

Creating A Sustainable Future

SUSTAINABILITY REPORT 2017



Delivering
Excellence



Caring for the
Environment



Creating Value for
Our Employees



Developing
Sustainable
Communities

SUSTAINABILITY

OUR SUSTAINABILITY JOURNEY

At IOIPG, the essential elements of Sustainability have always been rooted in its operations with the aim to achieve positive impacts to the environment, its business and the society in which it operates; underpinned by firm belief in corporate social responsibility, a robust Environmental, Social and Governance model and the quest to deliver excellence in products and services that prioritise the customers' expectations. It has been a journey that resonates with its brand of reliability, quality and urban lifestyle.

In the past year, in its support of the UN SDGs and its aim to continually create positive impacts to the economy, environment and society; the Group's sustainability journey has been driven to a whole new level with the establishment of a Sustainability Steering Committee chaired by the CEO of IOIPG himself with active participation from employees led by Business Unit Heads and key personnel. A paradigm shift of mindset change has been initiated for a pervasive transformation towards a meaningful and impactful journey of sustainability for the Group.

The sustainability journey is further augmented with the enhancement of the IOIPG Sustainability Policy and the introduction of a Sustainability Framework for effective implementation. As a lifestyle influencer, IOIPG views sustainability as a transgenerational mission, striving to exceed its customer expectations of its products and services that contributes towards social, environmental and community enrichment.

In short, the Sustainability Journey of IOIPG never has a dull moment, having opportunities to change mindsets, embedding sustainability into business strategies for sustainable business growth and serving as a catalyst to influence the lifestyle of its network of employees, customers and communities, enhancing society well-being and advocating environmental ethics.



GOVERNANCE STRUCTURE



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SUSTAINABILITY POLICY



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ENGAGING OUR STAKEHOLDERS



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MANAGING & MONITORING OUR SUSTAINABILITY MATTERS



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Scope of Reporting

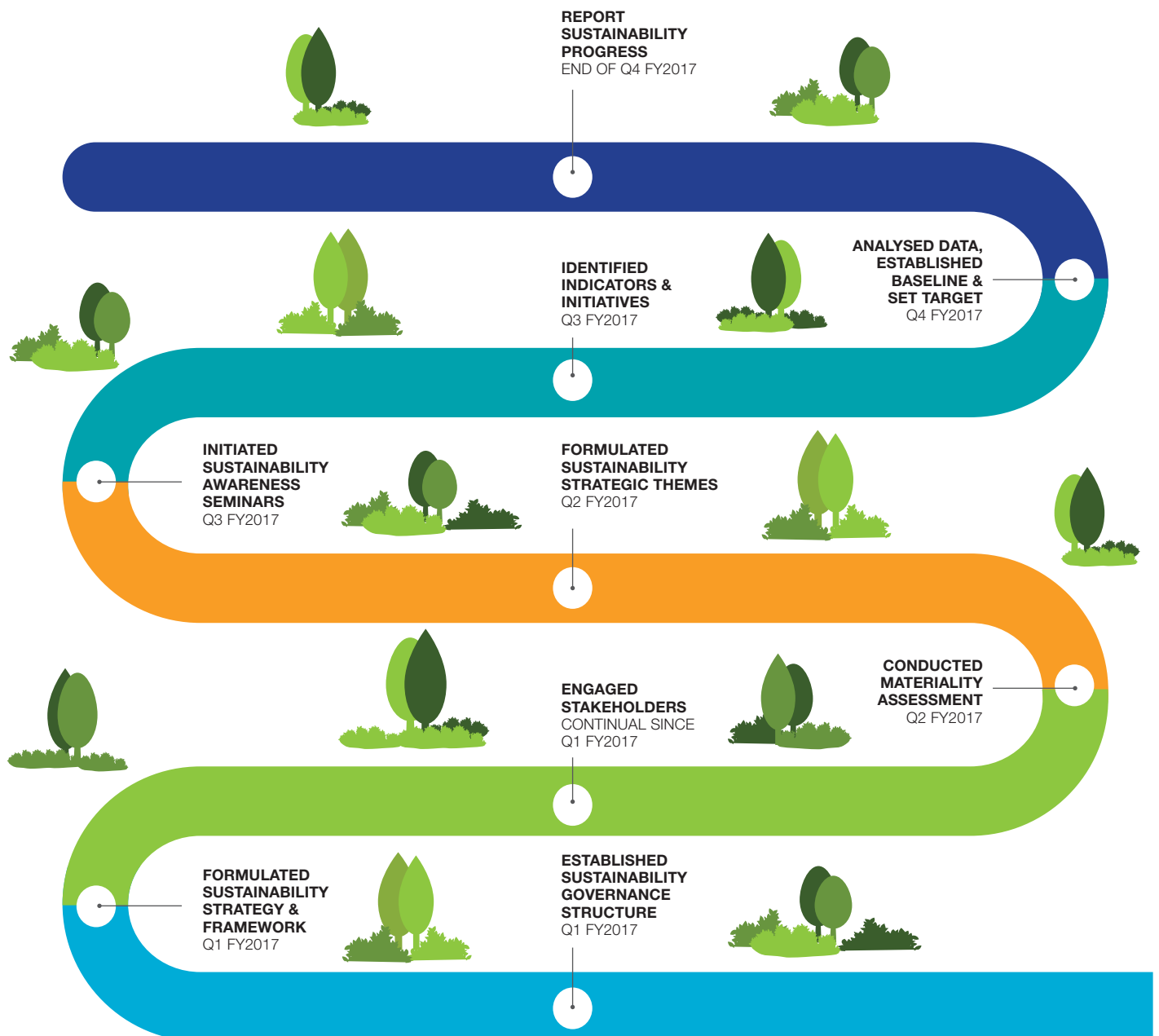
The IOIPG Sustainability Report 2017 intends to keep our stakeholders abreast of our social, economic and environmental progress of our Sustainability Journey in FY2017. The reporting scope encompasses the Group's businesses and operations of Property Development, Property Investment as well as Leisure and Hospitality within Klang Valley. This report is prepared in accordance to Bursa Malaysia Main Market Listing Requirements and in order to enhance our report, we referred to the Global Reporting Initiative (GRI) G4 Sustainability Reporting Guidelines.



SUSTAINABILITY

Milestones Achieved

TOGETHER,
We'll Walk this Journey



SUSTAINABILITY

Governance Structure

Sustainability in IOIPG is driven by the Sustainability Steering Committee chaired by the Group’s CEO, Mr Lee Yeow Seng, with the Head of Sustainability reporting directly to the CEO. The Board of Directors has oversight of the management of Sustainability within the Group, with the CEO reporting to the Board on relevant Sustainability matters.

Positioned at the highest level to oversee sustainability matters and effective implementation of sustainability strategies, the Board ensures allocation of adequate resources to manage sustainability matters across the business segments within the Group.

The Sustainability Steering Committee, comprising Senior Management across core business segments holds the key responsibility to set high level direction, to steer implementation

of sustainability-related strategies at Group level whilst the Sustainability Council, with representation from Business Unit Heads and cross functional representatives of Heads of Departments implements strategies determined by the Sustainability Steering Committee and integrated into our daily business operations.

The Group leverages on the expertise of its people from various departments to ensure effective implementation of initiatives in line with the Group’s sustainability strategies. Therefore, in championing the successful implementation of sustainability strategies, Business Unit Heads work closely with working groups comprising subject matter experts and key personnel of functional support departments in implementing initiatives; and monitoring progress in order to effectively manage the Group’s material sustainability matters.

Sustainability Governance Structure



SUSTAINABILITY

Sustainability Policy

At IOIPG, the Sustainability Policy underlines its determined commitments to integrate corporate sustainability and responsibility into its business strategies, in accordance to its Vision and Core Values. Hence, IOIPG strives to create positive impact to society and the environment for the present and future generations.












WE SEEK TO:					
Deliver our brand promise of Reliability, Quality and Lifestyle; and achieve products and services excellence with positive impact on the environment and society	Pursue green efforts that focus on resources management, climate change mitigation and adaptation, environmental conservation, waste minimisation and pollution reduction	Cultivate a safe and healthy work environment that encourages the growth of employees and provides equal employment opportunities	Continue our community initiatives and deliver our commitment towards community development	Ensure compliance with applicable legislations, standards and codes of practices	Create sustainability awareness amongst our employees, customers and business partners on commitment towards sustainability

Engaging Stakeholders and Assessing Materiality

At IOIPG, engaging stakeholders to make informed decisions is an essential element in its business development and in the management of its business operations. Comprehensive stakeholder engagements has been conducted in a continual and iterative manner to identify key material matters in accordance to guidelines by Bursa Malaysia. Stakeholder engagement methods to capture feedbacks and opinions from both internal and external stakeholders pertaining to the importance and impacts of

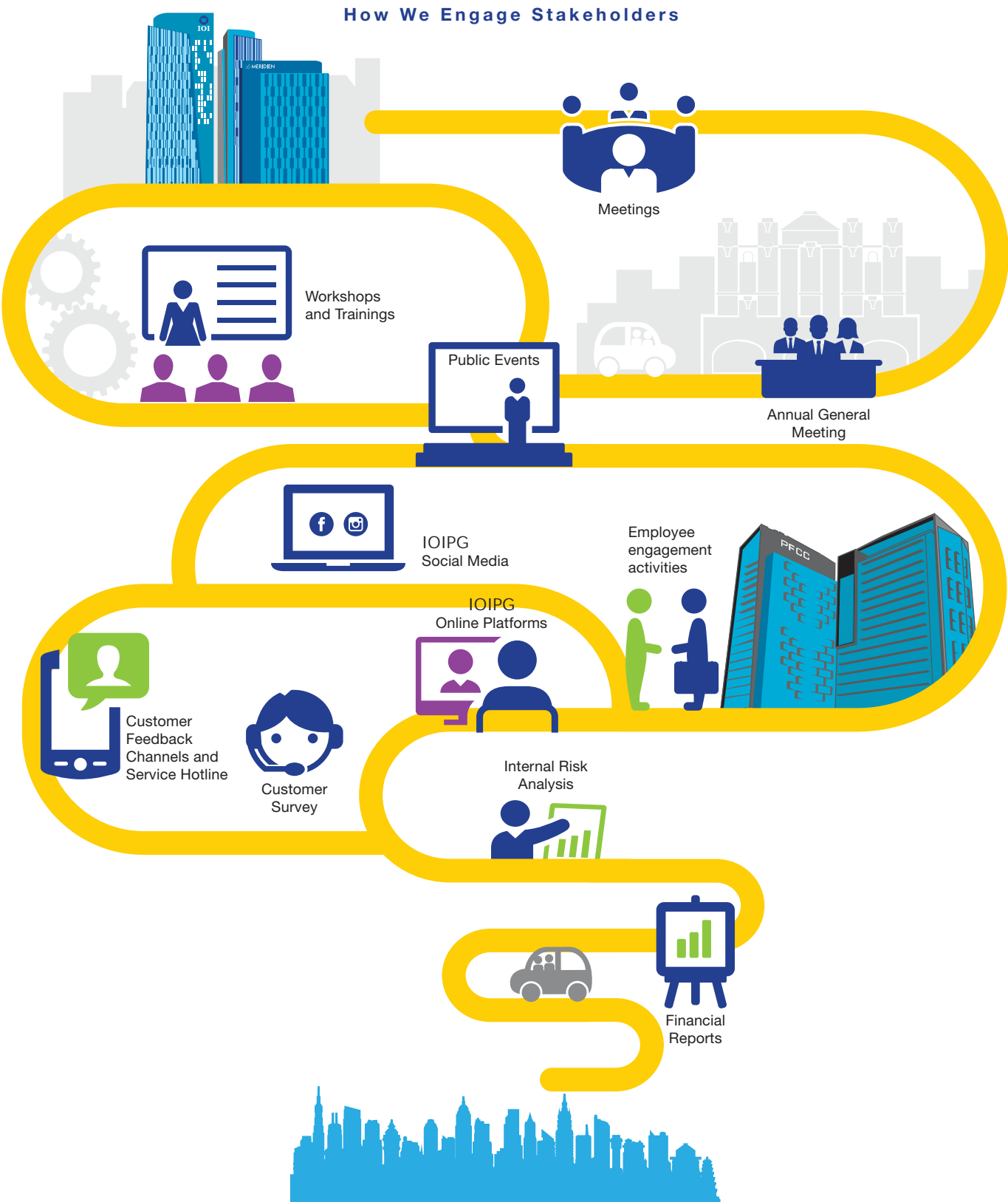
economic, environmental and social (EES) risks and opportunities that are deemed crucial to sustainable development is recorded in the following table. Regular engagement with stakeholders for a varied yet insightful range of perspectives and views in relation to products, services and corporate practices are of paramount importance to the Group as it provides vital insights for continual improvement in the delivery of our products and services, and for sustainable business growth.

Stakeholder Engagement Methods

Engaging Stakeholders	Investors	Customers	Employees	Business Associates/ Vendors	Authorities	Media	Residents Associations/ JMB
 Meetings	Δ		Δ	Δ	Δ	Δ	Δ
 Annual General Meeting	Δ						
 Workshops and Trainings			Δ	Δ			
 Public Events		Δ			Δ	Δ	Δ
 IOIPG Social Media		Δ					Δ
 IOIPG Online Platforms			Δ				
 Customer Feedback Channels and Service Hotline		Δ					Δ
 Customer Survey		Δ					
 Employee engagement activities			Δ				
 Internal Risk Analysis			Δ				
 Financial Reports	Δ						

The abovementioned engagements successfully identified material sustainability matters that are of concern to our stakeholders and have impact on the Group's business, also including the context of the respective prioritised material matters. These matters are also mapped to the Sustainability Strategic Framework of IOIPG.

SUSTAINABILITY



SUSTAINABILITY

Material Sustainability Matters

Community Investment

Voluntary contributions and infrastructure development to enhance socio-economic benefits to support community in need and create positive social impacts.

**Emissions**

Indirect discharge of Greenhouse Gas (GHG) from business operation.

**Energy**

Efficient use and consumption of electricity from business operation.

**Health, Safety and Security (Workplace)**

Anticipation and management of risks and hazards arising in or from the workplace that could impair health and well-being of employees.

**Labour Practices**

Recruitment of employees, fair treatment in regards to terms and conditions of employment, development of employees' skills and knowledge.

**Materials**

Components used as inputs in our development to reduce use of virgin material and hence minimising waste generation in property development.

**Products & Services Responsibility (Environment)**

Impacts of products and services towards environment through low carbon development and sensible pollution abatement design.

**Products and Services Responsibility (Social)**

Impacts of products and services on social well-being, including quality lifestyle, safety and security.

**Waste & Effluent**

Solid waste generated include recyclables e.g. paper, plastic, glass, aluminium can etc., organic waste and non-recyclables while effluent discharge from business operations include Fat, Oil and Grease.

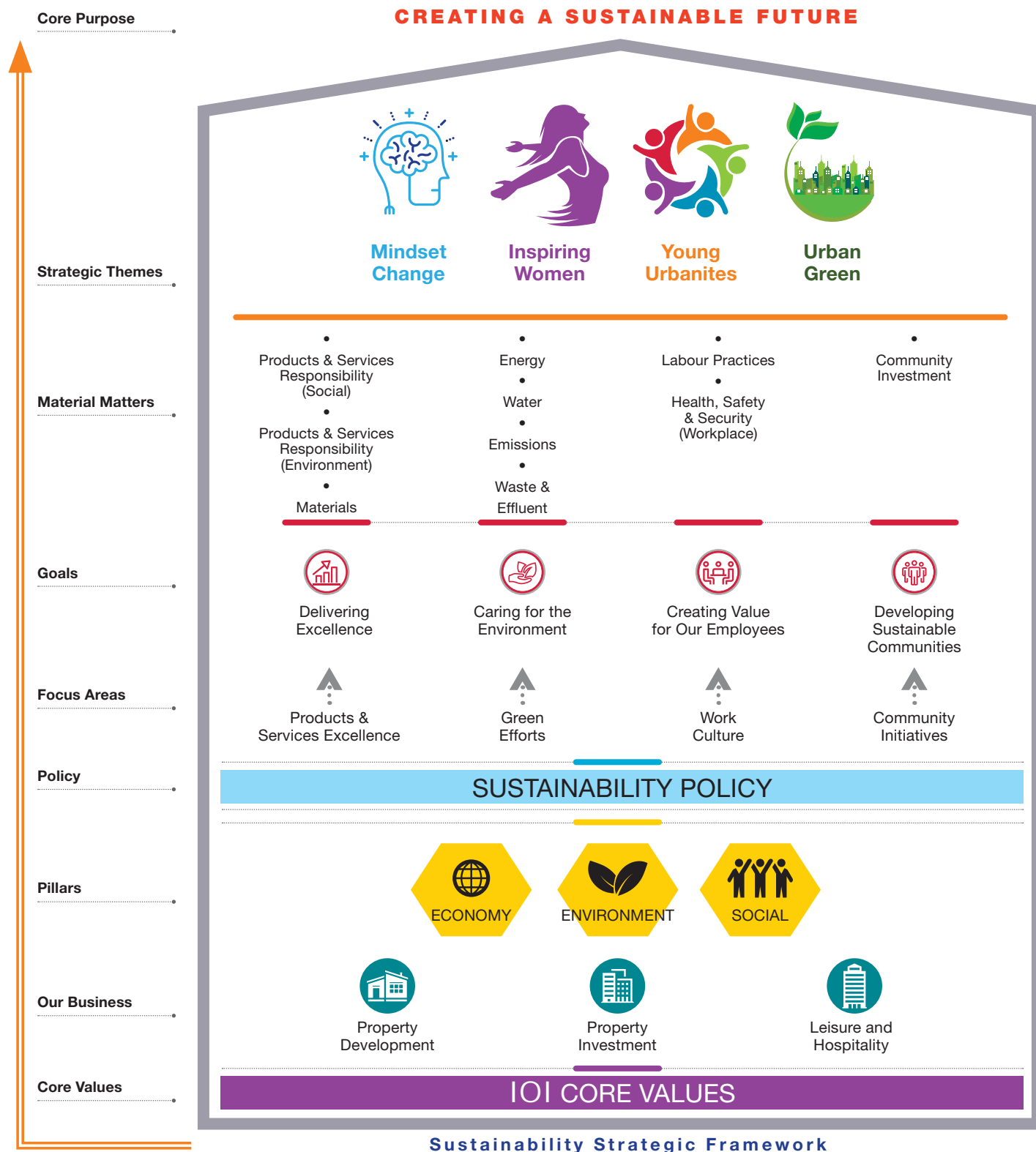
Water

Efficient use and consumption of water from business operation.



SUSTAINABILITY

Framework and Strategy



SUSTAINABILITY

Framework and Strategy

In striving to achieve the Core Purpose of **Creating a Sustainable Future**, we embrace the IOIPG spirit of Lifestyle Influencer; and our commitment to Sustainability is based on our IOI Core Values of **Integrity, Commitment, Loyalty, Excellence in Execution, Speed or Timeliness, Innovativeness** and **Cost Efficiency**.

We are guided by a Sustainability Policy that is adhered to by the business units of the Group's 3 main core business segments of Property Development, Property Investment and Leisure & Hospitality in managing Sustainability; with the aim to embed

sustainability principles into business strategies for long term sustainable business growth; driving value creation for our stakeholders and crafting a future that is sustainable for many generations to come.

Our Sustainability Strategy focuses on 4 key areas which are **Products & Services Excellence, Green Efforts, Work Culture** and **Community Initiatives** with the intention of achieving 4 Sustainability Goals – **Delivering Excellence, Caring for the Environment, Creating Value for our Employees** and **Developing Sustainable Communities**.

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

SUSTAINABILITY GOALS	
	DELIVERING EXCELLENCE Achieve prominence in Products & Services Excellence to deliver brand promises of reliability, quality and lifestyle; and strive for responsible commercial success and sustainable business growth.
	CARING FOR THE ENVIRONMENT Uphold environmental ethics through Green Efforts e.g. energy management, water conservation, emission and waste reduction 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, community development programmes for positive long term impacts to society and employee volunteerism activities.

Sustainability Strategic Themes

The Sustainability Strategic Themes are designed to align ground efforts and initiatives to 4 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 environment and social 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, single mothers amongst others through programmes that helps 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 ecological friendly initiatives that advocates low carbon footprint principles, responsible consumption on resources and waste minimisation which generates positive impacts on the environment and society.

SUSTAINABILITY

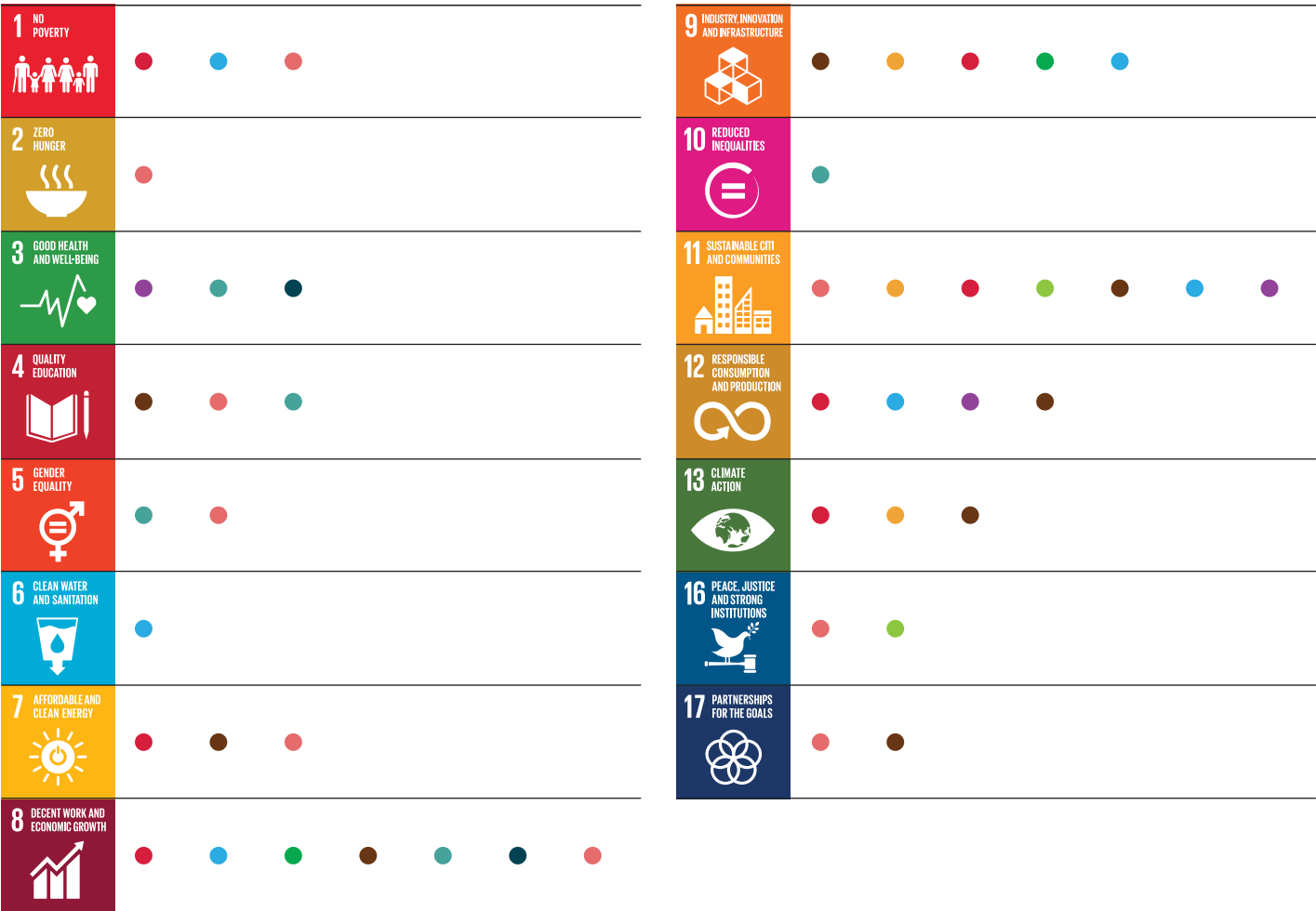
In order to effectively manage the prioritised material matters, the Sustainability Council implements sustainability initiatives aligned to sustainability strategy and goals set by the Steering Committee and monitors the progress of indicators for the purpose for measuring achievement, identifying gaps and resolving issues that arises. It is a consistent approach that has been created to synchronise the implementation and effective sustainability management across all business units within the Group. The Group’s Sustainability Strategic Framework is subject to periodic reviews and with due consideration on emerging local issues as well as those within

the global context, the management approach of the material sustainability matters will be continually enhanced to ensure its effectiveness.

For effective management of material sustainability matters, IOIPG has embarked on a group-wide approach to initiate mindset shift towards increased awareness and ownership of sustainability, embedding it into the work culture, transforming sustainability initiatives into sustainable business growth.

In support of the 2030 Agenda for Sustainable Development endorsed by United Nations, IOIPG aligns its sustainability initiatives under the identified material sustainability matters to the Sustainable Development Goals (SDGs).

Mapping of Material Matters to SDGs



IOIPG Material Matters

- Products & Services Responsibility (Social)
- Products & Services Responsibility (Environment)
- Materials
- Energy
- Water
- Emissions
- Waste & Effluent
- Labour Practices
- Health, Safety & Security (Workplace)
- Community Investment

SUSTAINABILITY

DELIVERING EXCELLENCE



Achieve prominence in **Products & Services Excellence** to deliver brand promises of reliability, quality and lifestyle; and strive for responsible commercial success and sustainable business growth.

Exceeding
Expectations

Developing Thriving
Communities

Developing
Sustainable Living
Environment

Optimising Use
of Material

SUSTAINABILITY

AWARDS

The passion of IOIPG as a responsible lifestyle influencer in township development and its unwavering commitment in delivering quality products and excellent services are best reflected in its numerous prominent awards, some awarded consecutively in the past few years. These recognitions aspire and motivate IOIPG to strive for continual improvement and to exceed expectations. In FY2017, IOIPG was presented with the following prestigious accolades:

SOUTH EAST ASIA PROPERTY AWARDS 2016

**BEST MID-RANGE
CONDO DEVELOPMENT
(CENTRAL MALAYSIA)**
Sky Condominium



Organised by PropertyGuru Group, this award is one of the most prestigious industry awards presented to honour the year's best properties and investments industry players based on design and amenities, location, value for money, use of space, construction and materials, unique selling points, amongst others.

FIABCI-MALAYSIA PROPERTY AWARD 2016

Retail Category
IOI City Mall



IOI City Mall, an integrated development which incorporates sustainable design principles won this prestigious award. Winners are selected based on the development's overall concept, design and architecture, environmental impact, safety and maintenance, and the benefits to the community amongst others.

BCI ASIA

MALAYSIA'S TOP 10 DEVELOPERS 2017



IOIPG bagged this annual award for the seventh consecutive year. This year's winners are architecture and property developer firms with the greatest aggregate value of projects under construction during the last full calendar year weighted by the extent of their sustainability efforts.

STARPROPERTY.MY AWARDS

**THE ALL-STAR TOP RANKED
DEVELOPERS OF THE YEAR**

**THE STARTER HOME AWARD
(BEST AFFORDABLE HOME):
HONOURS**

*Palmyra Residence,
Bandar Puteri Bangi*

**THE FAMILY-FRIENDLY AWARD
(THE BEST FAMILY-CENTRIC
DEVELOPMENT): MERIT**

*Seri Puteri Hills Townvilla and
Condominium,
Bandar Puteri Puchong*



The award acknowledges developers who consistently demonstrate corporate social responsibility efforts in engaging, supporting and serving various communities within their developments as well as ensuring quality customer service from pre to post sales.

PARGOLF PEOPLE'S CHOICE AWARDS 2017-

BEST GREENS

Palm Garden Golf Club



Organised by ParGolf Magazine, one of Asian region's leading golf publications, it is one of the most esteemed award presented in the golf industry. Winners were determined via a public online voting of 190 golf courses in Malaysia from January to March 2017.

SOUTH EAST ASIA PROPERTY AWARDS 2017

**BEST HOUSING DEVELOPMENT
(KUALA LUMPUR)
HIGHLY COMMENDED**

Sierra 6, 16 Sierra



The Group was named as one of the winners for the second consecutive year. The awards honour the year's best property and investments industry players based on design and amenities, location, value for money, use of space, construction and materials, unique selling points, amongst others.

SUPERBRANDS AWARD 2017

Palm Garden Golf Club



This award marks another significant milestone for the golf club in reflecting greater brand recognition. Selection of winners was moderated by a panel of council that consists of individuals who demonstrated exceptional aptitude in business and who have thorough knowledge of the country's markets.

SUSTAINABILITY



Seri Puteri Hills

HIGHLIGHTS



2,264
TREES TRANSPLANTED
in the development of
IOI Resort City.

13,985
TREES in NURSERIES in
Klang Valley to be planted in
our future developments.

EXCEEDING EXPECTATIONS

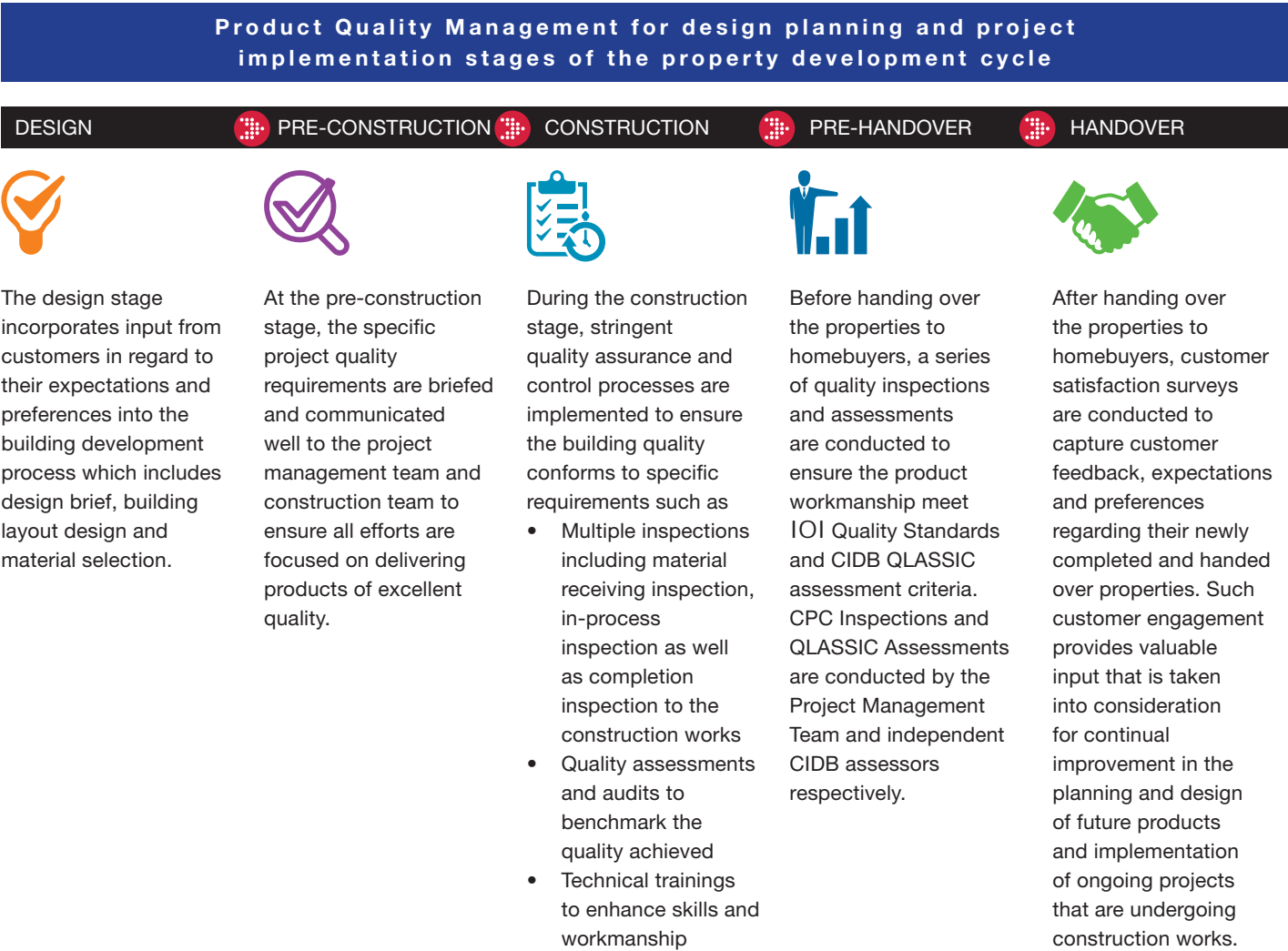
As a reputable township developer with a strong track record of delivering excellence in products and services, IOIPG upholds its image as lifestyle influencer that aims to positively impact lives beyond developing townships.

The Group's extensive experience in developing not just properties but integrated townships have in fact contributed towards product enhancement and services improvement over the past three decades; notwithstanding the underpinning principles of adopting work practices with due considerations of energy conservation and the environment. As a matter of fact, IOIPG realises the need to adapt at the brink of the 4th Industrial Revolution, which builds on digital disruption and where technologies are integrated into societal functions. The enhanced products and improved services do not only aim at boosting customer satisfaction but also carry brand associated environmental friendly designs that propagate low emission as well as low carbon footprint lifestyle, as IOIPG continues to stamp and extend its presence in continually striving to develop sustainable and climate resilient townships that contribute to both mitigation and also adaptation to climate change.

SUSTAINABILITY

Product Quality Management

IOIPG’s commitment to continually improve the way it operates so as to consistently provide superior products and services which exceed the expectations of its stakeholders particularly its customers are best reflected through well-executed Product Quality Management processes ensuring stringent quality management throughout the property development cycle from design stage to the handover of property to its customers.



SUSTAINABILITY

Customer Relations Management

IOIPG anchors itself as part of the community in its township developments, thus the strong presence of ownership and responsibility towards both ensuring product excellence in our properties and playing a vital role in creating value for the community. This is achieved through dedicated customer services whereby its technical and service teams respond to customer issues that are not limited to those pertaining to their properties but beyond as well such as community amenities, township facilities, urban services, neighbourhood priorities amongst others. Such efforts to enhance the living environment of our township developments are much welcomed by its communities; and it provides customer engagement opportunities that allows for gathering of valuable feedback for continual improvement purposes. These feedbacks are channelled to the respective teams involved in the various stages of the property development cycle to ensure that products and services are continually improved to exceed expectations.

The feedback management system is managed by the Group's Customer Relations Unit that is charged with the responsibility of handling customer feedback, enquiries, suggestions, complaints as well as grievances from local communities via multiple communication platforms that are easily accessible to customers. All feedback are duly verified, recorded in the Online Complaint and Tracking System; and channelled to the relevant departments for urgent action and prompt resolution.

As IOIPG acknowledges and respects customer privacy, customer information is protected with utmost confidentiality.

Customer feedback data is compiled and analysed to identify common complaints, gaps and risks and possible sources of customer dissatisfaction. Senior Management is tasked with the responsibility to address issues of non-compliances in handling customer complaints. Prompt measures are recommended and implemented to resolve issues and to prevent recurrence of similar issues. Listening to our customers and stakeholders, compiling and analysing their feedback, opinions and views are effective approaches towards delighting customers, incorporating the wow factor to our products and services and creating value for our customers.

IOIPG's strong advocacy towards Service Ownership amongst its employees across its Group is the key determinant in delivering the **IOI BRANDED CUSTOMER EXPERIENCE** to all its customers.



SUSTAINABILITY



IOI City Mall

Enhanced Customer Experience at IOI City Mall

In line with IOIPG's efforts in digitising its operations and enhancing front line customer service, IOI City Mall has in place a Car Finder System to assist shoppers to locate their parked vehicles, saving the trouble of recalling the location of their vehicles. Besides, the Parking Guidance System is also available to assist customers to locate empty parking bays, thus reducing petrol consumption and emission.

Customer Satisfaction

Customer satisfaction surveys are conducted across the Group's business units, gathering data from new property owners, mall customers and hotel guests on customer preferences, to determine customer needs and expectations; and to evaluate customer satisfaction towards our products and services.

At our malls, analysis on shoppers' preferences enables the management to revise business strategies from time to time; to be able to exceed the expectation of customers as well as to provide economic opportunities to our tenants operating in our shopping malls. The analysed results are submitted to the Management for deliberation on areas of improvement in our products and services with the ultimate aim to deliver excellence to our customers.

Meanwhile, customer satisfaction of completed housing projects covers a broad range of aspects from design to quality of service and workmanship. These surveys are conducted upon handover of the newly completed properties to the property owners. Overall customer satisfaction score for these surveys increased to 74% for the year under review.

Overall Customer Satisfaction Scores



IOI City Mall

SUSTAINABILITY

DEVELOPING THRIVING COMMUNITIES

The Group develops integrated townships with comprehensive facilities and amenities, where communities grow and businesses thrive within respective residential and commercial enclaves complemented with lush greeneries and recreational retreats. Together with the provision of communal spaces, community facilities and amenities, the integration of the residential, commercial and recreational functions symbiotically to benefit the communities, encourages community bonding, stimulates economic growth, and lays the foundation for harmonised living experiences.

Communal Spaces

Communal spaces comprising open green spaces, recreational, community facilities and amenities is one of the key features in the Group's township development design, as we believe in not just building properties but creating vibrant urban communities for healthy and sustainable living. In realising the importance of healthy community living, such communal spaces are planned to cater for a wide range of activities benefitting a broad age spectrum of the communities. Some of the finest examples of our built communal spaces include recreational facilities such as swimming pools, playgrounds, futsal pitches, badminton and basketball courts, gymnasiums and jogging and cycling paths for adrenaline rush and health promoting activities; as well as club houses and multi-purpose halls for social gatherings. For those who wish for a relaxing and rejuvenating space, yoga decks or the steam and sauna baths are available at premium developments. Central parks with wide expanse of green turfs and lush landscaping; and pockets of landscaped gardens complete with gazebos, shaded in serenity with trees and shrubs are signature features at all developed townships. Mini theatres are set up in some of our developments to encourage family time and community bonding. Play Lab and Reading Lab are created as dedicated spaces to nurture the development of young minds in creative and artistic expression.



Forest Garden, 16 Sierra

Apart from incorporating green features into our design and planning, our townships are abundant with lush greeneries to provide fresh air, reduce surface runoff and contribute towards carbon sequestration. In the development of IOI Resort City, a total of **2,264 trees** have been transplanted out of which 97% was transplanted during the relocation of Palm Garden Golf Club; and a total of **13,985 trees** are planted in our nurseries in Klang Valley. These trees will be eventually transferred and planted at our future developments, minimising distance in transportation of trees to the development site thus reducing carbon emissions and fuel consumption. In Bandar Puteri Bangi, we continue to transplant trees originally located at the development site to create lush green open spaces and parks for the enjoyment of the residents and to facilitate social interaction amongst residents within and beyond the neighbourhood.

SUSTAINABILITY

Community Safety & Security

Safety and security is of utmost priority in the design and planning of developments undertaken by the Group. The residences with a multi-tier security system often gives residents and their families peace of mind. The multi-tier security system consists of perimeter fencing, card-access control and security screening at guarded entrance, CCTV surveillance, card access to restricted residents-only areas, digital internal security features within residential units creates sustainable living spaces for those who seek private enclaves and family residences in a secured living environment. IOIPG's commitment towards safe and secured community could also being witnessed from the contributed police stations in Bandar Puchong Jaya and Bandar Puteri Klang.

Auxiliary Police offers Peace of Mind for Customers



Auxiliary police with IOIPG Management and YDH Supt Baharudin Bin Haji Mat Taib, Deputy OCPD IPD Sepang at IOI City Tower 2.



YDH Supt Baharudin Bin Haji Mat Taib, Deputy OCPD IPD Sepang inspecting the Auxiliary Police Squad.

As part of our continual efforts to provide its customers, tenants and visitors a safe and secured environment, the IOIPG Auxiliary Police with its staff force of 87 personnel lead an efficient management of security in the properties managed by the Group.

The auxiliary police are professionally trained to carry out the role of security police officers, capable in crime investigation and make arrest within their area of jurisdiction.

SUSTAINABILITY

Engaging Customers

Many engagement activities organised have through the years evolved from CSR and brand awareness events into social platforms with a meaningful higher purpose of achieving family bonding and community building. In support of a global sustainability effort, these engagement activities with customers and the community provide the platform to serve as catalysts for mindset change towards issues impacting environment and society.

Activities organised are in line with the Sustainability Strategic Themes aimed at **Mindset Change** by nurturing the minds of **Young Urbanites** engaging in **Urban Green** activities.



Jelly Flower Art Workshop



IOI City Mall Run 2017

Continual engagement with customers and the community in the form of sporting and outdoor activities, handicraft workshops, health and lifestyle talks amongst others is in line with efforts to create thriving and vibrant living environment within the Group's township developments and to create awareness on social and environmental responsibilities. The outdoor sporting events include cycling competition, community runs, outdoor obstacle challenges to encourage healthy living and promote low carbon lifestyles.

Other environmental themed interactive activities organised includes fruit enzyme workshop and T-shirt upcycling workshops which also provides great bonding experiences for busy young urban families.

Nurturing Young Minds

IOIPG believes in nurturing young minds as sustainability starts from within every individual and it makes sense to start them young and develop well-skilled thought leaders and change agents to continue in the journey of sustainable living taking responsibility for the environment and the well-being of society. Thus, weekend activities to stimulate interest in green living i.e. soap making, congkak games, upcycling of used materials, cooking with herbs amongst others are regularly organised for the young community. Tech-based skills such as tech-coding and digital photography and more are some of the other activities aimed at providing young minds an early exposure to skills and nurture young talents who may well be carving a future for themselves in their area of interest.



Bon Odori Craft Workshop

SUSTAINABILITY

DEVELOPING SUSTAINABLE LIVING ENVIRONMENT

Sustainable Planning & Design

The Group incorporates environmental friendly features into its building architecture and township design, utilises green technology in its architectural concepts and design principles, and promoting sustainable living among its communities.

In line with its efforts in building sustainable living, IOIPG has adopted various practices that includes but not limited to harnessing natural lighting, promoting high energy efficiency, reducing carbon footprint and encouraging sustainable lifestyles with minimal environmental impact.

Sustainable features which have been incorporated within IOIPG developments include:

COMMERCIAL HIGH-RISE BUILDINGS



- Green Building Index (GBI) or Green Mark Certification
- Building orientation facing North-South direction
- Energy management modules in Building Management System (BMS)
- Low Volatile Organic Compound (VOC) paint
- Photovoltaic cells at rooftop
- Motion sensor lights at staircase areas
- Water-saving toilet cisterns
- Sensor taps in public toilets
- Natural light harnessing features

RESIDENTIAL BUILDINGS



- Cross ventilation designs
- Natural ventilation features at bathrooms without the use of exhaust fans
- Natural lighting and ventilation features e.g. open concept and high ceiling
- North-South building orientation
- Vertical plantings
- Solar water heating systems
- Rainwater harvesting for irrigation purpose
- Reduction of mechanical ventilation at carpark of high-rise residential projects
- Replacement of Conventional High-Pressure Sodium (HPS) Light to LED Compound Lighting

ENVIRONMENTAL FRIENDLY OPERATIONAL INITIATIVES



In striving to efficiently manage the Group's investment assets and to reduce environmental impact, low energy consumption and energy saving features are introduced into its business operations. Some of the green initiatives include:

- Chiller retrofitting
- Room Temperature Control Practices through Air Conditioning and Mechanical Ventilation (ACMV)
- Replacement of Conventional High-Pressure Sodium (HPS) Light to LED Compound Lighting
- Alternative looping for lighting circuits at the carpark and staircase areas which allows the flexibility of reducing 50% use of lights during non-peak hours
- Waste management system at construction sites
- Recyclable metal formwork used at high rise development
- Recycling Used Cooked Oil
- Organic waste decomposition of garden waste
- Electric Vehicles (EV) Charging stations at IOI Mall Puchong, IOI City Mall and Putrajaya Marriott Hotel
- Electrical buggies at Palm Garden Golf Club

SUSTAINABILITY

Reducing Our Carbon Footprint

Transit-Oriented Development

As the Group's current and future developments in the Klang Valley focus on Transit-oriented Development (TOD), the major townships developed by IOIPG are located at growth corridors with high connectivity and accessibility, serviced by a network of public transportation system such as the LRT, complemented by alternative transport options with bicycle paths, walkways and shuttle buses connecting main commercial and social hubs within the developments which in the long run are expected to positively impact the environment by reducing carbon footprint.

The extended LRT line has a total of 3 stations in Puchong, with a station located adjacent to IOI Mall Puchong connected via passenger overpass to Bandar Puchong Jaya, and the remaining 2 stations in strategic locations for the convenience of the Bandar Puteri Puchong community. Provision of shuttle bus services to and from IOI City Mall Putrajaya to Serdang KTM Station and IOI Mall Puchong to Bandar Puteri Puchong offers additional transport options. At point of reporting, work has commenced for the 2nd line of Mass Rapid Transit (MRT2) which offers additional option of public transportation connecting Sg Buloh to Serdang and Putrajaya, with a station located at 16 Sierra.



Pedestrian Walkways & Cycling Paths

In support of low carbon transportation and improved connectivity, pedestrian walkways and cycling paths have been progressively made available at premium townships developed by IOIPG.

In line with the principle of Transit-oriented Development which also emphasises on pedestrian connectivity and low emission transportation mode, the abovementioned provisions are able to provide point to point access within or nearby the neighbourhood, reduce dependence on driving for short distance travel, reduce carbon footprint as well as improve local ambient air quality. Besides, the pedestrian walkways and cycling paths subscribe to the Low Carbon Cities Framework and Assessment by Ministry of Energy, Green Technology and Water. Apart from its positive impact to the environment, such cycling facilities encourages healthy living within our developments.



Central Park, 16 Sierra

LED Compound Lighting

LED lights are used in compound lighting of new projects to reduce energy consumption as LED lighting uses diodes that are more resistant and durable which requires less frequent replacements, thus reducing maintenance cost and minimising pollution caused by disposal of used HPS lights.

LED compound lightings have been installed in 7 newly developments located in Bangi, IOI Resort City, Puchong, and 16 Sierra since year 2016.

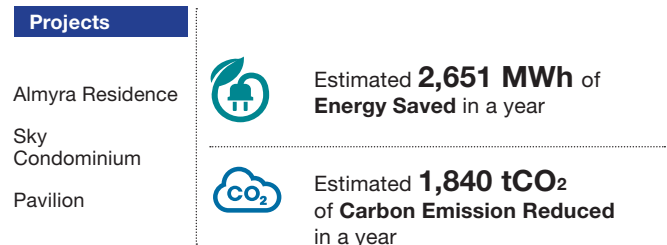
LED lights are more energy efficient in comparison to HPS light. It emits similar amounts of lumens as HPS lights and substantial amount of energy from LED light is converted to light whilst generated heat is negligible. LED light has better quality light distribution and focuses light in a very directional way without energy wasted as opposed to HPS light which emits light in all directions, including upwards where light is not required.



SUSTAINABILITY

Reduction of Mechanical Ventilation

Natural ventilation reduces use of electricity and energy consumption. Thus efforts are made to reduce mechanical ventilation at above ground carparks and bathrooms of high rise residential properties. Nevertheless, the execution of such designs often depends on geographical, engineering and financial considerations, and as such will be implemented in stages wherever possible. The reduction of mechanical ventilation at our projects i.e. Almyra in Bangi, Sky Condominium and Pavilion in Puchong is expected to save substantial amount of energy consumption and subsequently prevent carbon emission through non-mechanical ventilation in its above ground carparks and bathrooms.



Cross Ventilation & Natural Lighting

Cross ventilation and natural lighting are integrated into efficient designs or layouts with open concept and high ceilings to harness natural lighting and ventilation. These features in return allow occupants to enjoy the benefits of better control of in-house temperature and hence reduce energy consumption, cost of electricity and carbon emission.

Implemented design practices to maximise cross ventilation of air flow:	Applied design practices to maximise natural lighting:
<ul style="list-style-type: none">Window or openings placed at opposite sides of the building facing each otherRegular distribution of window or openingsLayout is free and unobstructed from barriers that may restrict air flow	<ul style="list-style-type: none">Windows are at higher levels to permit direct sunlightWindow panels with increased height and sizeUse of glass roof and glass doorsUse of light-toned flooring and wall material as light reflectorsLayout is free and unobstructed from barriers that may restrict natural lighting

North-South Orientation

As the effort to promote green architecture and reduction in energy consumption, practical implementation of North-South building orientation is common in the Group’s development. A North-South building orientation prevents direct sunlight and thus reduces heat penetration and sun glare, also reduces energy consumption by minimising reliance on air-conditioning system to cool internal living spaces. Amongst the prominent residential developments that adopted North-South Orientation design principle are Almyra in Bandar Puteri Bangi and Pavilion in Puchong.

OPTIMISING USE OF MATERIAL

System Formwork as Recycled Input Material

Timber formwork which are deemed no longer fit for use will be discarded, contributing to tremendous amount of waste. In contrast, metal formwork when used at its optimum capacity can be recycled up to hundreds of times subject to various conditions particularly in the construction of high rise buildings with repeated similar structural design in its elevated storeys. As such, IOIPG has embarked on a journey in adopting the good practice of maximising the use of metal formwork wherever possible particularly in the construction of its high rise developments having similar structural shape or design repeated in the elevating storeys. This contributes towards reducing demand on timber besides reducing the amount of waste generated and hence less waste disposal at landfill.

Project	Utilisation of system formwork
Sky Condominium	100%
Pavilion	94%
Almyra Residence	57%
Conezion Residences	51%

Notes:
Total formwork area for typical highrise floor is for tower blocks; which excludes Podium levels, Facility levels, Basement levels and Standalone structures such as guard house, refuse centre etc.

Moving Forward

The material matters highlighted under the Products and Services Responsibility are critical to ensure customer expectations are well-managed, that our townships are resilient and built to last for generations with value created for our customers in terms of cost-efficient maintenance, leaving minimal carbon footprint on the urban environment.



CARING FOR THE ENVIRONMENT




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

Energy	Water	Emissions	Waste & Effluent
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SUSTAINABILITY


HIGHLIGHTS



Top Volume of Energy Saved

880 MWh
energy
reduction


Puchong Financial Corporate
Center (PFCC) Note 4
FY2016 - FY2017



Top Volume of Emission Reduced

611 tCO₂
emission
reduction

Puchong Financial Corporate
Center (PFCC) Note 4
FY2016 - FY2017



Top Volume of Water Saved

43,444 m³
water
saved

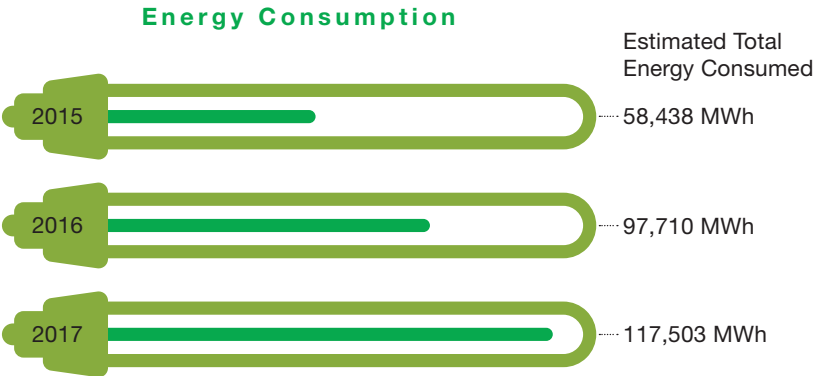
IOI Puchong Mall
FY2016 - FY2017

In its development of its townships and management of its portfolio of investment properties, IOIPG is committed to play its role in reducing its environmental impacts in relation to energy, water, emission, waste and effluent as well as the identified environmental pertinent material matters.

Acknowledging that statistics of energy, water and waste is crucial to IOIPG’s progressive environmental performance, we are inaugurating systematic data collection to garner sufficient information for baseline establishment, and setting feasible and realistic targets for the next few years. Our performance monitoring efforts and initiatives of the identified material matters are further elaborated in the following sections.

ENERGY

The main source of energy consumption in IOIPG’s businesses is from purchased electricity. According to Energy Commission Malaysia publications, the electricity is generated from substantial amount of non-renewable sources. The combustions during the electricity generation emit Greenhouse Gas (GHG) that leads to global warming and climate change. Hence, IOIPG hopes to contribute towards lower GHG emissions by reducing energy consumption.



Estimated Energy Intensity
Consumed at Corporate Office
(HQ) in FY2017:

167 kWh/m²/year Note 6

The increase in total energy consumption from FY2015 to FY2017 is mainly due to operational commencement of new commercial buildings and new mall.

Notes:

- The data presented above is estimated from the total amount of purchased electricity only.
- The data presented above is estimated from electrical bill or direct meter reading.
- The data presented above are from buildings that we manage.
- PFCC includes GBI Cluster Buildings only.
- New building which is operated less than a year and buildings where structured data collection system has not commenced are excluded.
- For Energy Intensity, data include corporate office (HQ) only for FY2017 as we are currently at the initial setup stage of data collection.
- Systematic data collection at all business units is currently under way.

SUSTAINABILITY

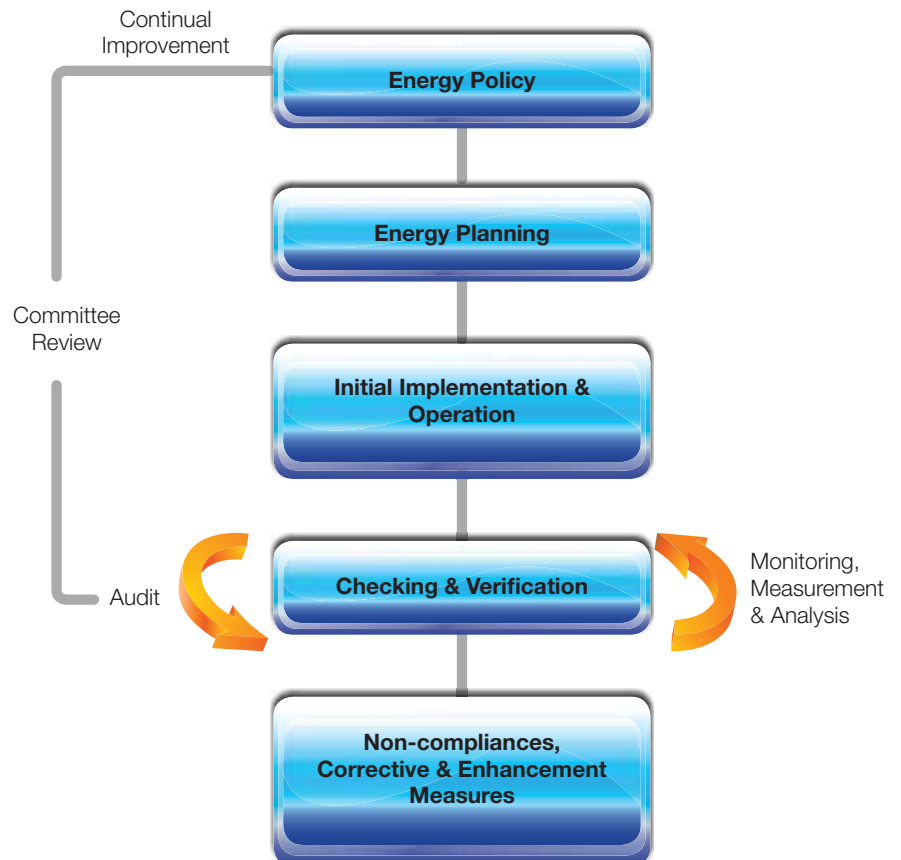
From a business sustainability perspective, IOIPG recognises the need to prioritise energy efficiency management in order to reduce its operational cost; to minimise the impact of increasing electricity cost; to increase its operational efficiency; and to strengthen its competitive edge. The energy management at IOIPG is guided by the Energy Management Flowchart to identify gaps for continual improvement. As such, we are revising the Building Management System (BMS) to further improve its energy consumption monitoring and optimisation.

Building Management System

The Building Management System (BMS) is an online monitoring and optimising system which provides higher control accuracy of the building's facilities, such as the energy consumption for lighting, air conditioning etc. It allows:

- performance optimisation of the operating parameters and minimises human error
- the capability of instantaneous operating conditions monitoring of critical equipment (i.e. water pumps, Air Handling Units (AHU) and etc.) by promoting faster response time from the technical team
- real time optimisation in full automation mode for more advanced BMS e.g. chiller plant specific BMS (Chilled Water Plant Automation System, CPA)

Energy Management Flowchart



GBI Certified Buildings

IOI City Towers and Puchong Financial Corporate Center (PFCC) Tower 4 & 5 are Green Building Index (GBI) certified. These buildings share the common features of sustainable site planning and management with sensible environmental management measures; considerable development density and community connectivity; as well as ease of public transportation access. These buildings also incorporate innovative environmental design features, together with functional features to maintain indoor environmental quality. Apart from that, recycled content materials are used. Energy efficiency at these buildings are effectively maintained too.



SUSTAINABILITY

We integrate energy efficiency innovations and designs into its planning and design of its developments. The Group’s portfolio of property investment assets is designed with energy efficiency in mind; and its products are crafted to complement sustainable and environmental-conscious lifestyles; seizing the opportunity to promote the use of energy efficient features, encourage sustainable behavioral and mindset change; and influencing lifestyles that positively impacts the environment. A number of business units have observed energy consumption reduction due to continuous energy saving efforts.

Energy Saving Initiatives

Chiller Retrofitting

Chiller retrofitting is currently in progress at IOIPG managed business units. An estimation of 20% saving on electricity consumption per annum is expected.



Light-Emitting Diode (LED)

Lighting Conversion at existing building is estimated to save approximately **328.5 MWh** annually.

Note:
Estimation based on random on-site testing and calculation after the completion of LED conversion at basement carpark of malls and office buildings.

Temperature

Through Room Temperature Control Practices, the room temperature is maintained at



- (a) approximately +/-23°C in common area of office buildings and malls
- (b) approximately +/-22°C in common area of hotels

An estimated 1% - 1.5% saving of air-conditioning bill or energy consumption is expected with every 1 degree Celsius increment of room temperature set point.



Energy Saving

Our employees are encouraged to exercise Energy Saving Practices

- Lights out during lunch hours.
- Lights out and photocopy machines are shut down after working hours.
- Centralised air-conditioning system are shut down on time at main office buildings.
- Lights of meeting rooms are switched off when not required.
- Specific chilled water setpoint adjustment to suit demand for each building.

Other **Energy Saving** features listed below has been incorporated into our products and services wherever applicable, as mentioned in the Delivering Excellence section of our Sustainability Report.

- Reduction of Mechanical Ventilation at carpark of high-rise residential projects
- Use of LED Compound Lighting
- Align building according to North-South Orientation design
- Cross Ventilation for air flow
- Harness Natural Lighting

Moving Forward

IOIPG is upgrading its Building Management System to enhance energy monitoring and optimisation. Chiller retrofitting is also underway, to be implemented at more business unit under IOIPG management. We are also looking to build on the success of completed LED lighting conversion at other basement car park and compounds of our malls and office buildings. We expect to commence LED lighting conversion for IOI City Mall in Q2 FY2018.

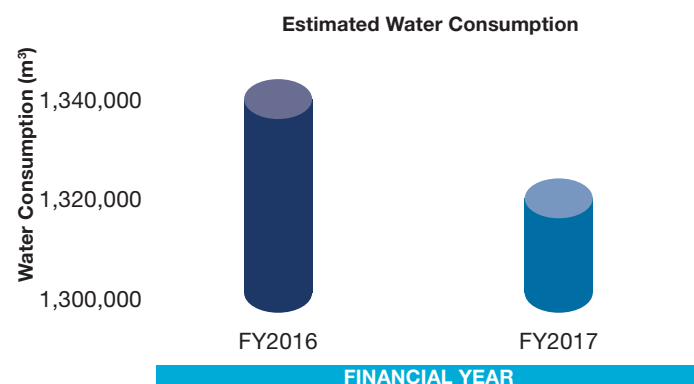
SUSTAINABILITY

WATER

As water crisis hits Klang Valley due to unforeseen dry season in recent years, efficient water consumption is key to uninterrupted water supply. Hence, the Group is committed to optimise its water consumption, to ensure optimum business operations at IOIPG-managed properties, and to encourage its tenants, customers including its township residents to embrace water-saving habits.

Water consumption management at IOIPG includes monitoring water consumption performance, identifying risk and improvement opportunities; as well as implementing water saving initiatives, innovations and designs wherever possible.

Water Consumption



Approximately 1.8% water consumption reduction from all business units (FY2016 - FY2017)

Notes:

1. The data presented above are from buildings that we manage.
2. New building operated less than a year and buildings where structured data collection system has not commenced are excluded.
3. The water consumption data is estimated from water bills or direct meter reading.

Major water saving initiatives, innovations and designs implemented or planned at IOIPG's assets and products which results in water saving is disclosed below:

Water Saving Initiatives



Water Taps

Hand wash water taps with lower water consumption is being installed at new developments e.g.

- Low flow taps in favor over high flow taps;
- Manual hand press taps in favor over auto hand wash water taps;
- Taps with bubbles output in favor over water flow taps.



Rain Water Harvesting

Rain water is being harvested for landscape irrigation and cleaning of common areas at Puchong Financial Corporate Centre (PFCC).



Water Saving

Our employees are encouraged to exercise Water Saving Practices below:

- Reducing water wastage in washroom and pantry:
 - Taps are turned off when not in use.
 - No unnecessary repeated flush.
 - Tap flow is adjusted to low flow rate.
- Reducing water wastage for landscape irrigation:
 - Over-irrigation is avoided.
- Reducing water wastage for common area cleaning
 - Repeated cleaning is avoided.
 - Overflow scenario is avoided.
 - Fast response on repair works.

Moving Forward

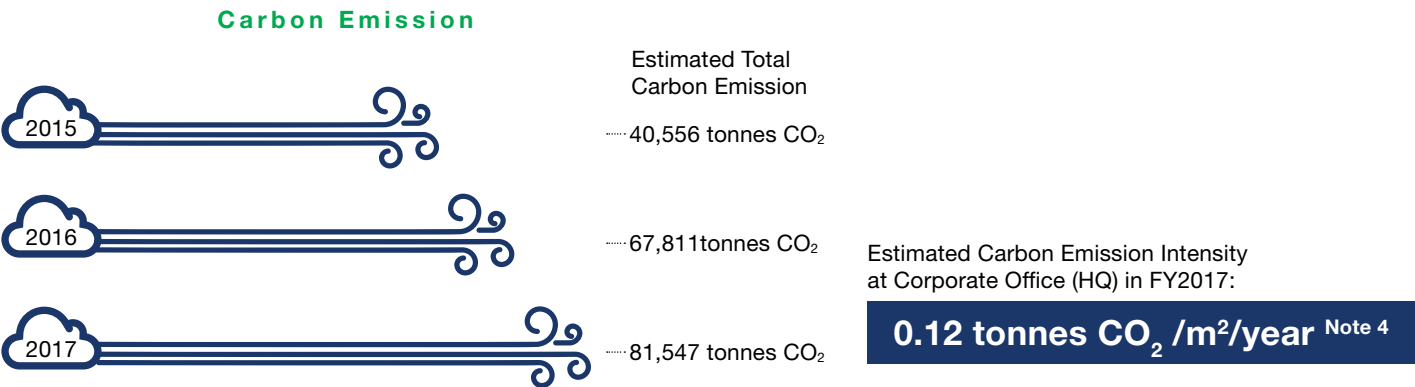
As good maintenance and improvement of water distribution systems are essential to prevent, reduce and mitigate water leakages, IOIPG is taking mitigative measures to prevent water leakage in pipelines of the water distribution system, besides actively addressing water leakage issue with immediate maintenance response.

SUSTAINABILITY

EMISSIONS

Greenhouse Gas Emissions

IOIPG acknowledges consequences of Greenhouse Gas (GHG) towards global warming and climate change through its indirect emission from electricity consumption of its business operations. The carbon emissions from the use of electricity were calculated based on MYCarbon GHG Reporting Guidelines published by Ministry of Natural Resources and Environment Malaysia in partnership with UNDP for national corporate GHG reporting programme in Malaysia while the emission factor of the grid distribution is derived from publication of Sustainable Energy Development Authority (SEDA) Malaysia.



The increment of total carbon emission from FY2015 to FY2017 is mainly due to operational commencement of new commercial buildings and new mall.

- Notes:
1. The data presented above are from buildings that we manage.
 2. New building operated less than a year and buildings where structured data collection system has not commenced are excluded.
 3. The carbon emission data presented is estimated from the consumption of energy (electricity which is sourced from the local electricity grid distribution).
 4. For Carbon Emission Intensity, only data from corporate office (HQ) is reported and only FY2017 data is available as we are currently at the initial setup stage of structured data collection.



SUSTAINABILITY

Apart from energy saving features listed earlier in this section, the following Carbon Emission Mitigation Initiatives have been implemented to advocate green and low carbon practices, besides efforts on the ground to reduce direct and indirect emissions from our operations and minimise impacts towards climate change.

Carbon Emission Mitigation Initiatives



Trees

We plant trees to absorb atmospheric CO₂, offset carbon emission.

- A total of **2,264 trees** are **transplanted** at IOI Resort City
- A total of **13,985 trees** are planted in our **nurseries** in Klang Valley, ready to be transplanted at new developments



EV

We promote the use of Electric Vehicle (EV) through provision of

- **4 EV charging stations** installed at IOI City Mall, IOI Mall Puchong and Putrajaya Marriott Hotel
- **121 electric buggies** available at Palm Garden Golf Club
- Electric bikes are provided for security team at IOI Resort City



Vehicle Sharing

We encourage carpooling among our employees. In order to facilitate travel of the first and last mile, shuttle bus services are provided:

- Between IOI City Mall and Serdang KTM Station
- Between IOI City Mall to Putrajaya Marriott Hotel
- Between IOI Puchong Mall to Four Points by Sheraton Puchong in Bandar Puteri Puchong



Bicycle

We propagate cycling for short distance travel with provision of bicycle paths in our townships, and the recent set up of bike sharing service at IOI Mall Puchong.



EV Charging Station at Putrajaya Marriott Hotel



Electric buggies at Palm Garden Golf Club

Moving Forward

In addition to IOIPG's energy reductions efforts towards emission minimisation, we continue to improve the performance of the abovementioned initiatives, replicating successful experience at other business units and constantly looking at feasibility of new emission mitigating innovations as we understand the prominence of low carbon designs being the integral element in developing urban living.

SUSTAINABILITY

WASTE & EFFLUENT

Realising the fact that existing final waste disposal at landfill results in numerous environmental repercussions (e.g. GHG emissions, surface and ground water contamination, land toxification and etc.), IOIPG strives to reduce the environmental impact from its waste disposal through waste minimisation practices and diverting waste from disposal at landfill. Governed by the Group Waste Management Policy, employees are encouraged to carry out waste segregation exercise in source reduction, reuse and recycle office waste as well as organic waste.

Recycling Potential

Efforts to reduce waste disposal at landfill



Estimated **78,000 Copies** of IOIPG **Community Reach Out** newsletters were replaced with e-copies in FY2017

This initiative intends to promote paperless practice among external stakeholders i.e. customers and the public.



1,028 Units of **furniture & electrical appliances** were sold to reseller during renovation and refurbishment of **Palm Garden Hotel**



13,474 Units of **furniture & electrical appliances** were sold to reseller during renovation and refurbishment of **Putrajaya Marriott Hotel**



Estimated **122,400 KG WASTE RECYCLED** IOI City Mall (FY2016 - FY2017)

Although waste recycling and collection by vendor has been a general practice, there are limited record on waste handling across the business units as the data collection system has just commenced. Compilation of waste statistics is expected in next financial year. Nevertheless, IOI City Mall has managed to recycle an estimated **122,400 kg** of waste consisting plastic bottles, aluminium tins, glass and card boxes.

Timber Waste

Timber waste has been one of the major type of waste in construction sites and it is mostly constituted of timber formwork. Throughout the recent years, the Group commenced initiatives to reduce timber waste at the construction site and is now pursuing maximisation of system formwork to replace timber formwork in high rise development projects. Since its implementation, the timber waste at construction sites has been reduced significantly. Timber wastes that are still being generated at site are collected by recycling vendors and diverted from disposal at landfill.

Scheduled Waste

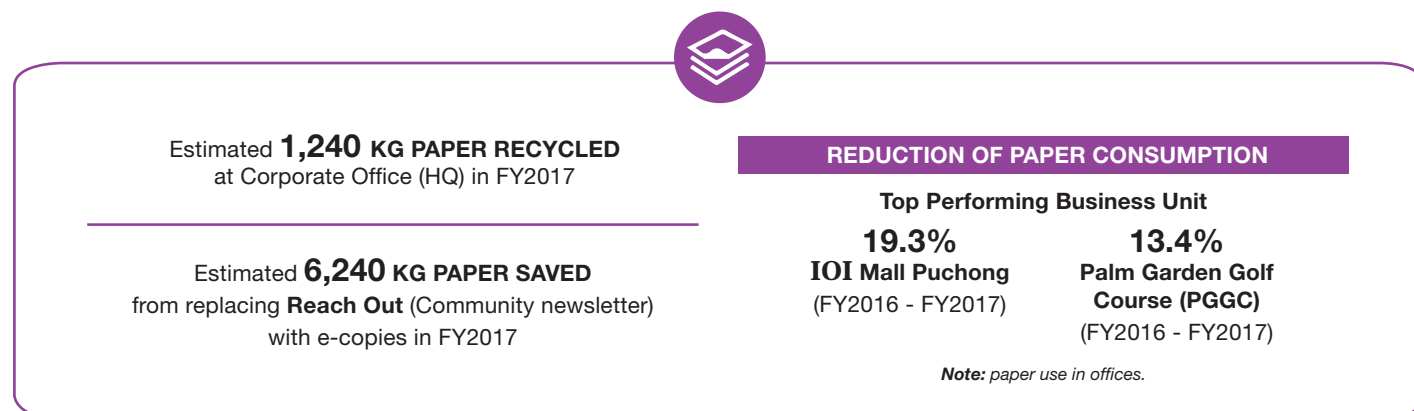
As scheduled waste contains hazardous characteristics and potentially causes adverse environmental impact and may pose threat to public health, the Group adopts stringent procedures in scheduled waste management. The handling and disposal of scheduled waste commonly found in construction site (e.g. used engine oil and contaminated soil/ sand/ waste with oil spillage or chemical spillage), are handled by licensed contractors to prevent contamination of land and water bodies.



SUSTAINABILITY

Paper Waste

As paper is associated to timber production and deforestation, we have been implementing paper saving initiatives to minimise impacts towards such environmental degradations. To date, these initiatives have assisted the business units to reduce paper consumption, with results from IOI Mall Puchong and Palm Garden Golf Course showing significant reduction by comparing financial year 2016 and 2017. In financial year 2017, business units within the Group recorded an estimated 34,927 kg paper waste generation.



IOIPG Paper Saving Initiatives

Employees are encouraged to use soft copies for data archive and data presentation purposes



Employees are encouraged to print and photocopy only exact copies required

Employees are discouraged from printing e-mails or documents



Limited paper supply is provided at the common printer and photocopier

Employees are encouraged to double-side print and photocopy



The company's policies and administration document and application forms has been made available online to employees

SUSTAINABILITY

Organic Waste

Recognising the fact that organic waste is disposed at landfill and decomposition process emits Greenhouse Gas (GHG), IOIPG is committed to reduce organic waste disposal at landfill by diverting to other waste treatment or handling methods. Organic waste generated under IOIPG’s business nature includes food waste and garden waste in general.

Both raw and cooked putrescible are common type of food waste found in restaurants operated in hotels and malls managed by IOIPG. Whilst individual restaurants in the malls manage their own food waste, a segregation and collection plan are under discussion to provide alternative solutions to restaurant owners. Meanwhile, our hotels and golf club have been implementing systematic segregation and disposal of food waste.

Fat, oil and grease that constantly clog the drains and sewers besides contaminating water bodies are taken care of with the installation of grease traps at individual restaurants in the malls and hotels, in compliance to regulations enforced by local authorities. Alternative plans are being considered for scheduled maintenance of grease traps by vendors at the restaurants in the malls and to collect Brown Grease.

Garden Waste Composting at Palm Garden Golf Club

Initiated 3 years ago, the waste composting project at Palm Garden Golf Club has been successful in converting garden waste such as fallen leaves, trimmed grass, as well as dried plants from the golf course into organic compost. The aerobic composting process is facilitated by effective microbes and involve physical blending of the garden waste over an approximately 3 to 6 months duration. The compost could improve soil structure and water penetration hence it is suitable for growing new plants in the golf club and for soil amendment purposes.



“Composting garden waste is one of our initiatives that is in line with the Group’s waste minimisation policy. It reduces waste generation and making efficient use of natural resources, also enabling nutrient cycle in soil preparation for new plants.

JACK LIM
Palm Garden Golf Club”



Moving Forward

We are looking to build on the success of managing waste feasibly and cost efficiently, expanding initiatives and applying hands on experience in waste minimisation. Apart from practices that benefit our business operations, we have just kick started a food enzyme initiatives at Puteri Mart in Bandar Puteri Puchong to promote food waste management where fruit skins collected from fruit sellers are fermented to produce eco-friendly cleaning agent. The food enzyme is distributed to customers free of charge.

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.

Embracing Diversity

Nurturing Young Talents

Engaging Employees

Caring for Employees

Talent Development &
Capacity Building

Health, Safety & Security

SUSTAINABILITY

IGNITING WORK PASSION



HIGHLIGHTS



Workplace Health & Safety Achievement
ZERO FATALITIES



Total Health & Safety Training Hours attended
4,532 HRS



Total Security Training Hours attended
1,954 HRS

As one of the top ten developers in the country, the Group recognises the value of a strong and committed workforce in continually strengthening its foundation for business sustainability.

Therefore, the Group is committed to recruit, develop, engage and retain the best talents with the aim to drive excellence in performance and to be an employer of choice in the property industry.

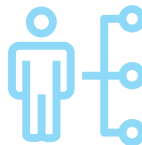
IOIPG Strategic Human Resource Management Focus



Increase Talent Pipeline



Retain High Performing Workforce



Establish Positive Internal and External Employer Branding



HR Digitisation

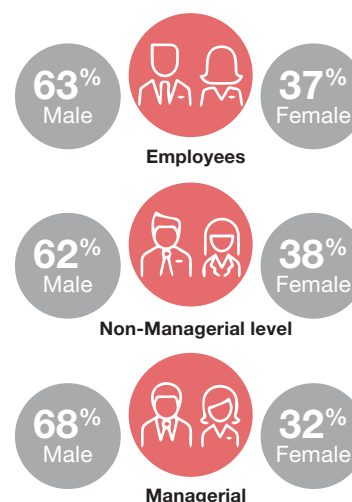
SUSTAINABILITY

EMBRACING DIVERSITY

At IOIPG, we practice diversity and respect in the workplace, providing equal employment opportunity in adherence to its Code of Business Conduct and Ethics. The spirit of inclusiveness and non-discrimination could also be seen embedded in our manpower structure and work culture at both the managerial and non-managerial level.

With female employees making up approximately one third of both the managerial level and non-managerial level of our workforce, we are proud to align our Sustainability Strategic Theme of **Inspiring Women** to the global agenda of women empowerment, providing equitable and competitive opportunity to female employees from the leadership to operational level of the company. In fact, a significant number of female employees at top management level has served the company for many years.

Gender Profile at IOIPG



Note: The data includes employees from all business units within the Property Development, Property Investment as well as Leisure and Hospitality business segments of the Group within Klang Valley only.



Lee Yoke Har
Executive Director

Lee Yoke Har has been appointed by IOIPG to the Board of Directors.

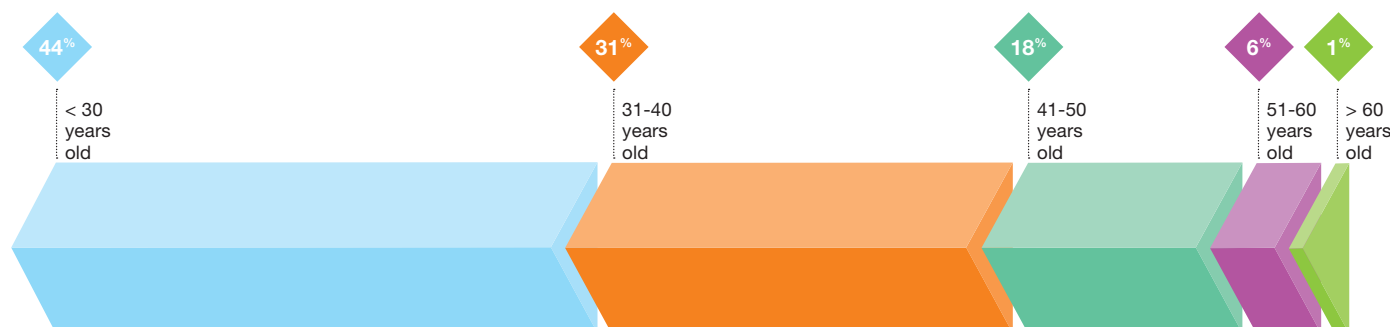
Since joining IOI Group as Legal Executive in 1996, she rose through the ranks and has held several key positions. One of her remarkable contribution was the implementation of Quality Management of International Organisation for Standardisation after her transfer to the property division.

She has held various senior management positions and was promoted to Senior General Manager responsible for Marketing and Business Development for the Group.

She is responsible for the planning and implementation of marketing and sales strategies as well as the design and development for projects in Klang Valley.

At IOIPG, the committed and tenacious workforce is of a healthy composition with a large pool of young talents, essential in ensuring continued delivery of excellence in products and services that exceeds the expectations of the young customer demographics of today and future generations.

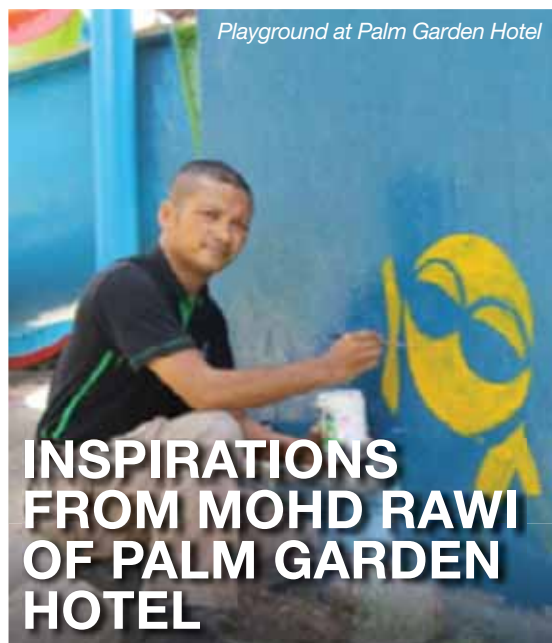
Age Profile at IOIPG



Note: The data includes employees from all business units within the Property Development, Property Investment as well as Leisure and Hospitality business segments of the Group within Klang Valley only.

SUSTAINABILITY

An IOIPG Sustain Story - Hearing and speaking impaired yet adding lively colours at the workplace



Could you please introduce yourself?

I am Mohd Rawi bin Abdullah, aged 45, been working as Display Artist at Palm Garden Hotel since February 2004. I am both hearing and speaking impaired.



What do you do as a Display Artist?

My job includes preparation of backdrop, drawing, painting murals, scallops, decorations with balloons & others, carving styrofoam). My work can be seen in Palm Garden Hotel as well as in Putrajaya Marriott Hotel.



What is your inspiration? What advice would you offer to disabled young people who are joining the workforce to pursue their dreams?

My family is my inspiration and the reason for me to work hard. The young generation should attend more training to continuously improve themselves.



What are the challenges you face as a Display Artist and how do you overcome the challenges?

Sometimes I have to work alone especially during eventful dates and peak season but my passion towards art and this profession guided me through the challenges.



“

Mr Rawi was hired as a Display Artist to prepare backdrops and decorations although there was no disabled persons hiring policy back in 2004. Many of the backdrops and artworks for events at the hotel are crafted by Mr Rawi. His paintings are also featured in the hotel as well as in Putrajaya Marriott Hotel. He was also invited to design the playground at the Clubhouse of 16 Sierra.

In echo with the 10th Sustainable Development Goals by United Nations, it's important as part of our initiatives to support the disabled community and promote acceptance of disabled persons. In principle, Palm Garden Hotel does not discriminate disabled persons. We welcome persons with disabilities to fill in positions in the hotel and we shall at all times try our best to accommodate their special needs.

AUDREY YAP
Manager,
Palm Garden Hotel

”

SUSTAINABILITY

NURTURING YOUNG TALENTS



Interns attached to Corporate Communication and Sustainability Department

Changing Mindset - Embracing Sustainability

In support of young talent development, interns were offered the formal working exposure at the various business units within the Group. In line with IOIPG's Sustainability Strategic Theme of nurturing **Young Urbanites**, these interns were given opportunities to gain valuable knowledge and hands-on experience in various functions of property development, property investment, leisure and hospitality. Interns attached to the IOIPG Corporate Communication Dept had the opportunity to participate actively in the Sustain Stories project, making animated series of IOI Sustain Stories video clips for internal sustainability awareness purposes.



Our interns at a charity race

HIGHLIGHT

IOI Sustain Series

In Q4 2017, IOIPG kick-started the IOI Sustain Series project aimed at reinforcing internal brand pride, creating sustainability awareness with the ultimate intention to instil Sustainability Ownership and encourage employee participation in sustainability at home and workplace. The IOI Sustain Series consists of a series of activities that creates emotional connection among the targeted internal audience towards socio-economic well-being and environmental ethics.

The first of the IOI Sustain Series was the IOI Sustain Stories – a series of IOI Stories related to IOIPG aimed at initiating internal mindset change, and encouraging a sense of ownership towards sustainable practices. The content selection and verification as well as choreography and creative artwork for the Sustain Stories production were all created by our very own people, for our people.

Apart from Sustain Stories under the umbrella of IOI Sustain Series, Sustain Talk is currently in the pipeline, with practitioners and subject experts invited to educate IOIPG staff on green lifestyle and green practices. Participation in the IOI Sustain Series programme is expected to generate collective impacts on both mindset and behavioral change in relation to sustainable practices at work. This is in line with the **Mindset Change** strategic themes of shifting perspectives from reactive to a proactive lifestyle strengthened by determination to make an impact on the economy, environment and society.

SUSTAINABILITY

ENGAGING EMPLOYEES

In its efforts to provide its employees a professional work place that is balanced with exciting and youthful internal events as well as to cultivate a strong sense of belonging, IOIPG encourages various forms of employee engagement for instance focus groups, team building, festive celebration, participation in charity events (e.g. charity runs and charity fun fair), family day and annual trips amongst others. At our hotels, employees are invited to afternoon tea session with the General Manager, apart from quarterly Associate celebrations and departmental meets with Associates whereby employees are welcomed to share their thoughts and views.

In order to uphold transparent process in managing grievances and enable effective communication, the Whistleblowing Policy is in place to manage breach of Code of Business Conduct and Ethics to ensure legitimate, equitable and rights-compatible dialogue. The principles of United Nations Global Compact are also adopted for promoting mutual respect, fostering collaborative work relationship with non-discrimination in the dynamic set up of the Group.



Palm Garden Hotel - Team Building



Chinese New Year Senior Management Engagement Dinner



Le Méridien Hotel Putrajaya - Team Building



Palm Garden Golf Club-Employee Birthday Celebration & 5th Anniversary



Putrajaya Marriott Hotel - Team Building

SUSTAINABILITY

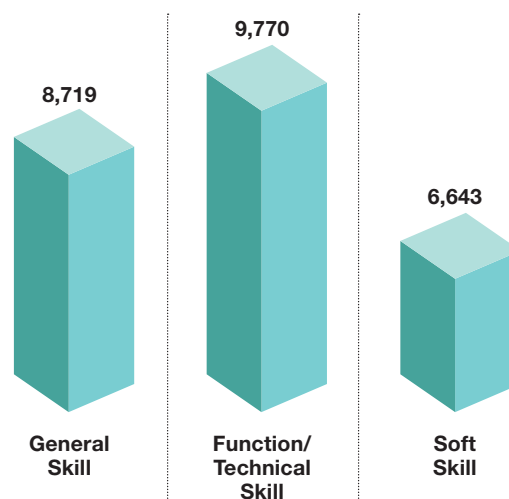
CARING FOR EMPLOYEES

Our employees are provided with a competitive package and aside from standard entitlement such as leave, medical and insurance coverage, qualified employees are eligible for compensation incentives, employee referral incentive and long service awards as appreciation of the employees' efforts towards building the company's capacity. Employees with excellent and outstanding performance are recognised and duly rewarded for instance the Best Employee Award, Service Champion Award and due recognition for positive guest comments amongst others. In addition, IOIPG employees enjoy dining, shopping and sporting privileges at selected outlets within investment properties managed by the Group.

TALENT DEVELOPMENT AND CAPACITY BUILDING

As the Group continues to expand with more development and investment in the pipeline, the human capital capacity building is indispensable to the company's growth. New projects and business plans open up opportunities for employees to not only hone their skills but to assume more responsibilities, take on new challenges that provides viable career path to dedicated and committed employees to rise through the ranks. Thus, talent enhancement is prioritised at IOIPG, recognising potential and addressing knowledge and skill needs to develop our human capital. As on the job training is crucial to ensure employees perform in optimum manner at their respective work area, priorities are given to trainings to improve functional or technical skills, general skills and last but not least soft skills.

Accumulated Training Hours
In FY2017 (Hrs)



Note: Project site based functional skills training hours are not included as data collection will commence in FY2018.



Customer Service & Interpersonal Skills Workshop

SUSTAINABILITY

Whilst most of the training aim to enhance knowledge, boost core working skills and improve service, there is an emerging demand in health and safety as well as other sustainability trainings. In our hotels, training sessions are designed to improve hotel services and raise the bar of customer experience which includes food handling, kitchen services, Halal food awareness, service recovery, security risk management as well as sustainability awareness related subject matter. In ensuring shared values with business associates for high performance and excellence in products and services, some of our contractors and consultants are encouraged to participate in selected and relevant training or awareness programmes.

Throughout the financial year 2017, 87% of the trainings were provided in-house, while external expertise was also invited to coach and share knowledge on specific subject for example safety and security, sustainability awareness and green practices. Education subsidy and examination awards are made available to encourage lifelong learning amongst employees who wish to pursue advancements in knowledge and skills that result in mutual benefits to both employee and employer.



Focus group discussions at Sustainability Workshop



Sustainability Awareness Seminar attended by employees across business units



Maximising Personal Performance in the Workplace

In a nutshell, recruiting, nurturing and retaining talent has always been the priority in human capital development at IOIPG. Many of the current Senior Management team members have experienced rewarding career growth with the Group. Young talents have been absorbed into our workforce with their potential identified and nurtured for upward mobility on the corporate ladder. The diverse pool of talent coupled with teamwork and mutual understanding pervasively assimilated in the work culture at IOIPG provides a conducive environment for employees to excel. The nurturing of talent and empowerment of employees, together with its non-discrimination in its hiring principle, support the Global Goal 8 of the United Nations Sustainable Development Goals in promoting decent work and economic growth which emphasises productive employment of women and men, young people and persons with disabilities.

SUSTAINABILITY

HEALTH, SAFETY & SECURITY

IOIPG continually strives to provide for its employees, a dynamic and invigorating workplace environment where shared values and prioritised business strategies drive workforce performance towards sustainable business growth and deliver desired results. One of the drivers of such a conducive workplace is health, safety and security as stipulated in the Group's Code of Business Conducts and Ethics.

Our efforts in advancing best management practices in healthy, safe and secured work environment is conveyed through the Group Health and Safety Policy (*available on our website*). As procedural protocols improved over time, with new emerging impacts and evolving methodology, the Group Health and Safety Policy underpins the management system to address occupational health, safety and security risks. Besides the ultimate target of Zero Workplace Fatalities, which we achieved in FY2017, the policy seeks enhanced safety and security awareness amongst employees and behavioural change beyond compliance to statutory requirements, regulations and guidelines in relation to occupational health, safety and security. As such workshops and talks are organised to achieve high level of awareness, improved knowledge and enhanced skills required to drive results in managing health, safety and security at the workplace.

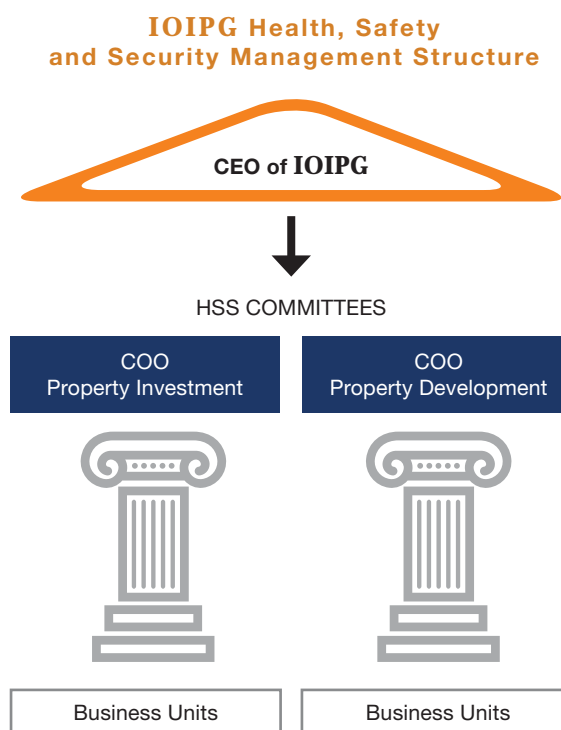
The matters of employee health, safety and security has oversight from top management at Group level, with Senior Management leadership at the helm of each business segment i.e. Property Investment and Property Development. Business units within each of the Property Investment and Property Development business segments of IOIPG has its individual safety committee to manage health, safety and security matters.

In view of the difference in business activities between the two business segments of Property Investment and Property Development, each has a different approach towards the management of health, safety and security matters.

Health, safety and security matters that has impact on tenants, occupants and customers of the hotels, commercial and office buildings managed by the Property Investment segment are more prevalent and are deemed high priority. Bi-monthly meetings are chaired by the COO of Property Investment and attended by all business unit heads and their respective Heads of Security to assess the safety and security matters related to its businesses and to enhance security management of the investment assets within the Group. The IOIPG Auxiliary Police was set up in 2014 to enhance security management and elevate security levels of properties managed by the Group. Our IOIPG Auxiliary Police personnel are trained and equipped to provide peace of mind to tenants, visitors and customers of properties managed by the Group.

Meanwhile, in the Property Development segment, issues of workforce health and safety at the site are prioritised with stringent procedures in place to address security matters that are of high concern to the neighbouring communities of our development sites.

Thus, apart from generic training and strategic alignment workshops on Health, Safety and Security Management, each committee may organise its own training and subject matter-related activities.



SUSTAINABILITY

In FY2017, the accumulated hours of Health & Safety as well as Security Training attended are **4,532 hours** and **1,954 hours** respectively.

Health, Safety and Security trainings	Health, Safety and Security activities
First Aid	Gotong royong
Security and Safety	Larvae-ceding Activity
Rethinking Building Safety for Malls	Mosquito Fogging Activities
Evacuation Procedure	Health, Safety and Security Campaign
Crisis Management Plan	Associates Induction/Safety Induction
Basic Fire-Fighting	Safety Committee Meeting
Hazard Identification Risk Assessment & Control	Toolbox Meeting
Basic Cardio Pulmonary Resuscitation	
Emergency Response such as Fire Drill and Bomb Threat	



Senior Management, Safety Management Heads and Security Heads of all IOIPG business units attending Security Risk Management and Counter Terrorism training



IOIPG Standard Technical Briefing Meeting

DEVELOPING SUSTAINABLE COMMUNITIES



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

Encouraging
Healthy Lifestyles

Investing in
Infrastructure

Urban Street
Rejuvenation

Unearthing Young
Talent, Empowering
the Future

Green Efforts

Treasuring
Community
Relations

Advocating
a Circular
Economy

Helping Hands

Volunteering
for a Good
Course

SUSTAINABILITY

HIGHLIGHTS



Total Scholarship Granted
RM6.3 million
(To date)



Young Achievers' Awards
RM569,000
Total Amount Awarded
(To date)



Student Adoption Programme
RM3.8 million
(To date)



Building of schools
RM19.2 million
(To date)



Construction of Multi-purpose Hall
RM2 million



Upgrading of Interchange
RM20 million

IOIPG reaches out to those in need through monetary contributions as well as community development activities as we uphold our belief that the communities we have built are the reasons for our existence. We strive to offer the best support and to contribute to the society in which we operate.

Thus, the Group enhances socio-economic benefits for the deserving and creates social impact through community programmes and activities that are aligned with our Sustainability Strategic Themes of **Mindset Change**, **Inspiring Women**, **Young Urbanites** and **Urban Green**. These programmes are aimed at achieving sustainable results of creating awareness and instilling ownership of sustainability, supporting and inspiring women in building human capacity, nurturing young minds, creating purposeful work-life experiences; and encouraging green efforts in our urban environment.

We believe in starting them young, nurturing them with values that respects the environment and making a difference to society. As such, our programmes are planned for long term engagement with the purpose of achieving desired results of mindset change amongst the community, spreading its influence to touch the minds and lives of many within and beyond our physical and geographical boundaries.

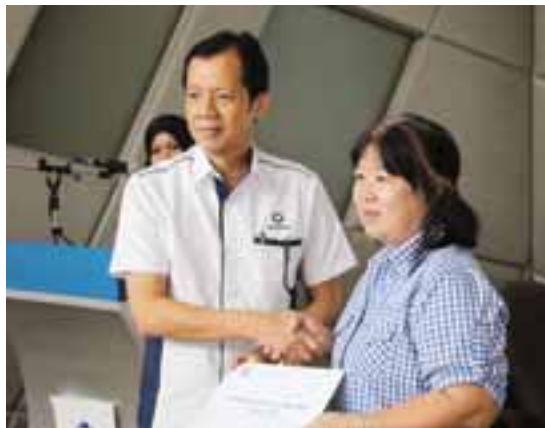
We collaborate with our network of business associates, non-profit organisations and subject matter experts in crafting and creating environmental focused and socio-economic impact programs. Amongst them are charity runs, sports competitions, health and wellness festivals and eco-focused activities that encourages a healthy and environmentally responsible lifestyle; and technical skill-based activities including photography, coding, science and robotics workshops and competitions.



Embracing diversity and staying healthy - IOI City Mall Run 2017

SUSTAINABILITY

ENCOURAGING HEALTHY LIFESTYLES



Sponsoring participants from House of Joy for the IOIPG Obstacle Run 2016



A great time in the muddy rough trail of the IOI Obstacle Run 2016

We believe that living a healthy lifestyle is the way to achieve sustainable living. Hence, the Group has taken steps to advocate and encourage healthy living within the communities by organising sporting events.

In FY2017, the Group has successfully organised a series of sports-themed events aimed at encouraging the communities particularly young urbanites to stay healthy through sports. IOIPG Obstacle Run 2016, IOI City Mall Run 2017 and IOI Putra Charity Run 2017 were some of the events organised.

In organising such events, the Group has the less fortunate in mind, channelling funds to charity organisations and including them in the event activity.

The inaugural annual IOI Putra Charity Run successfully raised a total of RM66,000 in FY2017 which was channelled to Kiwanis Down Syndrome (Kulai Centre) and Amitabha Centre Kulai.

HIGHLIGHT

700
participants



IOI OBSTACLE RUN 2016

IOIPG organised its first obstacle run aptly named IOI Obstacle Run on 4 December 2016 at Bandar Puteri Puchong attracting 700 participants.

The event is in line with IOIPG's efforts in advocating healthy lifestyle via sports and outdoor activities. Besides encouraging bonding with family and friends, it aims to encourage appreciation of the outdoors. An obstacle run offers participants exciting challenges of different levels and this helps boost confidence in youths as they prepare for adulthood.

IOIPG sponsored teenagers from two homes located in Puchong to participate in this event.

Being a township developer focusing on sustainable property development, the obstacle course was constructed with used or recycled materials such as tyres, drain pipes, woods etc. whereby participants experienced a whole new challenging experience.

HIGHLIGHT



1,000
participants

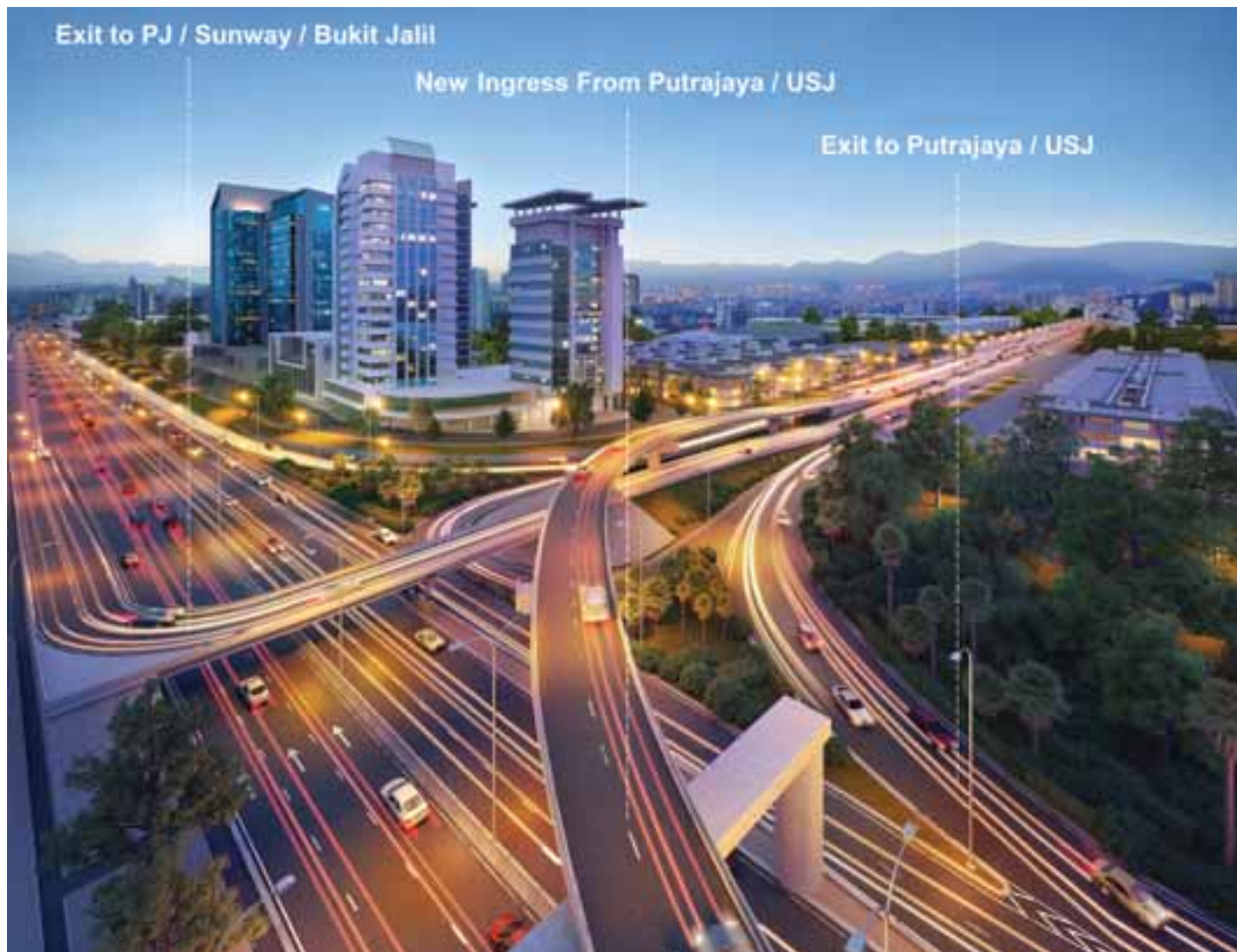
IOI CITY MALL RUN 2017

More than 1,000 people including 100 disabled participants took part in the IOI City Mall Run 2017 held on 19 March 2017

SUSTAINABILITY

INVESTING IN INFRASTRUCTURE

Enhancing connectivity is in line with the Group's current focus on transit-oriented developments.



An artist's impression of the RM20 million Bandar Puteri Puchong Interchange

HIGHLIGHT

**INTERCHANGE
UPGRADED**



RM20 MILLION

One of the most significant effort which IOIPG has embarked on in FY2017 is the RM20 million project for the upgrading and expansion of Bandar Puteri Puchong Interchange at Puchong. Bandar Puteri Puchong is one of the most bustling township developed by the Group and the interchange is currently serving the 1,000 acre township with an estimated population of 11,500 residents; a thriving business hub of approximately 600 shop offices, 4 blocks of office towers at Puchong Financial Corporate Centre (PFCC) and Four Points by Sheraton Puchong. This enhanced infrastructure will be able to ease traffic flow and improve accessibilities within the township which will contribute towards a thriving community. In addition, the Group also foresees that this effort will contribute to greater property value appreciation for Bandar Puteri Puchong.

SUSTAINABILITY

Rail Convenience

Public Transportation such as the LRT offers convenient mode of transport. With the 2 newly-completed LRT stations and shuttle buses between our PFCC commercial development and IOI Mall Puchong as well as between IOI City Mall and KTM Serdang, there will be a car-free transportation option for the community.



Bike-Sharing

The Group is currently in talks with a bike-sharing services company to provide a platform which allows everyone to take short trips within our developments with just a mobile phone app. Renting and payment are effected via the app. This initiative is part of the Group's commitment in encouraging the community to live a more active and healthier lifestyle while playing their part in reducing emission of GHG. Once activated, the bike-sharing programme is expected to be placed at strategic landmarks for community use.

Meanwhile, IOI Mall Puchong has 30 bikes at its mall as part of its effort in supporting of a greener environment.



Multi-purpose Hall

A newly built 7,000 sq ft multi-purpose hall located at Bandar Puteri Puchong was handed over to MPSJ in March 2017. This RM2 million multi-purpose hall was built as part of the Group's continual efforts in enhancing community development and building harmonious community relations.

Building of School for the Community

As part of its efforts in enhancing quality of life amongst its community, the Group has also supported the construction of schools in its township namely SJKC Shin Cheng (Harcroft), (formerly known as SJKC Ladang Harcroft) located at Bandar Puchong Jaya.

URBAN STREET REJUVENATION

The Group's successful township developments are structured on the concept of creating business and residential communities that co-exist for mutual support with high accessibility and connectivity to ensure a successfully vibrant township, providing return of investment and an urban lifestyle that exceeds expectations. Such a concept had successfully created thriving commercial centres and urban residential enclaves that offers investment opportunities and contemporary lifestyle that caters to the multi-generational communities within its township developments. As the township matures through a robust period of business activities particularly in a highly successful and busy commercial areas, a time of rejuvenation is inevitable.

Thus, our participation in the Majlis Perbandaran Subang Jaya ("MPSJ") Rejuvenation Program was both meaningful with the purpose of putting in action, our commitment towards creating thriving communities in our township developments and colouring the lives of the people who defined the characteristic of each township. The program initiated by MPSJ was aimed at sprucing up the backlane of Jalan Kenari 5 in Bandar Puchong Jaya with murals decorating walls along the walkway, rejuvenating the surroundings of the matured commercial area renowned for its banks, educational centres, consulting firms, food outlets amongst others. This remarkable initiative has improved overall cleanliness and added lively colour to the area, impacting the lives of its community.



SUSTAINABILITY

UNEARTHING YOUNG TALENTS,
EMPOWERING THE FUTURE

It is widely anticipated that the future will be defined by the rise of the millennials not just through technological advancement but by the purpose of their existence and their desired achievements in the areas of financial independence and social recognition. In recognising this, the Group is committed to unearth and nurture young potential, developing passion into opportunities, and creating avenues for exposure to knowledge and skills that will open new avenues of realising future success stories.

Our commitment to strive for a future that is positively impactful to our young generation is embodied in our focused efforts in the area of basic and higher education, skill-based development and most importantly character-building and mindset shift. These efforts are both to nurture the bright young potentials of our society as well as to provide the less privileged the access to quality education and to equipped them with skills that provide them economic opportunities and decent work options.

“ It is our hope to empower the young to lead our future. ”



House of Joy familiarisation trip at Le Méridien, Putrajaya

Young Urbanites in Discovery

In line with the Sustainability Strategic Themes of **Young Urbanites**, familiarisation visits to our hotels are organised for young teenagers of children’s homes. These teenagers meet the pre-requisites of having interests in charting a future in the hotel industry. Le Méridien Putrajaya and Four Points by Sheraton Puchong hosted the teenagers from House of Joy, Puchong, with friendly hotel associates shared their expertise from bed-making, pastry decoration to table setting during the 2-hour visits. These familiarisation trips are sustainable initiatives aimed at providing the teenagers an experience of the environment and work culture of the industry which we hope will be a useful point of reference in their educational and career choices in future. Besides that, it is an opportunity to unearth any potential interest, passion or talent in the industry and creating brand association amongst the young millennials.



Teenagers from House of Joy trying their hands on bed making during familiarisation trip at Four Points by Sheraton Puchong

SUSTAINABILITY

Yayasan Tan Sri Lee Shin Cheng - Nurturing Our Future



Young Achievers 2017

The Group's charity arm Yayasan Tan Sri Lee Shin Cheng (Yayasan TSLSC) have been actively involved in many community outreach programmes which focuses on education and human capital development.

To date, Yayasan TSLSC has contributed over RM43 million to various schools, hospitals, welfare homes and charitable bodies, and has given scholarships and grants to more than 2,500 students.

Yayasan TSLSC has contributed RM5,040,000 as school building funds to four schools in FY2017. For the past years, we have contributed over RM19 million to various schools for this purpose.

Scholarship Awards

Yayasan TSLSC has since its inception granted scholarships worth over RM6.26 million to more than 250 academically outstanding students to pursue full-time undergraduate studies relating to the Group's business nature since its inception in the year 1998. Yayasan TSLSC deems it a great community investment to support qualified Malaysian youths and to help build the nation's human capital through the provision of scholarships.

Student Adoption Programme

The Student Adoption Programme (SAP) which was launched in year 2008 by the then Deputy Education Minister, Dr Wee Ka Siong was an effort to provide underprivileged children equal access to a good basic education as a platform for a brighter future. Adopted students would receive financial assistance and school bags from Yayasan TSLSC until they complete primary or secondary education. In FY2017, Yayasan TSLSC has sponsored more than RM400,000 in this programme. To date, near to 1,000 students from over 204 schools in Peninsular Malaysia and Sabah has benefited from this programme with a total sponsorship amounting to more than RM3.8 million.

HIGHLIGHTS

Yayasan TSLSC Contributions



Social

RM12.5 million



Education

RM29.7 million



Medical

RM892,000

(YTD)

Young Achievers' Awards

The Young Achievers' Awards ("YAA") was introduced by Yayasan TSLSC in year 1999 to motivate young students to strive for academic excellence. Awards comprising cash, plaque 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 extra-curricular activities.

A total of RM33,900 has been awarded to 68 eligible students in FY2017 with more than RM568,000 awarded to 1,497 students since the inception of the Awards.

Collaboration with MCII

In August 2015, IOI joined the Malaysian Collective Impact Initiatives (MCII) along with several other private companies, non-profit organisations and government agencies to collectively drive positive impact in the community. MCII was established with the objective of improving education in Malaysia and encouraging cross-sector collaboration, community engagement and youth upskilling which contribute towards successful employment after school. School retention and youth unemployment have been identified as the two main focus areas of MCII. Two schools in Klang, SMK Pandamaran Jaya and SMK Tengku Idris Shah are the pilot schools for the project.

SUSTAINABILITY

IOI-Puchong STEM

- Leading Innovation Amongst Puchong Students

In support of nurturing interest towards sciences and technology, Yayasan TSLSC collaborated with Chumbaka Sdn Bhd and Agensi Inovasi Malaysia (AIM) as a co-sponsor of the IOI-Puchong STEM Programme. The programme, launched on February 2017 at SJKC Shin Cheng (Harcroft) in Bandar Puchong Jaya is an after-school program which focuses on Science, Technology, Engineering and Mathematics (STEM). Yayasan TSLSC contributed RM112,875 in sponsoring 10 schools in Puchong in the STEM programme. The weekly two hour workshops on Arduino and Scratch are conducted by Chumbaka throughout the year to promote interest amongst students towards the STEM field and providing opportunities to spur passion to innovate. In the recent regional Young Innovate Challenge in July 2017, STEM students from SMK Bandar Kinrara Seksyen 1, SMK Batu 8 Puchong, SMK Puchong Jaya, SMK Puchong Jaya B and SMK Puchong Utama won 4 Gold, 4 Silver and 3 Bronze prizes. As Yayasan TSLSC continues to contribute towards educating and developing technological skills amongst our young students, these STEM students are currently learning App Making and will be competing in the year end Science Exhibition.

We believe that our future generations are the leaders of the world. Thus, we are taking every step we can to actively explore ways to nurture the young, specifically the less fortunate for them to grow up fitting well into society as well as contributing positively to the growth and development of the nation.



Datin Joanne Wong with the STEM students during the Young Innovate Challenge

Our Yayasan Scholars



Through Yayasan scholarship, students do not only receive financial assistance, but it gives us the aspiration and determination in striving for success and a guaranteed career after university. Yayasan gives us the urge to pursue our dreams, pay back to the community and be socially-responsible.



THANISHA A/P INDRAN,
Bachelor of Accountancy
Graduate.



Yayasan has helped a lot of students like me who are in need of financial assistance to further their studies and accomplish our goals without financial stress. I joined IOIPG after my graduation. I enjoy working here as it has made a difference to my life.



KOO HUI YEE,
Mechanical Engineering
Graduate.

SUSTAINABILITY

GREEN EFFORTS

As a responsible corporate citizen, IOIPG encourages its employees and community to nurture mother earth and protect its resources for a sustainable future. We believe that every individual can make a difference and positively impact the environment and society.

Earth Hour

In support of worldwide movement organised by the World Wide Fund for Nature (WWF), various business units within the Group organised annual Earth Hour events in their own unique ways such as dining in the dark, buskers unplugged performances in the dark and Lights Off Countdown. Earth Hour events are held annually where individuals, communities, and businesses play a part in a meaningful event, switching off non-essential electricity lightings and equipment for one hour as a symbol of commitment to the planet.

The effect of being apart of darkness effectively enlightens those who are affected by it; and we hope that this will create a deep sense of awareness and encourage every individual, community, organisation or businesses to commit to responsible use of Earth's non-renewable resources for a sustainable future for all.



HIGHLIGHT

Earth Hour at Putrajaya Marriott Hotel

As the clock ticked 8:30 pm on 25 March 2017, Putrajaya Marriott Hotel honored the global celebration on Earth Hour by switching off all façade lights including signage and billboards lights, as well as lighting at main lobby, function room foyer and restaurants. Earth Hour T-shirts were on sale and money collected was donated to WWF Malaysia.



Taglined "Change Climate Change", the event intends to call for immediate action from society in response to the various climate change repercussions resulting from increasing global temperature due to global Greenhouse Gas (GHG) emissions.

Upcycling

As part of our strategy to be the catalyst of mindset change, many other green activities are regularly organised at all our IOI Galleries across the Klang Valley during weekends to engage our communities within our townships. These activities are aimed at encouraging the community to live greener and to take on personal responsibility to care for the environment. Some of the activities involves modifying existing products using resources that are easily available within our home such as



Fruit Enzyme Workshop at IOI Galleria Bangi

T-Shirt painting, fruit enzyme & detergent making. Aligned with our Sustainability Strategic Themes focusing on **Mindset Change**, **Young Urbanites** and **Urban Green** activities, such creative weekend activities provide insights into the many creative upcycling possibilities of sustainable urban style living, initiate interest particularly amongst the young towards sustainable lifestyles.

SUSTAINABILITY

TREASURING COMMUNITY RELATIONS



As part of our efforts in building a thriving township and harmonious community, it has always been our priority in maintaining a good relationship with our communities. Our customers are the reason of our existence and we take pride in ensuring that we extend our appreciation towards their support to us whenever possible.

IOI Privilege Card - Rewarding loyalty

The IOI Privilege Card loyalty program was first introduced in the year 2009 as a community discount card for existing property purchasers as well as residents within our township developments. It was initiated with the purpose of creating a sense of exclusivity by fostering a sustainable relationship between business and residential communities within the IOIPG townships as the communities get to enjoy exclusive rebate in property purchases from IOIPG, discounts and special privileges for shopping, dining and many more.

The IOI Privilege Card will be going cardless which is in line with our sustainability effort to manage our environmental impact and as guided by the Group's waste minimisation policy of reducing waste being sent to the landfill.

Reach Out Community Newsletter - Connecting communities

As a township developer, we continuously make effort to build bridges and encourage bonding amongst the communities within our township developments.



With this in mind, a community newsletter, Reach Out, was introduced in year 2003 as an avenue to reach out to not just the residents in our township developments but providing community news and creating a sense of pride and belonging which are essentials in community building. It is the nation's first non-commercialised community newsletter that is published and distributed free. As it gained popularity through the years, it has managed to reach out to communities within our townships and beyond.

About 40,000 copies of Reach Out are printed and distributed each year with pick-up points at our malls, hotels and selected business outlets; as well as e-copies being accessible on our website. In support of the Group's waste minimisation policy that advocates reduction of paper use and minimising waste to the landfill, Reach Out went 100% paper-free in November 2016 and is now only available on our website.

SUSTAINABILITY

ADVOCATING A CIRCULAR ECONOMY

Bargain Basement, a social enterprise undertaken by Yayasan TSLSC, is a retail store based on the concept of circular economy which encourages the public to donate their pre-loved and unused items to the store, which will then be sold at a minimal cost with net proceeds being channelled to different charity organisations. Yayasan TSLSC believes this initiative could encourage the public to reduce its environmental impact by supporting the 3R principles (Reduce, Reuse and Recycle) by donating the pre-used items for re-selling. This initiative could also impact the society positively by promoting cluster-free homes and offices; providing low-priced items for the community; promoting the buying of pre-used items; reducing consumerism and by supporting local charities. Overall, this initiative has a sustainable impact in which it creates a win-win situation that benefits both the donors and buyers. Armed with a “Give to Inspire Others to Give” motto, the charitable store started its first outlet at IOI City Mall on 1 June 2016, with its second outlet expected to open soon at IOI Mall Puchong.

In FY2017, numerous charity organisations including Yayasan Chow Kit, Yayasan Seribu Harapan Malaysia, Pertubuhan Kristian Aman Selangor, Pusat Jagaan Kanak-kanak Istimewa Lagenda amongst others have benefitted from a total sum of RM61,890 contributed by Bargain Basement.



Bargain Basement



SUSTAINABILITY

HELPING HANDS

Over the years, amidst our quest for business ventures, the Group has initiated and supported many activities to ensure that the welfare of our communities is being taken care of. These initiatives are part of our sustainability efforts aimed at providing assistance to charitable organisations in carrying out their programmes and to ease their daily operational cost.

As part of our efforts in showing our support towards equal opportunities and inspiring others particularly the less fortunate to achieve their goals, we are exploring programmes and activities that will be able to provide assistance to single mothers who will one day be inspiring women to their families and the community.

It has been long embedded in the Group's culture to always have the less fortunate in mind throughout our business venture, wherever possible, as we believe that everyone deserves a life nothing less than the rest.

With this in mind, the respective business within the Group organises numerous festive events, which sees them inviting various orphanages, old folks' homes and disabled communities to attend dinners and outings with our business associates and employees.

In the spirit of collaboration for sustainable impact, our Property Investment business units collaborates with various business associates, tenants and organisations to bring fun and cheer to many.

Putrajaya Marriott Hotel and Palm Garden Hotel jointly brought Hari Raya cheer to the underprivileged with TV3 and Karangkraf. IOI City Mall and IOI Mall Puchong too collaborated with their tenants including AEON, Parkson, Tesco, GSC, Manhattan Fish Market amongst others to bring festive cheer to underprivileged children and the elderly. Other collaboration efforts included Putrajaya Marriott Hotel's Chicken Dance for Charity in support of Malaysian AIDS Foundation and Four Points by Sheraton Puchong's Ken Fix It Project with Yayasan Chow Kit Foundation that benefitted children of Shelter Home.

The Group's commitment towards the betterment of the society is not only confined to our shores as our team in Xiamen has also extended a helping hand to the victims of Typhoon Meranti which struck the Fujian Province in September 2016. Essential items such as food and water were transported to the affected site to assist the victims wherever possible.

HIGHLIGHT

An IOI Sustain Story

Miss Tourism International Pageant 2016 delegates took the role of inspiring women at a Christmas charity dinner organised by Putrajaya Marriott Hotel and Palm Garden Hotel to inspire the underprivileged children attending the event. Participation of these beautiful ladies in supporting this charity event was meaningful as their poise, confidence and determination in representing their country in a global competition is a source of inspiration to encourage the same level of confidence and determination amongst the young invited guests from various charity homes.



Miss Tourism International finalists and charity home children



Mock Cheque presentation to a charitable home by Putrajaya Marriott Hotel and Palm Garden Hotel

SUSTAINABILITY

VOLUNTEERING FOR A GOOD CAUSE

The Group encourages volunteerism amongst employees in contributing to the society in which we operate. Our employees are encouraged to take on a selfless perspective of their role to serve a higher purpose as socially responsible individuals.

In FY2017, our employees participated in various running events where proceeds of such runs are channelled to various charitable organisations across the country.

Besides these running events, employees from our hotels namely Le Méridien Putrajaya and Four Points by Sheraton Puchong volunteered in a blood donation campaign in collaboration with the National Blood Centre.

Our shopping malls are very much a part of the community within our township developments, being the center of lifestyle shopping, dining choices and fun entertainment for family and friends. During festive seasons, our employees volunteers to participate in the mall events that bring festive cheer to the underprivileged and the elderly.



IOIPG employees at The Edge KL Rat Race 2017



IOIPG employees at the Bursa Bull Charge 2016



Blood Donation Drive at Le Méridien, Putrajaya

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Note:

This content index shows our referral to good sustainability reporting practices.

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G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Creating Value for Our Employees: Labour Practices Creating Value for Our Employees: Health, Safety & Security	98, 103, 104, 106
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G4-DMA	Disclosure on management approach	Creating Value for Our Employees: Labour Practices	98-102
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	Creating Value for Our Employees: Labour Practices	99-101
Labor Practices Grievance Mechanisms			
G4-DMA	Disclosure on management approach	Creating Value for Our Employees: Labour Practices	102
Security Practices			
G4-DMA	Disclosure on management approach	Delivering Excellence: Products & Services Responsibility (Social) Creating Value for Our Employees: Labour Practices	82, 98, 105 & 106
Sub-Category: Society			
Local Communities			
G4-DMA	Disclosure on management approach	Delivering Excellence: Products & Services Responsibility (Social)	78-80
Sub-Category: Product Responsibility			
Product and Service Labeling			
G4-DMA	Disclosure on management approach	Delivering Excellence: Products & Services Responsibility (Social)	78-80
G4-PR5	Results of surveys measuring customer satisfaction	Delivering Excellence: Products & Services Responsibility (Social)	80
Customer Privacy			
G4-DMA	Disclosure on management approach	Delivering Excellence: Products & Services Responsibility (Social)	79

Note:

This content index shows our referral to good sustainability reporting practices.