sharing stations and providing stationery on an as-needs basis

Promoting Building Material Efficiency

System formwork and prefabricated components are utilised in the construction of our high-rise buildings. Prefabricated components promote material efficiency as these components are produced in controlled factory environments, therefore reducing material wastage.

System formwork in construction allows for multiple reuse; and the material used in the production of the formwork is recyclable. System formwork is commonly used at high-rise tower blocks exceeding 10 storeys excluding podiums, facility decks, basements or standalone structures such guard houses and refuse centres.

Percentage of system formwork utilisation for ongoing and completed projects in FY2021:

Projects	Utilisation of System Formwork
Gems Residences, IOI Resort City	100%
The Clio 2 Residences, IOI Resort City	100%
IOI Central Boulevard Towers, Singapore	100%
Alanis, Warisan Puteri Sepang	100%
The Cruise Residence, Bandar Puteri Puchong	96%

Minimising Environmental Footprint

To reduce the environmental footprint of goods and services over the life cycle of property development, the Group encourages the use of environment-friendly materials, such as those with high levels of recycled content, low VOC content and materials that are green-certified.

Our property investment segment is committed to minimise unnecessary draperies and reuse decorative materials without compromising on service quality and customer experience. As an example, Icescape, an ice-skating rink managed by the Group, uses 100% recycled rubber tiles produced from recycled tyres as the rink's flooring material. This is in line with IOIPG's Sustainability Policy and Waste Management Policy pertaining to responsible use of resources and waste minimisation.

To incorporate biodiversity conservation into procurement practices, the Group purchases products with the Programme for the Endorsement of Forest Certification ("PEFC") and Forest Stewardship Council ("FSC")-certified products. IOIPG's headquarters, project offices, hotels and malls are using PEFC and FSC-certified office papers and toilet papers.



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.*

People and Culture Policy and Practices

Embracing Diversity at the Workplace

Nurturing Young Talents

Engaging Employees

Caring for Employees

Talent Development and Capacity Building

Strengthening Health, Safety and Security Practices

Creating Value for Our Employees

People and Culture Policy and Practices

The Group's human capital is the backbone of our business and serves as the foundation to our value creation journey for all stakeholders. IOIPG has 2,291 employees across the Group, of which 9% are contract or temporary staff. The Group puts a significant emphasis on ensuring the welfare of our people. These considerations extend to not only the financial and non-financial benefits of employment, but also the opportunities and mentorship that we provide along their career path and professional development.

As a member of the Malaysian Employers Federation and an affiliate of the International Organisation of Employees, we are committed to constantly uphold best practices in ethical and legal labour practices, and share our successes and challenges. We are also a signatory of the Women's Empowerment Principles and Climate Governance Malaysia (the Malaysian chapter of the Climate Governance Initiative).

As a signatory of the United Nations ("UN") Global Compact, we adopt the Ten Principles of the UN Global Compact with due diligence to human rights and anti-corruption. The Group pays attention to the rights of our employees as accorded in the Malaysia Employment Act, the Universal Declaration of Human Rights, the National Action Plan as per the UN "Protect, Respect and Remedy" Framework, and complies with all statutory requirements. Across our business segments, we do not condone child labour and forced labour, and are compliant with local laws and regulation, as committed in our Code of Conduct and Business Ethics.

People and Culture Policies and Procedures

The Group has put in place policies and procedures that set forth management's expectations on the behaviour of our employees. Documents that express our external commitments to the stakeholders are available online and internal publications are available on the Group's intranet.



Board
Diversity Policy



Code of Conduct
and Business Ethics



Whistleblowing
Policy



Group Health
and Safety Policy



Training Policies
& Procedures



Grievance
Procedures



Recruitment Policy
& Procedure



Business Ethics,
Compliance, Anti-Corruption
and Anti-Money
Laundering Policy

To ensure a high level of understanding and compliance, our people and culture policies are communicated to all employees and translated to local languages, where necessary. Our Business Ethics, Compliance, Anti-Corruption and Anti-Money Laundering Policy was introduced as a new policy in 2019. Comprehensive trainings on the new policy across the Group were completed in FY2021. Since then, all new joiners are trained on the policy during their induction, which covers various types of corruption, the company's expectations in relation to addressing these corruptions and consequences to parties involved.

In addition to training on policy documents, the Group also provides training in order to facilitate employee understanding on labour standards. For instance, 100% of our Auxiliary Police undergo formal training by the Royal Malaysia Police Training Centre which covers human rights and prepares them to carry out their duties in compliance with national regulations. We ensure that the third-party security agencies which we engage with are trained in laws of arrest, proper search techniques, amongst others.

IOIPG Strategic People & Culture Focus

To continue fostering a high-performance workforce, the Group nurtures and supports our employees in achieving their professional and personal aspirations. We have established the following key strategies to empower our people and ensure sustainable growth of our organisation:



Building our Talent Pipeline

IOIPG embarked on a Leadership Development Programme anchored on building critical leadership competencies for driving a high-performing organisation. Consisting of a 12-month journey for Senior Leaders and a 6-month journey for Managers, the programme comprises modules relating to:

Leading Self

Capabilities, style and self-awareness required to become a more effective leader

Leading Others

Capabilities, tools, behaviours and mindset required to coach and lead a team

Leading Change

Capabilities, tools and mindset required to adapt to and manage change

Leading Business

Capabilities, frameworks, behaviours and mindset required to lead a business



Employee Engagement

The Group conducted a Voice of Employee survey in FY2021 to perform a comprehensive overview of our strengths and areas for improvement.



Driving a High-Performance Culture

The Group revamped its Performance Management Framework to drive better collaboration, alignment, accountability and transparency. The revamped model aims to create a high-performance culture within the organisation that will elevate the performance of the Group.

Creating Value for Our Employees

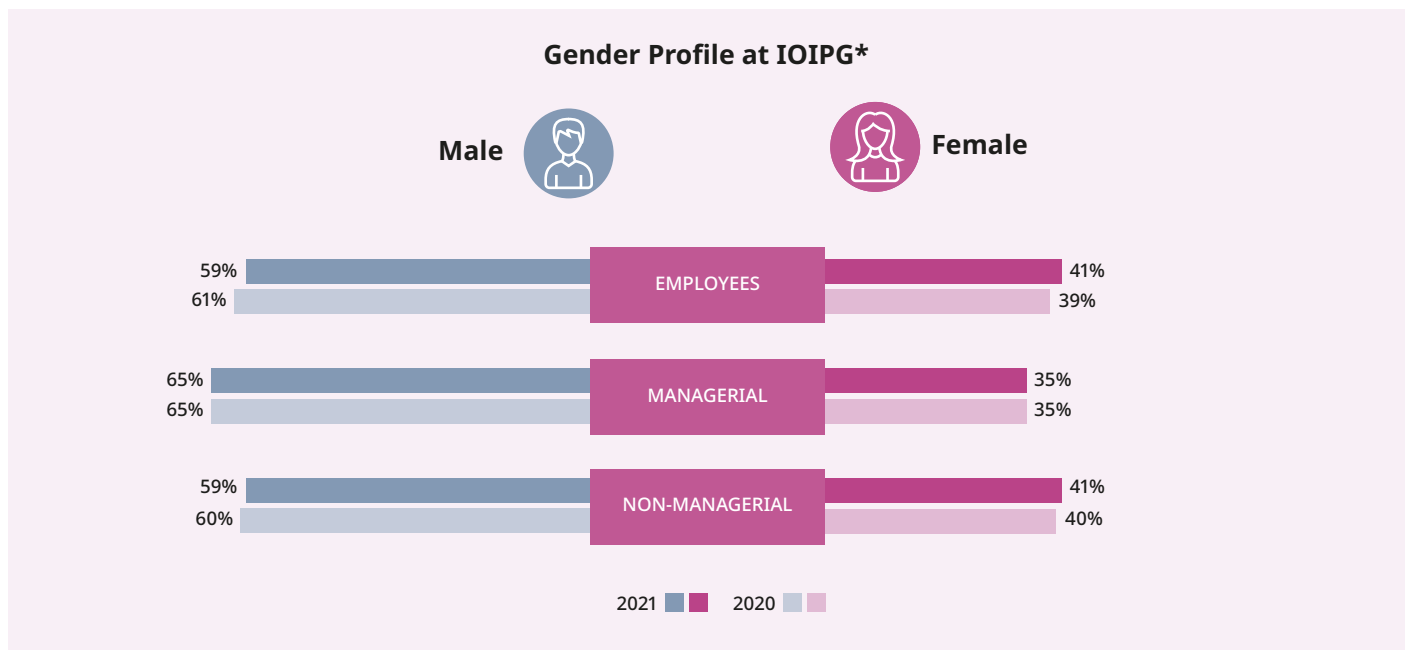
Embracing Diversity at the Workplace

IOIPG recognises the importance of diversity and inclusivity as key elements of our culture. We provide fair and equal employment opportunities manifested through a structured and unbiased recruitment process that serves to eliminate any form of discrimination. The Group offers employment opportunities to underprivileged groups while promoting awareness and installing accessibility features to foster an inclusive workplace. In the year under review, we had 0.1% differently-abled employees in our workforce.

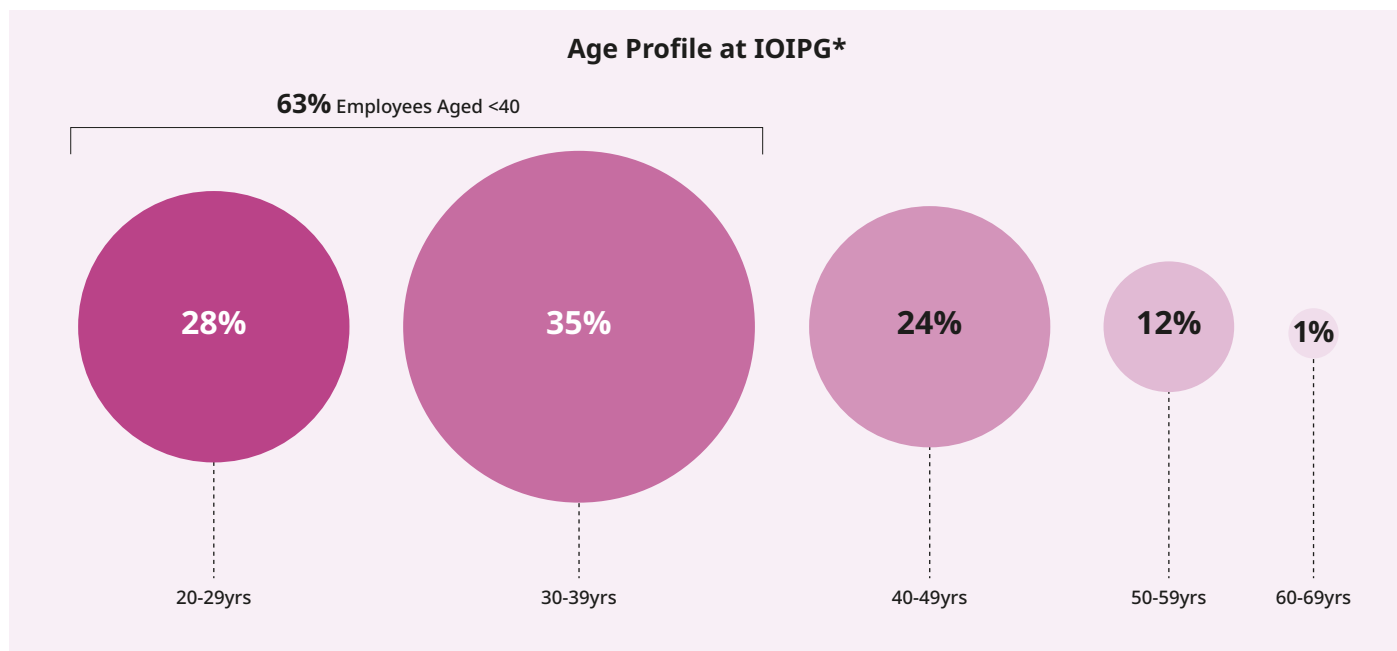
The Group strives to develop a comprehensive and integrated work environment that values diversity and inclusivity at every level of its business. Gender diversity is

apparent throughout all levels of employment across the Group. For FY2021, 41% of our employees were female.

Employment opportunities are offered to the local community and a predominantly local workforce with diverse backgrounds and experiences continues to contribute to the long-term value creation and sustainable growth of IOIPG. Senior management positions are almost 100% held by individuals hired from the local community. Across all working levels, we have made it a priority to create jobs for the local community and contribute to a thriving local economy.



* As at 30 August 2021



* As at 30 August 2021



The GCA Award gives recognition to IOIPG's continuous commitment to engage with and nurture youths in Malaysia.

Nurturing Young Talents

To ensure that we create a sustainable talent pipeline which will foster a vibrant workplace, the Group strives to ensure a healthy percentage of youth within the workforce. This commitment has been recognised for the third consecutive year by Malaysia's Graduate Choice Award, which is 100% voted by university students. We are proud to be ranked Top 3 Most Attractive Graduate Employers to Work for in 2021 for the Property Developer category.

In FY2021, 264 interns and apprentices joined the various business functions of IOIPG for a three to six months of internship that provided them opportunities to experience cross-departmental operations and grow into work-ready adults. The development of young interns and graduates is in line with the Group's Sustainability Strategic Theme of Young Urbanites*. These internships also provided opportunities for our leaders to work with the newest generation of the workforce.

* Please refer to our Sustainability Strategic Themes on page 68 for more information on the theme.

Creating Value for Our Employees

“

**Goh Yong Le, Xiamen University Malaysia**

- Interned with Group Corporate Communication Department
- 3rd year journalism student

The internship was an eye-opening experience to the actual corporate environment. Overall, the internship has equipped me with knowledge about group corporate branding, social media, and soft skills such as time-management and cooperativeness. Most importantly, I learnt the importance of communicating with a purpose. I am glad to have been given an opportunity to harness valuable skills needed for the role.

“

**Darshini Nagarajan, University of Malaya**

- Interned with Group Internal Audit Department
- 3rd year accounting student

This internship certainly provided me with valuable internal audit experiences and memories of a productive and wonderful journey. IOIPG gave me a wonderful platform for learning and the opportunity to utilise my textbook knowledge. I learnt a lot about my strengths and weaknesses during the internship. The internship allowed me to get feedback from supervisors and others who are established in the field, and offered a unique learning opportunity that I may not have again as a working adult. As an intern in IOIPG, one will learn from experienced colleagues. As the Group covers many industries, I had the opportunity to see the various working environments of the different industries.

“

**Khairunnisa Hani Binti Hamdan, Multimedia University, Cyberjaya**

- Interned with Accounts Department
- 4th year accounting student

My expectation for the internship was to gain as much experience as I could. This internship made me realise the importance of certain subjects that I was taking and provided me the opportunity to apply my knowledge gained in the university. I would say I am more confident and resilient than I was before my internship.

Engaging Employees

Employee engagement is a key human resource initiative, central to fostering a dynamic, inclusive and team-oriented corporate culture. Engagement between different reporting levels is carried out across multiple channels throughout the year. In adapting to the lockdowns imposed during the pandemic, virtual spaces were used to host these engagements which include virtual town halls and online festive gatherings. These platforms allow employees to share their views and concerns with senior management. Constructive feedback from employees is deliberated at the management level, before being translated into actionable steps.

The Group believes this is a positive feedback loop that helps to foster an open and conducive corporate culture, enhance business strategies and improve the efficiency of our daily operations.



Le Méridien Putrajaya Pastry Team distributed Honey Cornflakes to all business associates and staff during Hari Raya bringing cheer and warmth to everyone's hearts.

IOIPG International Women's Day 2021

Guided by our Sustainability Strategic Theme of Inspiring Women and Sustainability Goal of Creating Value for Our Employees, IOIPG organised an International Women's Day campaign on 8 March 2021 in collaboration with LeadWomen. Themed #ChooseToChallenge, the campaign sought to create a conducive environment that enables everyone to excel at the workplace. This is also in support of SDG 5 Gender Equality that calls for participation of women at all levels of decision-making in governance and the economy.

The key highlights of the campaign included a #ChooseToChallenge Photo Submission, IWD 2021 Best Photo Awards, IOIPG's IWD Giveaway and a Celebrating Women of IOIPG series. Almost 400 employees across the Group attended the International Women's Day Webinar: Diversity, Equality & Inclusivity event organised as part of the campaign.



Creating Value for Our Employees

Employees are also engaged through events to inculcate a sustainability mindset so that they can embed sustainability in their daily operations.



IOI-Active Citizens: Clean Up Challenge

In support of the National Environment Day celebrations themed 'Environment: Our Shared Responsibility', IOIPG organised a Group-wide campaign, IOI-Active Citizens: Clean Up 2020. The event encouraged sustainable lifestyles to reduce our carbon footprint. Activities organised included cleaning up digital clutter and reducing single-use plastic pollution.



Earth Hour Terrarium Workshop



In conjunction with Earth Hour 2021, the Group Corporate Sustainability Team organised a series of activities focused on sparking conversations about water-use efficiency and optimising our resources. Employees in Penang and Klang Valley participated in an online interactive terrarium workshop whilst our Johor colleagues organised a fun workshop for the children of employees.



IOIPG's turnover rate by sector in FY2021	
Corporate Offices and Property Development	11.6%
Property Investment	12.9%
Hotels	28.0%
Golf Courses	23.4%

Caring for Employees

A positive work environment creates a tremendous impact on shaping a high-performance culture and recruiting and retaining the best talents. IOIPG believes in enabling a balanced work-life for all employees. We are not only in compliance with the national regulation for working hours but also discourage excessive working hours among our employees where possible.

The Group exceeds the minimum wage stipulated in the Employment Act 1955. At IOIPG, wages are in accordance with the regulations and other applicable statutory requirements, and commensurate with the employee's skills, experience and performance. We also go the extra mile by providing staff hostel accommodation for employees who work on shifts and who live out of state.

The Group is committed to ensuring due care in providing a safe and inclusive environment. All forms of harassment and discrimination are considered disruptive. The Whistleblowing Policy serves to deter such incidences and should the need arise, every employee has access to the Group's grievance procedures and managers are well-equipped with necessary knowledge and skills to effectively handle employee grievances. All incidents are strictly to be reported to a manager, Group People and Culture Department or the mechanism hotline.

In FY2021, one incident of bullying or harassment was reported. A statement was taken from the affected staff and an investigation was completed by the Group People

and Culture representatives. The details were shared with the top management team to ensure all required information was captured and appropriate measures were taken in accordance with applicable laws.

The quality of benefits we provide for our employees is also a key strategic initiative to retain the best talents. IOIPG provides a competitive employment package that includes standard entitlement (i.e. leaves, medical and insurance coverage, dental and optical benefits) and incentives to credit their contributions. The Group also provides special discounts covering dining, shopping and sporting activities offered by the various business units within the Group.

Talent Development and Capacity Building

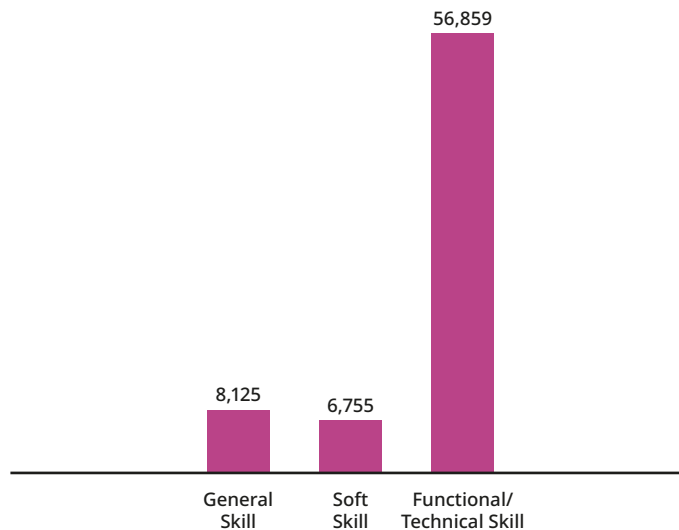
At IOIPG, we aim to be a 'learning organisation' that maintains our competitive edge through matching the competencies of our people to the demands of the Group's business. Every employee is given the opportunity to develop and be recognised for their skills, knowledge, experience and performance, which are vital to the growth of the organisation.

We have established development assistance programmes to help our employees upskill and expand their competencies in line with growing roles and responsibilities. The learning content of the programmes is based on the Total Performance Management System, which consists of appraisals for all employees carried out annually. Due recognition is given to employees with outstanding performance at work and who demonstrate exemplary work ethics; such as the Best Employee Awards organised by the business units. Employees transitioning into management roles are also provided adequate assistance to ensure they are well-equipped to carry out their new responsibilities.

Creating Value for Our Employees

Our Training Policies & Procedures encourage the career advancement of employees through learning and development conducted internally and externally. Different business units have varying minimal hours of learning per employee depending on the nature of their business. By the end of FY2021, a total of 71,739 learning hours were clocked by our employees to enhance their knowledge at work or to contribute to their self-development. This translates to an average of 32 hours or 4 days per employee across the Group and includes training on anti-corruption and human rights policies and procedures.

Learning Hours By Skills
Total Hours



Strengthening Health, Safety and Security Practices

Safety and health management is a priority for IOIPG in our business operations and workplaces. We strive to ensure that all stakeholders, including employees, customers, tenants, contractors and suppliers are taken care of within the scope of the Group Health and Safety Policy.

Conducive Workspaces Drive Innovation

IOIPG provides facilities to enhance the well-being of employees at workplaces. We believe this will lead to a more productive and innovative workforce. Some of the key initiatives we have implemented at the workplaces include the following:



Breakout Areas

Breakout areas are provided at various corners in our headquarters. While they are set up mainly for short meetings, these areas have become suitable, quiet spaces for Zoom meetings. These areas have also served as conducive places for employees to take a short break from work.



Farm to Table Programme

To promote healthy eating habits and a plant-based diet among our employees, vegetable racks are provided at our headquarters where employees can choose vegetables for their own consumption.



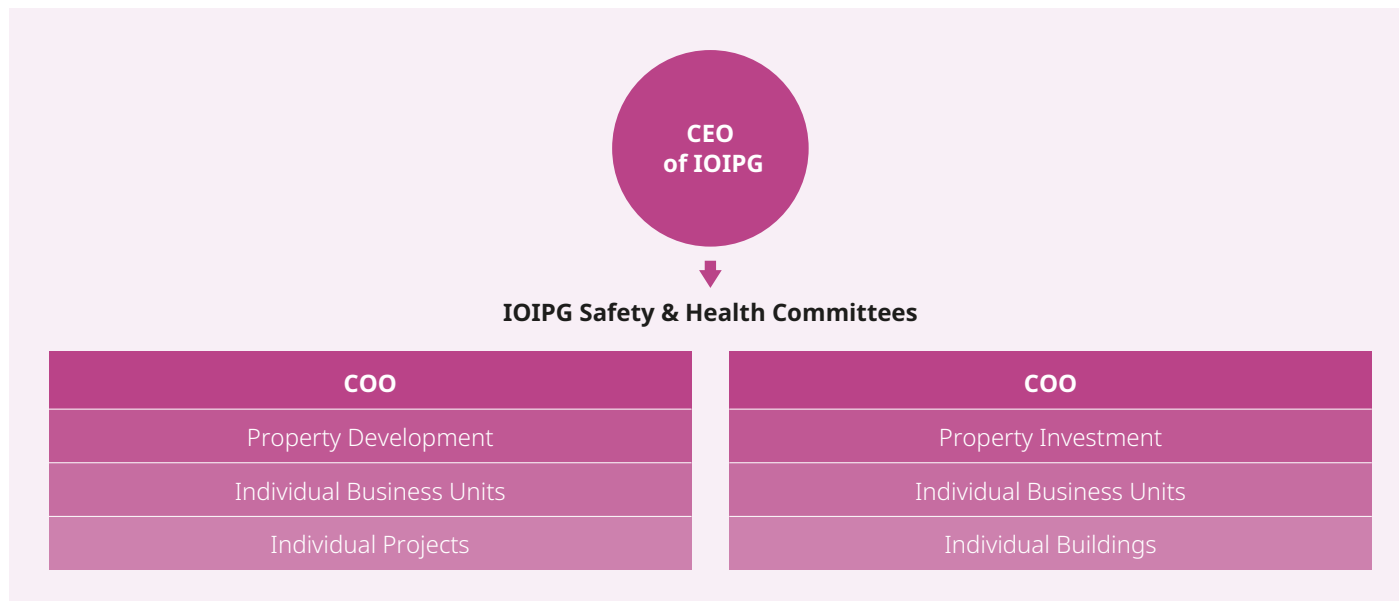
Exercise Stations

Exercise stations are installed at various breakout corners in our headquarters to encourage healthy lifestyles and provide employees a way to channel work stress into exercise. The office is also equipped with shower facilities to allow employees to freshen up after their workouts.

Upholding Occupational Safety and Health

IOIPG is committed to achieving a zero work-related fatality target every year among employees and contractors. In order to achieve this, we continuously seek to improve the Group's safety and health management systems. The Group also adopts best practices in line with the Occupational Safety and Health Management System ISO 45001 framework and guideline, in the design and implementation of our safety and health management systems.

IOIPG Safety and Health Management Structure



Under the direct supervision of the CEO, Safety and Health Committees at the Group's various business operations are responsible for ensuring compliance with all safety and health protocols, which are aligned with the Occupational Safety and Health Act and Regulations.

A Safety and Health Committee is set up at every project site. Chaired by an authorised Project Manager, the Committee comprises representatives of IOIPG, main contractor and sub-contractors.

At our managed buildings, each Safety and Health Committee is chaired by the respective heads of the managed buildings and consists of both employer and employee representatives. This empowers a two-way engagement platform that checks for compliance and encourages feedback from employees.

Outcomes of the discussions from Safety and Health Committees will be channelled for further discussion with top management to ensure effective safety and health practices are implemented across the Group.

The roles and responsibilities of Safety and Health Committees include:

Assisting in the development of safety and health management plan at workplaces.

Reviewing the effectiveness of safety and health programmes.

Investigating, reporting and mitigating with corrective actions to curb any incidents, occupational disease or poisoning occurring at workplaces.

Creating Value for Our Employees

Strengthening Safety and Health Practices at Project Sites

The Group is committed to strengthening our safety and health management system to minimise the risks of injury and fatality at project sites. These efforts include the following initiatives:

- 1 Hazard identification and risk assessment at project sites.
- 2 Implementation of safety and health control measures.
- 3 Site inspection to identify unsafe acts and unsafe conditions and to allow for corrective actions.
- 4 Regular assessment of safety and health control measures at workplaces.
- 5 Regular trainings and briefings on high-risk work, Occupational Safety and Health Act ("OSHA") and other related regulations.
- 6 Incident investigation and reporting to identify the root cause of incidents and to prevent recurrence.

The Group deploys the IOIPG-Project Quality, Safety and Health Management System ("IOI-PQSH"), a cloud-based management system, at our project sites to provide a digitally enabled tool and guidelines to carry out safety and health inspections. This system is developed with reference to CIDB's Safety and Health Assessment System in Construction ("SHASSIC") practice.

IOIPG-PQSH allows the Group to digitalise safety and health assessment at project sites instead of relying on manual assessment processes. Equipped with data analytics capability, it enables the inspector to carry out the process within a shorter timeframe effectively and with less occurrence of human errors.

Ensuring Health, Safety and Security at Managed Buildings

The Group is committed to ensuring the safety and health of all staff and users of our managed buildings. This includes employees, tenants, customers, contractors and suppliers. The following programmes are carried out at our managed buildings to ensure continual adherence to best practices in safety and health.

Regular safety and health committee meetings are carried out at our managed buildings.

Facilities such as escalators, lifts, LPG/Natural Gas storage piping and systems are regularly inspected to ensure compliance with the relevant OSHA Regulations and energy commission requirements, where necessary. Preventive maintenance will also be carried out upon inspection in order to obtain the Certificate of Fitness from the Department of Occupational Safety and Health.

Contractors appoint Site Safety Supervisors to ensure renovation work at our managed buildings are carried out safely and in alignment with the OSHA Regulations.

Automated fire detection and protection systems at our managed buildings are regularly reviewed and inspected by fire safety services contractors to meet the requirements of the Annual Fire Certificate issued by Bomba.

Regular internal safety and health inspections at workplaces and common areas such as the F&B kitchen, chemical storeroom, laundry and housekeeping area.

Regular safety and health awareness and emergency related training/briefings such as safety and health induction for new staff, basic fire extinguisher training and chemical safety briefings.

In response to COVID-19, IOIPG has also put in place procedures to ensure compliance with the Standard Operating Procedures.

Training and awareness campaigns are organised to ensure that employees abide strictly by the safety and health measures at our workplaces. These include:

- Relevant safety and health training 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 generate awareness for safety and health. Employees are also given opportunities to attend OSHA-related talks conducted by various agencies.
- Training in fire extinguisher usage, first aid and CPR to enhance the necessary knowledge of the Emergency Rescue Team.
- COVID-19 awareness and prevention briefings among safety and health committee members to minimise the risk of a COVID-19 outbreak.

The respective safety and health representatives at our managed buildings prepare a monthly report that includes all relevant safety and health details. Some of the details include:

1	Suggestions for improvement
2	Key programmes carried out to improve safety and health awareness in compliance with legal requirements
3	Occupational safety and health-related statistics
4	Safety and health inspections or audits carried out by internal and external parties
5	Status of crisis/emergency/general safety training programmes

Building Capacity on Health, Safety and Security Practices

IOIPG acknowledges the importance of regular training to enhance the health, safety and security knowledge of our employees.

In FY2021, a total of 637 employees attended the safety and health trainings organised by the Group, which translated to a total of 4,218 safety and health training hours. Our security force clocked 431 security training hours for the year under review.

The Group recorded a total of 10,334 safety and health training hours attended by contractors in FY2021. The types of training attended by the contractors include but not limited to working at height, COVID-19 SOPs, electrical safety etc.

Safety and Health Performance Data

The Group is committed to achieving a zero work-related fatality target every year. In line with this target, we have achieved zero work-related fatalities among employees and contractors for two consecutive years (FY2020 and FY2021). This is a positive achievement based on statistics provided by the Department of Occupational Safety and Health, whereby the National Fatality Rate was 2.09 (per 100,000 workers) in 2020. However, in FY2019, there was unfortunately a fatality involving a contractor's worker.

We recorded a lost time injury frequency rate of 0.31 (per one million man-hours) in FY2021 among employees and contractors, as compared to 1.89 (per one million man-hours) in FY2020.

Creating Value for Our Employees

Our Response to COVID-19

IOIPG continues to perform the necessary due diligence in controlling the COVID-19 outbreak. The following initiatives were taken to combat COVID-19 at workplaces and project sites.

Combatting COVID-19 at our workplaces	Combatting COVID-19 at project sites
1. Temperature screening and check-in for every individual using the compulsory MySejahtera mobile application prior to entering our managed buildings.	1. Movement restrictions to allow only authorised personnel entry to the compound, which includes Centralised Labour Quarter and project sites.
2. Compulsory wearing of face masks.	2. Temperature screening and physical distancing.
3. Checking MySejahtera profiles of all individuals entering the buildings to ensure only low-risk individuals are allowed entry.	3. Good hygiene practices amongst workers and staff such as regular hand sanitisation and hand washing.
4. Provision of hand sanitisers at workplaces.	4. Disinfection of high-touch areas and common areas in Centralised Labour Quarter and project sites.
5. Good hygiene practice amongst employees such as hand sanitisation.	5. Provision of hand sanitisers or hand soaps for workers and staff.
6. Physical distancing at workplaces.	6. Provision of disinfected vehicles to transport workers from Centralised Labour Quarter to project sites.
7. Reminder notices of physical distancing and face mask requirements at workplaces.	7. COVID-19 Prevention Committee to offer prevention advice and clarification for workers.
8. Regular cleaning and disinfection of high-touch areas, common areas and workstations.	8. Compulsory wearing of face masks at workplaces.
9. Virtual meetings preferred over physical meetings. Physical meetings can only be organised within a limited capacity and time duration, with compulsory wearing of face masks and physical distancing.	9. Signages to raise awareness about COVID-19.
10. Rostered split team work-from-home arrangements to limit the number of employees at workplaces.	10. Periodic COVID-19 screening test of workers and staff for early detection and isolation of affected individuals.
11. Established COVID-19 Prevention SOPs and regular sharing on COVID-19 preventive measures via emails.	
12. Establishment of a vaccination centre in the mall for vaccination of retail sector employees.	
13. Effective air ventilation and air quality control in air-conditioned areas.	



*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.*

Developing Sustainable Communities

Investing in
Infrastructure

Unearthing Young Talents

Yayasan Tan Sri Lee Shin Cheng -
Investing in Our Future

Advocating a
Circular Economy

Engaging Local
Communities

Developing Sustainable Communities

Total value of scholarships granted

RM9.8 million (to date *)

RM0.6 million (FY2021)

Universities, school buildings and facilities

RM97.6 million (to date *)

RM35.4 million (FY2021)

COVID-19 rental relief assistance

RM74.3 million (to date *)

RM42.8 million (FY2021)

Contributions in cash to various charity activities including non-profit organisations

RM24.9 million (to date *)

RM1.2 million (FY2021)

* 30 June 2021

Aligning Strategic Actions

As one of the leading property developers that strongly promotes sustainable living, IOIPG is committed to sustainable living development and practices. True to our Vision, Mission and Core Values, we aspire to be trusted by supporting and empowering communities in everything that we do – through positive impacts, responsible actions and sustainable management of our operations. Enriching our communities, especially the marginalised and the underserved, is our way of giving back to the community through programmes and activities that are aligned to the Group's four Sustainability Strategic Themes of Mindset Change, Inspiring Women, Young Urbanites and Urban Green.

Apart from investing in infrastructure and facilities that improve the well-being of local communities, we actively support community and civil society organisation initiatives. By anchoring our programmes and activities on the four Sustainability Strategic Themes, we can influence more sustainable lifestyle choices and complement the sustainability direction of the Group.

The four Sustainability Strategic Themes are designed to align programmes and initiatives aimed towards creating value for our communities.



Mindset Change

As part of our efforts to building sustainable communities, our initiatives are geared towards Mindset Change by integrating sustainability principles into business strategies across all levels of operations. Through this strategy, we aim to create positive impact on the well-being of communities, as we educate the community to take ownership in sustaining the environment for future generations.



Inspiring Women

Developing a sustainable community includes striving for active participation of both men and women in leadership roles in the workforce and within the local community. We constantly roll out programmes and events that are aligned with the theme of Inspiring Women to break stereotypes of gender roles.



Urban Green

IOIPG supports the conservation of environment in urban areas through Urban Green programmes and activities that are aimed at enabling sustainable living. One of our most impactful initiatives is ensuring provisions for pocket gardens and green spaces in our developments, a significant Urban Green move that has benefited the local community and society as a whole. To read more about our Urban Green initiatives, please turn to page 79 for the Caring for the Environment section.



Young Urbanites

The Group believes in nurturing the youth to act for positive impact in building sustainable communities. We invest in impactful Young Urbanites programmes and aim to future-proof the younger generation as we nurture them to become leaders of tomorrow.

Investing in Infrastructure

Infrastructure is a key enabler for social interaction and economic progress within a thriving community. IOIPG regularly enhances our facilities, landscapes and connectivity features to improve the user experience of both residents and businesses in our local communities. Sustainability and inclusivity are key considerations in our infrastructure investments. This is an extension of our philosophy in developing a community for everyone, across all generations and all population segments.

Bandar Puteri Puchong Interchange and Traffic Enhancements

The Group is funding a RM91.71 million infrastructure upgrading project at Bandar Puteri Puchong. The project encompasses the completed Bandar Puteri Puchong Interchange, upgrading and enhancement of Lebuhraya Puteri, construction of an underpass, walkways and pedestrian link bridges; and landscaping. These enhancements will help reduce traffic congestion, and improve accessibility and connectivity in the 1,000-acre integrated development of Bandar Puteri Puchong, leading to an appreciation in property value.

The first phase of the upgrades was concluded on 16 November 2019 with the opening of Bandar Puteri Puchong Interchange. This is estimated to have benefited a population of 30,000 households and business owners, four office tower blocks at Puchong Financial Corporate Centre ("PFCC") and Four Points by Sheraton Puchong.

The second phase is underway, and will include the widening of the existing dual carriageway, tunnel and the diamond interchange with an underpass and u-turns. When completed, the underpass will complement the upgraded Bandar Puteri Puchong Interchange and further enhance connectivity for Bandar Puteri Puchong. Construction works are expected to be completed by end of December 2021.

Bandar Puteri Town Park Refurbishments

To date, an estimated RM1.12 million has been invested in the refurbishment of Bandar Puteri Town Park. Incorporating recreational facilities such as upgraded walkways and cycling tracks, a playground, fitness stations and benches, this urban regeneration will improve the park experience for the local community. In line with our efforts to reduce our carbon footprint, we have installed solar-powered lighting at the park.

Please refer to the section on Conserving Urban Biodiversity on pages 80 and 81 for more information.

SJK(C) Shin Cheng Facility Upgrade

As part of our community development initiatives, the Group has invested in upgrading facilities at SJK(C) Shin Cheng in Puchong. In the past, IOIPG funded significant developments such as the redevelopment of the four-storey administration block and multi-purpose hall, installation of a covered walkway linking the school block with the multi-purpose hall and refurbishing of the Music Room, Personal Development Centre and Seminar Room.

In FY2021, IOIPG completed the upgrading of the science lab and the library that will benefit both students and teaching staff. Acoustic panels have also been installed in the multi-purpose hall to reduce noise pollution that may affect the neighbouring residential area.

Community Facilities in Xiamen

In partnership with the rail group in Xiamen, IOIPG will contribute to the establishment of a new entrance and exit to the subway on the north side of IOI Palm City Mall with an estimated investment of RMB18.95 million. This has enhanced connectivity for one university and more than three large-scale communities in the surrounding area, with a combined population of about 45,000 residents.

IOIPG has also contributed RMB7.31 million to partially finance building a kindergarten in Xiamen. The kindergarten is located in the northeast corner of plot D5 of the Jimei project, and is expected to benefit two surrounding residential communities with a population of approximately 20,000 residents. Administration of the kindergarten will subsequently be handed over to be managed by the local government authorities.



Kindergarten built by IOIPG Xiamen.

Developing Sustainable Communities

Unearthing Young Talents

Youths are a key driver of innovation and economic growth. This is why investing in youths is one of our key strategies in developing sustainable communities. IOIPG is committed to supporting young people through building their capacity and providing opportunities for them to realise their potential. The Group has several strategic collaborations with organisations that contribute towards youth development.

IOI Kickstart

IOI Kickstart is a three-year accelerator and collaboration programme that aims to offer a springboard for inspiring start-ups by youths in Malaysia. Selected start-ups will be offered a RM50,000 grant, mentorship by IOIPG's C-level executives, rent-free working space in our next-gen smart city IOI Rio, collaboration opportunities, and other relevant resources. IOI Kickstart is targeted at early-stage start-ups in sectors related to IOIPG's core businesses such as real estate, agri-tech, green solutions and food-tech industries, to address major issues or pain points for significant target markets. To date, the programme has six innovative start-ups with distinctive or unique features that set them apart from current market offerings.

International Youth Development Virtual Conference 2020

The participation of youths in cities is a fundamental aspect of a city's development. As part of our mission to promote social inclusion, IOIPG co-organised the International Youth Development Virtual Conference in 2020, in partnership with Universiti Tunku Abdul Rahman ("UTAR"). The event took place from 21 to 22 November 2020.



The organising committee from UTAR and representatives from IOIPG at the virtual conference.

Themed "Resilient Youth in a Post-Pandemic World: Digital Transformation & Urban Living", the conference raised awareness on the vast number of opportunities for youths in urban environments, even when many urban areas globally have been stricken by the pandemic. The topic of digital transformation in a post-pandemic world was also discussed.

A total of 321 participants from 28 institutes and organisations across eight countries (i.e., Malaysia, the PRC, Indonesia, Japan, Mexico, Kenya, Thailand and the Philippines) attended the conference. One of the key highlights of the event was a public speaking competition themed "*Resilient Youth in a Post-Pandemic World*". Five winners were each awarded USD100 cash prizes.

IOI Hackathon

In line with our strategy to enhance our processes through digitalisation, IOIPG hosted an inaugural IOI Hackathon Project whereby 64 teams comprising computer programmers, software developers, designers and more participated in the first open innovation proptech hackathon in Malaysia.

Innovation, sustainability and commercial value were the key judging criteria in the challenge that saw participating teams experiment with ideas to find the best digital solutions that would provide a better experience for property buyers.

The winning team walked away with the top cash prize of RM15,000 after beating nine other teams in the grand final at Putrajaya Marriott Hotel with a software that was able to identify and pick up commonly used phrases, key catch phrases and searched locations by property buyers across online platforms.



Winners of the inaugural IOI Hackathon project

Yayasan Tan Sri Lee Shin Cheng – Investing in Our Future

Yayasan Tan Sri Lee Shin Cheng ("TSLSC") is the charitable arm funded entirely by IOI Corporation, IOI Properties Group and the estate of the late Tan Sri Lee. To date, Yayasan TSLSC has contributed approximately RM51.2 million to various schools, hospitals, welfare homes and charitable bodies, and given scholarships and grants to more than 2,800 students. In FY2021 alone, Yayasan TSLSC contributed over RM4.09 million to these causes. This includes RM2 million of the committed RM4 million to the Universiti Tunku Abdul Rahman Hospital Building Fund and contributions to school building funds with the aim of creating a more comfortable study environment for students; where over RM970,000 was contributed to SJK(C) Shin Cheng and other schools in FY2021.

Student Adoption Programme

Throughout FY2021, Yayasan TSLSC distributed RM253,278 to the Student Adoption Programme ("SAP") amounting to RM4.78 million to date to more than 1000 students. The donations are made with the ultimate objective of promoting social inclusion, to give every child equal access to education for a brighter future.



Yayasan's Student Adoption Programme recipients

Scholarship Awards

Recognising the importance of a tertiary degree in today's job market, Yayasan TSLSC also offers scholarships to students furthering their education. To date, a total of more than RM9.83 million in scholarships have been awarded to more than 300 academically outstanding students to pursue full-time undergraduate studies relating to the Group's nature of business. In the year under review, RM0.6 million was distributed as part of this effort that derives its broader purpose from our social responsibility to increase the economic capacity of our nation by equipping young talents with advanced skills and offering them opportunities to succeed.

Young Achievers' Awards

The Young Achievers' Awards recognises students with outstanding academic excellence. Introduced in 1999, awards comprising cash, plaques and certificates are given out annually to primary, upper secondary and pre-university students who excel academically, possess high leadership qualities and are active in their extracurricular activities. More than RM624,000 has been disbursed since the inception of the Awards to 1,497 students.

Advocating a Circular Economy



In recognition of the need to raise awareness about circular economy, Yayasan TSLSC's retail store, Bargain Basement, was founded with the motto "Give to Inspire Others to Give". This charitable store aims to positively impact society by promoting clutter-free homes and offices, providing low-priced items for the community, promoting the buying of pre-used items to discourage consumerism and supporting local charities.

The store concept was conceived to encourage the public to donate their pre-loved and unused items. Donated items are sold at a minimal cost with net proceeds being channelled to charity organisations. Bargain Basement launched its online store in FY2021, which enables shoppers to be part of the circular economy from the comfort of their own homes.

To date, Bargain Basement has donated RM266,844 from the proceeds of the store. Beneficiaries include the Alzheimer's Disease Foundation Malaysia, Autism Café Project, Dignity for Children Foundation, Pertubuhan Anak Yatim Darul Aminan, Pertubuhan Kebajikan Thangam Illam, Rumah Shalom (Pertubuhan Kristian Aman Selangor), Stepping Stones Living Centre Sdn Bhd, Yayasan Chow Kit and Yayasan Seribu Harapan Malaysia.

Visit the following websites to participate in the initiative: https://www.carousell.com.my/u/bargainbasement_ioi/ and <https://www.bargainbasement.com.my/store/>

Developing Sustainable Communities

Engaging Local Communities



Installing Rainwater Harvesting Systems for Local Communities

A key aspect of IOIPG's objectives of encouraging sustainable living includes water conservation and responsible use of our natural resources. This is also in line with our Sustainability Strategic Theme of Urban Green in which we encourage local communities to adopt ecologically friendly initiatives and reduce dependency on potable water.

As an organisation trusted to safeguard our environment, the rainwater harvesting systems can be used for day-to-day activities which will help raise awareness on water-saving and educate the community on the importance of conserving natural resources. This led us to collaborate with our business partners and contractors in various developments to build rainwater harvesting systems that serve as a sustainable source of water supply for the local communities.

Since March 2021, four rainwater harvesting systems have been installed at various locations across Malaysia. In Penang, the beneficiary was SJK(T) Sg Ara whereby the system provides an alternative water source for the school. It also educates the students on the importance of harnessing rainwater. The installation of the rainwater harvesting tank will enable the students and teachers to use harvested rainwater for the purpose of irrigation in the school orchard and cleaning of common areas.

Within Klang Valley, Rumah Shalom (Puchong) and Surau Al-Munawwarah (Klang) had the rainwater harvesting system installed for daily use to reduce dependency on potable water and as such, reduce carbon footprint.

In Johor, Rumah Orang Tua Bukit Siput (Segamat) is also a beneficiary of the Group's initiative and we have ongoing plans to install more rainwater harvesting systems at Orang Asli villages.



Rumah Shalom received their rainwater harvesting system from IOIPG Puchong.



IOIPG Penang handing over the rainwater harvesting system to SJK (T) Sg Ara.



Handover ceremony to Surau Al-Munawwarah in Klang.

Encouraging Waste Minimisation



In line with IOIPG's Sustainability Policy, the Group encourages our employees and community to take an active role in contributing towards the preservation and conservation of our natural environment for current and future generations. In December 2020, the Group's Corporate Sustainability Department organised a Waste Minimisation Month campaign to encourage sustainable lifestyles and waste minimisation in our daily lives.

Key focus areas of the campaign included concepts such as "Refuse, Reduce, Reuse, Repurpose and Recycle", as well as growing our own food, composting food waste, and segregating waste properly. These green tips were shared in webinars organised by IOIPG to empower urban communities with skills and tools to grow their own food.



During the Christmas of December 2020, IOIPG collected pre-loved clothes, accessories, toys and books in partnership with EcoBank to be creatively repurposed and displayed across the South Beach development. The items were repurposed into an actual spinning Ferris wheel, Christmas trees and display boxes. With close to 3,000 pre-loved items on display, it has been awarded the title of Largest Christmas Decoration of a Building using Recycled Materials by the Singapore Book of Records. After the Christmas display period, unutilised items that were still in good condition were donated to non-profit organisations for the underprivileged.



IOI-Active Citizens Programme

The IOI-Active Citizens Programme is a collaborative project with the British Council that forms part of a global effort to create positive impacts within local communities. The programme kicked off with a workshop aimed at raising awareness among our employees to take a more active and participative role in the community.

The first campaign launched by this programme in November 2018 was the Waste to Treasure Campaign. Since its inception, customised recycling bins have been made available at five different locations around our developments. The campaign also included various community activities hosted by the Customer Relations Unit in our Klang Valley developments to educate the community about waste minimisation.

This was followed by the IOI-Active Citizens Bargain Basement Competition. A collaboration with Yayasan TSLSC's Bargain Basement, this event was organised for Puchong residents to encourage the purchase and donation of pre-loved items to divert waste from landfills. It was facilitated by the Resident Associations ("RAs") and local organisations. Yayasan TSLSC contributed by matching the amount spent by the RAs, with the proceeds donated to the charity home of the RA's choice.

Participating RAs and organisations included Persatuan Penduduk Bandar Puteri 8, Persatuan Penduduk Bandar Puteri 12, Persatuan Penduduk Tempua and KPMC Puchong Specialist Centre. Over RM4,000 was donated to the charity homes of their choices, which included Pertubuhan Kebajikan Pusat Jagaan Lotus Malaysia, Rumah Shalom and Suriana Welfare Society.

In August 2019, a cheque presentation was organised in IOI Mall Puchong. A total of 30 children from charity homes and members of the public participated in a series of activities such as the SDG Wheel and #LovetheFoodNottheWaste Challenge organised through the IOI Sustain Facebook page. The event included arts and crafts activity booths; and a showcase of upcycled items such as an electricity generating bicycle and tyre seats created by young and innovative Universiti Tunku Abdul Rahman students.

In conjunction with National Environment Day in October 2020, the IOI-Active Citizens: Clean Up 2020 was launched to encourage employees to clean up their digital clutter. In addition, we encouraged both our employees and our communities to clean up their physical clutter. This was in line with efforts to reduce carbon footprint and to minimise single-use plastic pollution.

IOIPG partnered Reef Check Malaysia to deliver a webinar and organise a Clean Up Challenge for the employees and the general public. Raising awareness on marine debris and plastic pollution, as well as the importance of protecting coral reefs and marine ecosystem, the event also included challenges to encourage participants to actively contribute to the cause in their daily lives.



Developing Sustainable Communities

Treasuring Community Relations



The residents of Bandar Puteri Klang are now living in a safer community, thanks to women residents who are the eyes and ears of our Royal Malaysian Police. The development has been adopted by the police for its Taman Angkat AMANITA programme, which aims to curb and reduce crimes in the neighbourhood. The programme echoes IOIPG's Sustainability Goal of Developing Sustainable Communities.

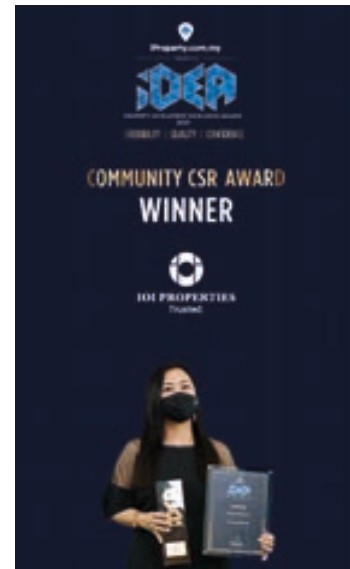
Dressed in less formal clothes, the AMANITA team force who are also known as Peace Ladies, engage with housewives and women in the development to connect, enhance relations, and gain a better understanding of community issues to help safeguard families, homes and the neighbourhood. The effort represents a strong collaboration between the Selangor Policewomen Contingent and AMANITA to reduce crime rates.



Over in Malaysia, the *United We Stand* theme was demonstrated by 35 IOI City Mall employees and tenants' staff and 20 invited children from Desa Amal Jireh charity home who transformed a 103.5-foot by 13.1-foot wall into a beautiful mural of the Jalur Gemilang and hibiscus on 24 August 2020, to celebrate the nation's 63rd National Day and 57th Malaysia Day.



IOIPG Xiamen organised a grand Mid-Autumn Festival which attracted approximately 300 members from the local community. We partnered with local craftsmen and local cultural institutions, who were given dedicated stalls and spaces to demonstrate their works of art. Among the types of crafts which were displayed were Zhang embroidery, tin carving and tie-dying. This effort represents part of our mission to promote local culture and increase awareness of traditional art forms in support of United Nations SDG 11.



IOIPG's exemplary leadership in supporting the community during the COVID-19 pandemic earned the Group the Community CSR Award in the iProperty Development Excellence Awards ("iDEA") 2020. Various Corporate Social Responsibility efforts were initiated through our Think WE Not ME campaign, including contributions towards buying essential items for communities, COVID-19 rental relief assistance to support our tenants, amongst others.



In conjunction with Hari Raya celebrations, IOIPG hotels and malls donated food and groceries, daily necessities, electrical items and duit raya to 130 underprivileged children from Pertubuhan Kebajikan dan Bimbingan At-Taqwa, Puchong, Pertubuhan Kebajikan Rumah Anak Yatim Sri Sai, Klang and Rumah Bakti Al-Kausar, Bandar Baru Bangi.



The Group contributed unused desktops worth over RM5,000 to Tzu Chi Foundation Malaysia to be distributed to needy students to enable their participation in home-based learning and teaching ("PdPR").



Yayasan TSLSC is committed to extend a helping hand to our nation's medical frontliners in support of their ongoing efforts to battle COVID-19. Yayasan TSLSC Executive Director Datin Joanne Wong (left) visited Hospital Sungai Buloh on 11 June 2021 to donate life-saving medical equipment worth RM100,000 to Hospital Director Dr Kuldip Kaur. Consisting of two units of central patient monitoring systems, four units of oxygen ventilators and 50 units of medical beds, the donation supports Tzu-Chi Foundation Malaysia's Solidarity Fund, which was set up to respond to the urgent needs of our public hospitals and healthcare professionals. Yayasan TSLSC has also contributed RM80,000 in food aid to several constituencies including Tanjung Piai, Sepang and Kuala Nerus.

Achieving a Higher Purpose through Volunteerism

Employee volunteerism is a key enabler of the Group's corporate responsibility initiative to strengthen bonds between co-workers and to encourage our people to contribute meaningfully to the community. In FY2021, 96 employees contributed a total of 654 volunteer hours.

In a community program organised by Putrajaya Marriott Hotel, Palm Garden Hotel and Palm Garden Golf Club, our employees clocked almost 200 volunteer hours in total so that 90 households of the native community of Kampung Sungai Ramal Luar in Kajang, Selangor could receive bountiful food parcels containing non-perishable goods such as flour, rice, sugar, sweetened creamer, canned food and instant noodles.



Developing Sustainable Communities

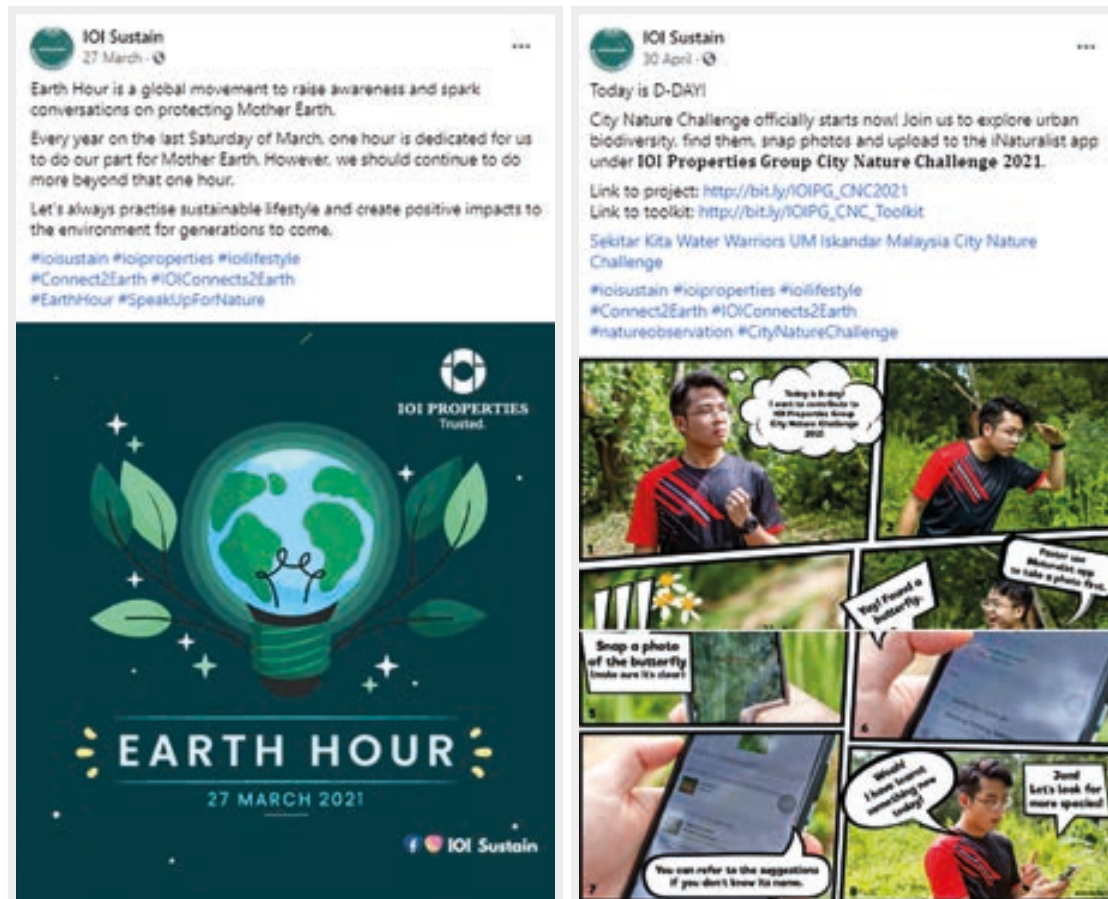
Engaging the Community on Social Media

The Group aspires to drive mindset change and inculcate behaviours that align with our mission to build sustainable communities. Social media has proven to be an effective communication tool in delivering our sustainability-related messaging. IOIPG regularly publishes sustainability-related content on social media to engage the public on the Group's sustainability efforts across our three business segments, using the hashtags #ioisustain and #IOIConnectsToEarth.

Since establishing our presence on Facebook and Instagram three years ago, the Group has organised various social media competitions to encourage sustainable lifestyles. These competitions were organised with clear objectives to

encourage appreciation of biodiversity, lifestyle changes to mitigate climate change and waste minimisation at source.

In the year under review, our published content was also focused on the themes of biodiversity, climate change and waste minimisation. Due to pandemic management measures and social gathering restrictions, IOIPG actively ramped up our engagement on social media to host and promote online events such as IOI-Active Citizens: Clean Up 2020, Waste Minimisation Month, IOIPG Earth Hour 2021 and IOIPG City Nature Challenge 2021. We plan to continue engaging the public on these channels given the encouraging participation and feedback we have received.



Scan the QR codes for more inspiring stories on embracing sustainability.



Campaigns in IOI Sustain

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