

Boiling With Top Performance, Low Cost & Renewable Energy *Page 2 >*



B E R I T A IOI

The Official Newsletter of



IOI GROUP

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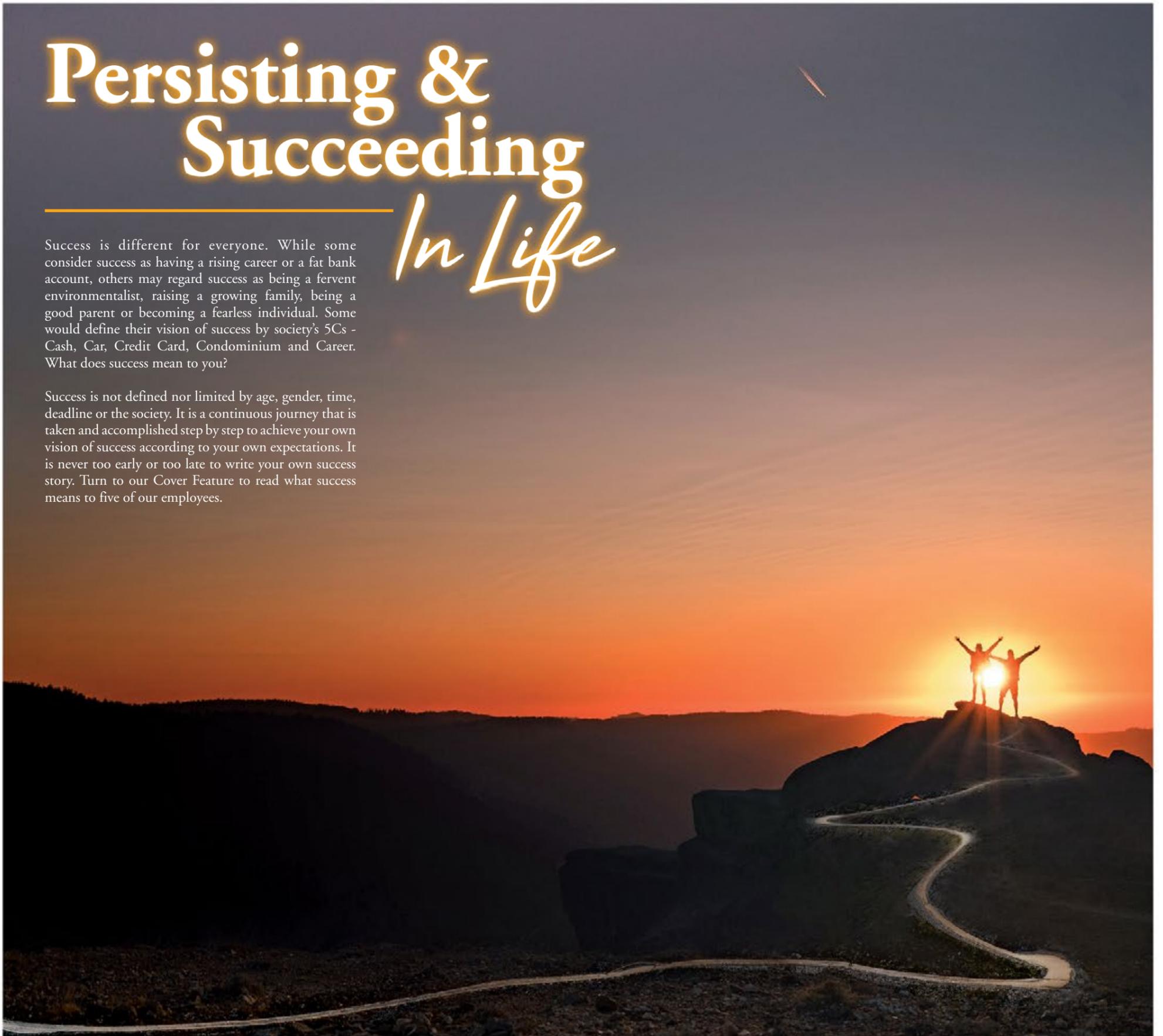
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Persisting & Succeeding *In Life*

Success is different for everyone. While some consider success as having a rising career or a fat bank account, others may regard success as being a fervent environmentalist, raising a growing family, being a good parent or becoming a fearless individual. Some would define their vision of success by society's 5Cs - Cash, Car, Credit Card, Condominium and Career. What does success mean to you?

Success is not defined nor limited by age, gender, time, deadline or the society. It is a continuous journey that is taken and accomplished step by step to achieve your own vision of success according to your own expectations. It is never too early or too late to write your own success story. Turn to our Cover Feature to read what success means to five of our employees.



IOIPrihatin
Instalment Payment Aid

FREE
8
YEARS*
Instalment

FREE
5
YEARS
Maintenance

0
ZERO
Interest
financing aid

+

IOISmartHome
A smarter way of living

Own a new home today
with **FREE** Smart Home features!*

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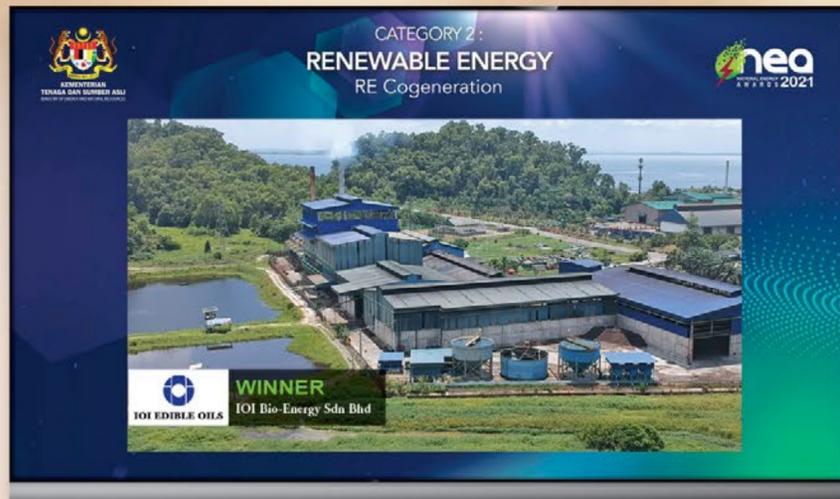
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Turn to page 17 for more information.

Scan here for more info



Boiling With Top Performance, Low Cost & Renewable Energy



The ultra-filtration, reverse osmosis and demineralising plant for water treatment.



Control and Data Acquisition) system, invertors to control fan speeds, a new pollution control system and a new soot blower assembly, all of which provide higher combustion efficiency, lower carbon emission and greater ease of operation.

This boiler addresses the problem of handling wet and entangled empty fruit bunches (EFB) fibres that is encountered in many similar boilers and in our previous boiler. It can operate efficiently with a maximum usage of EFB fibres and a minimum usage of palm kernel shells. A flue gas recovery stream helps to preheat the EFB, which results in further heat absorption and lower fuel usage.

Since we commissioned our new thermal-spray-coated boiler, we have reduced 15,436,080 kg of carbon dioxide, decreased particulate matter emissions by 70% and lowered fuel consumption by 32%. In addition, we have saved more than RM5 million in electricity supply from the grid. This cogeneration facility not only generates steam, it also supplies electricity and steam to IOIBE and neighbouring facilities. With its numerous improvements and environmental considerations, we are proud of our high-performance and eco-friendly boiler, and the people behind this award-winning project.

The ash that is removed from the electrostatic precipitator is an organic fertiliser rich in sodium and potassium nutrients that can be used as an eco-friendly substitute for chemical fertilisers.



The electrostatic precipitator, which is our two-field air pollution-control system, removes soot and ash.

The fuel shredding and conveying system provides sufficient quantity of chopped fibres for the operation of the boiler.



Many palm oil mill boilers operate at a flue gas temperature which exceeds 250°C, typically run on belt drives that cause significant energy loss. These boilers generally have a useful life span of 20 years. The team at IOI Bio-Energy Sdn Bhd (IOIBE) challenged themselves to build and operate a boiler with improved performance.

With their 40 plus years of experience in operating various boilers, our steam engineers contributed their ideas into the design of this new boiler. They were involved from the design to the construction and right up to the successful installation and commissioning of this new boiler in October 2019. We submitted our modified and improved boiler for the *National Energy Award (NEA) 2021*, a platform that highlights the development of ideas and best practices in driving the country's sustainable energy initiatives. We were recognised as the *Winner in Renewable Energy in the Cogeneration category* on 11 September 2021.

IOIBE's new boiler is equipped with unique designs which allow greater heat recovery, making it more fuel-efficient. It is equipped with a SCADA (Supervisory

Commendable IR Win



We were commended as one of the IR adopters and our integrated *Annual Report 2020: Poised & Future-Ready*, highlighting our future-ready focus to meet our Five-Year Plan which is driven by our five Strategic Priorities, was acknowledged in the event. It was recognised as a *Commendable Example for its Strategic Priorities* segment after fulfilling the criteria of IR, and was featured in the AICPA & CIMA: *The State of <IR> In Malaysia (2021) Report* which was launched at the virtual event. During the event, MIA President Dr Veerinderjeet Singh emphasised the need to improve the quality of corporate reporting and for organisations to adopt IR and share best practices with each other.

Since 2019, IOI Corporation Berhad (IOIC) has embarked on the integrated reporting (IR) journey to give a cohesive, transparent and comprehensive corporate reporting to our shareholders and stakeholders, including our customers, suppliers, business partners, local communities and employees. Our effort was recognised by the Malaysian Institute of Accountants (MIA) during the *Celebrating Malaysia's Journey in Integrated Reporting* virtual event on 2 September 2021.

The event showcased and celebrated 18 organisations amongst the 30 constituents of the FTSE Bursa Malaysia Index Series that have adopted IR. We have continued our IR journey by releasing our latest *Annual Report 2021: Accelerating Value Delivery & Impact*, which focuses on the progress of our five Strategic Priorities.

For more information, visit: <https://cutr.by/ARu1KOH>

Top In Customer Reviews

Location, Service, Cleanliness, Facilities and Price – these are the five key criteria that customers were asked on the quality of hotels. At least 40 reviews with an average review score of 8.0 and above are mandatory for any hotel to qualify for the prestigious *2021 Customer Review Awards* by international travel agency Agoda.

In July 2021, Le Méridien Putrajaya and Four Points by Sheraton Puchong emerged tops to receive the esteemed *Customer Review Awards 2021*, with an overall score of 9.2 and 9.0 respectively. The awards are a testament to the customers' confidence and satisfaction in our hotels. Congratulations to our well-deserved hotels, which are committed to continuously deliver excellent service levels, create memorable stay experience and sustain business returns.



Editor's Note

"Success is not final; failure is not fatal: It is the courage to continue that counts." This quote by former British Prime Minister Mr Winston Churchill encourages us not to be fixated on our failure or success, but to move forward continuously with passion, persistence and resilience; knowing that success is not elusive, nor is failure decisive. Assuredly, behind every success story is a route of setbacks, disappointments and stumbles coupled with a trail of fortitude, willpower and dedication that persuade one to advance before conceding defeat in life.

Winning Bid Towards A PRIME FUTURE

This new project will synergise with IOI Central Boulevard Towers, a project undergoing development in Singapore's Marina Bay district by IOIPG's subsidiary, Wealthy Link Pte Ltd.

While many developers are staying cautious amidst the Covid-19 pandemic, and others are battling against the uncertainty of the economy, IOI Properties Group Berhad (IOIPG) has confidently submitted a bid for a 0.78-hectare prime site at Marina View in Singapore via our wholly-owned subsidiary, Boulevard View Pte Ltd. We emerged as the sole bidder and successfully won the tender (which was launched on 28 June 2021 and closed on 21 September 2021) for the parcel of the leasehold land for S\$1.5 billion.

Located within the Marina Bay area, which is Singapore's prime financial and business district, the land is estimated to yield more than 100,000 square metre of space for 905 private residential units, 540 hotel rooms and 2,000 square meter gross floor area of commercial space. It will pave the way for a mixed-use development with residential, hotel and commercial elements.

Currently making good progress and on track to be completed by the third quarter of 2023, IOI Central Boulevard Towers will take the lead in fulfilling IOIPG's vision of infusing new verve into the Marina Bay area and drive the revitalisation of Singapore's Central Business District (CBD). This vision will be amplified by the Marina View white site mixed-use development.

Located at a prime location near four MRT stations, IOI Central Boulevard Towers is chiefly an office project offering about 1.25 million square feet (sq ft) of Grade A office space across two towers. It is designed to be an inspirational, vibrant milieu for high-technology, innovation-oriented businesses, complete with the city's first urban sky park with a dedicated jogging track, as well as food and beverage outlets over about 30,000 sq ft of retail space.



Built in the midst of a pandemic, IOI Central Boulevard Towers is finely tuned to meet the needs of businesses in the post-pandemic era. Its contactless features in common areas, high standards of indoor air quality and exclusive green spaces prioritise occupants' health and well-being. Its column-free and regular central-core layout caters to the need for flexibility in workspace planning in the new normal, while its energy-efficient systems support business aspirations for sustainable operations that minimise impact on the environment.

Altogether, both projects will welcome new businesses into the core of Singapore's business district and enable existing businesses to capture emerging opportunities, as the economy progressively opens up. Both local and international businesses can take advantage of the full spectrum of offerings from premium offices and commercial spaces to residences, hotels and/or serviced apartments to achieve their ambitions.

South Beach Residences Is Fully Sold

Launched in September 2018, every unit of South Beach Residences is generously sized with floor-to-ceiling windows and panoramic balconies that open up to the spectacular skyline views of Singapore.



Convenience with amenities within reach. Accessibility at its doorstep. Beyond these fundamental requirements, South Beach Residences offers all the advantages that led buyers to snap up the award-winning 190-unit luxury development that is strategically located within the Civic District in Singapore.

A joint venture between IOI Properties Group Berhad (IOIPG) and City Developments Limited (CDL), South Beach Residences has convenience at its fingertips. All residents will come home to a residential block that is complete with a wide range of recreational amenities within reach. Fitness buffs will enjoy the indoor gym and infinity pool. With JW Marriott Singapore South Beach right below the residential units, residents can also easily enjoy personalised services and hotel privileges.

South Beach Residences' location provides tip-top transport convenience with direct sheltered access to the Esplanade MRT station and City Hall interchange station. Within minutes, residents can reach the Esplanade - Theatres on the Bay, or visit nearby museums and art galleries. Through underground walkways, residents can also enjoy sheltered access to Raffles City, Millenia Walk and Suntec City. These are merely some of the many advantages of living in South Beach Residences.

What's more, the precinct will ultimately be transformed into a vibrant place to live, work and play in, with future plans and initiatives from the government. For investors, this translates into ease of renting out the units. Given South Beach Residences' unique selling points, it is no wonder that these trophy homes have been taken up by discerning buyers.



Magical Collaboration To Innovate Palm Oil Sector



The agriculture sector is one of the world's oldest industries yet unlike other industries, it has not evolved and progressed into the digitalised world as rapidly. The first technological revolution in agriculture made impressive strides. World Bank cited in 2008 that between 1961 and 2004, cereal yields in East Asia rose by 2.8% a year, or over 300% over the period, enabled by modern farming practices, including irrigation, use of fertilisers and pesticides, and the development of new and more productive crop varieties. Thereafter, the technological revolution has not impacted the agricultural landscape much.

But there is good news. Soon, there will be a platform for digital and technological advancements powered by Industry 4.0 due to IOI Corporation Berhad's (IOIC) timely collaboration with Malaysian Global Innovation & Creativity Centre (MaGIC) through the National Technology and Innovation Sandbox (NTIS) on 20 August 2021. What this means is together, we will provide opportunities for start-ups to offer technology solutions in addressing the current challenges in agriculture and palm oil sector, as well as to develop innovative palm-based products. There will be a platform for ideation and interactions with various sectors in the innovation eco-system. It will also help start-ups and young founders raise funds and scale the business.

IOIC Group Managing Director & Chief Executive Dato' Lee Yeow Chor said: "The initiative is in line with our commitment to innovation in enhancing our productivity, promote circularity as well as to increase our resilience and competitiveness for the future. It is also aimed to engage and inspire our youth and start-ups in entrepreneurship, help them take actionable steps to achieve their aspirations, and contribute to economic growth and job creation."

Meanwhile, MaGIC Chief Executive Officer Mr Amiruddin Abdul Shukor said: "NTIS provides the opportunity for new local innovations that can modernise Malaysia's agriculture sector, where local innovators will be able to test and validate their solutions with both public and private companies that they partner with." He further said: "We hope that this collaboration with IOI Corporation will help to address the current challenges in the palm oil sector through the adoption of technology while providing the access to our local innovators for testing and R&D that can unlock commercialisation of innovative solutions."

Since the inception of MaGIC in 1994, it has provided a community of start-ups, investors and eco-system players with capacity building programmes, market and funding opportunities, and regulatory assistance. Powered by MaGIC and other supporters, NTIS was launched in August 2020 and is spearheaded by the Ministry of Science, Technology and Innovation to reduce dependency on foreign labour, increase employment opportunities for Malaysians, increase Gross Domestic Product/Gross National Income, enhance the participation, investment and collaboration in research by the private sector as well as improve the country's commercialisation rate.

Over in our plantations, we have made progressive strides in our mechanisation and digitalisation front, such as implementing the mechanised fresh fruit bunches (FFB) main line evacuation system in about 40% of our plantation operations across Peninsular Malaysia, Sabah and Indonesia.

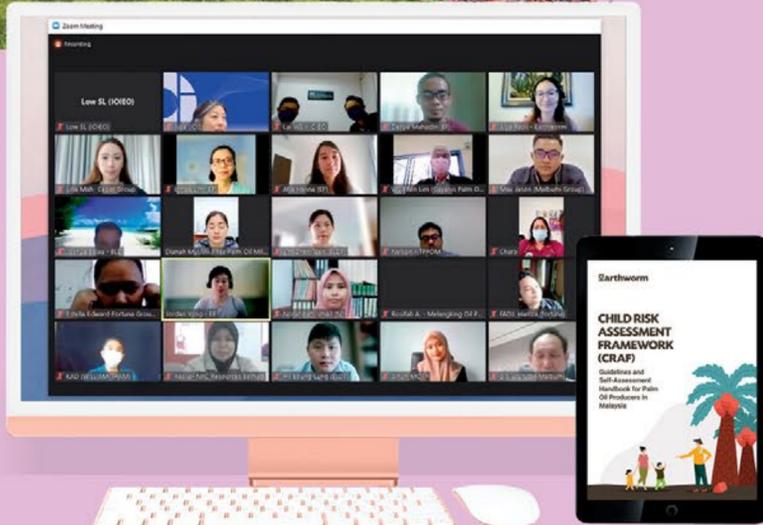


Let's Protect & Safeguard The Little Ones

Children are affected in multiple ways by the palm oil sector – as dependents of workers, members of the community, and at times as workers themselves. Without proper interventions targeting both workers in the sector and families in plantation communities, we cannot fully address the potentially adverse impact of the sector on children.

Palm Oil Supply Chain on 9 August 2021, as part of our Sustainable Palm Oil Policy commitments to meeting the *No Deforestation, No Peat and No Exploitation* (NDPE) requirements.

The focus of the webinar was on 'No Exploitation' towards women and children on plantations, who are often marginalised, vulnerable to discrimination and abuse, and have poor access to education and healthcare services. EF provided the information and moderated discussions on topics



such as *Protecting Women & Children from Sexual Exploitation, Violence & Abuse; Improving On-site Safety for Children; Provision of Maternity Protection; and Healthcare & Nutrition*. The webinar ended with EF showcasing their *Child Risk Assessment Framework (CRAF)*. It is a guidance document with six toolkits to identify risks faced by children in plantations and to develop solutions and address the issues. It also encompasses the protection of women.

The webinar, which was sponsored by Nestlé, consisted of training, breakout sessions and group activities. It was attended by over 40 participants

from senior and middle management, operations and sustainability teams, from both plantations and mills across Sabah and Sarawak. Some key principles on the protection of children, young persons and women included: communicate and ensure no discrimination (in terms of age, gender, nationality or ethnicity); ensure no child labour as children should be assisted to attend school; put proper health and safety measures in place; undertake necessary interventions in the best interest of women and children; inflict no harm; use a family and community-based approach; and initiate partnerships for the well-being of the parties.

"It is easier to build strong children than to repair broken men."

Mr Frederick Douglass
Former American slave turned social reformer and statesman

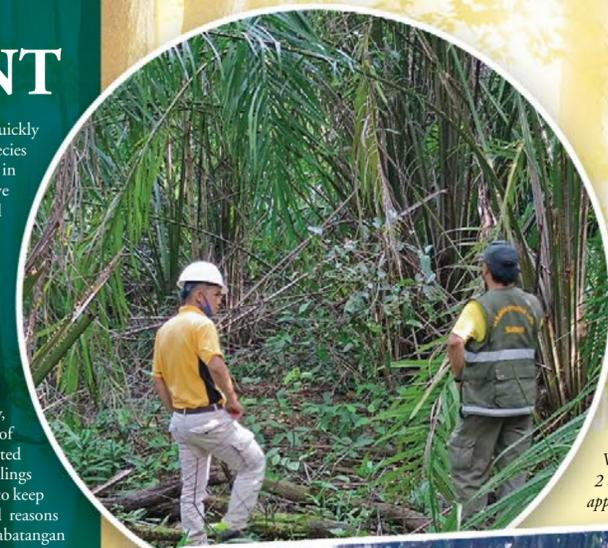


ENHANCING WILDLIFE MANAGEMENT

The world's smallest elephant – the Bornean elephant is quickly vanishing. Although it is an indomitable animal, the sub-species is down to less than 2,000 animals, all of which are found in Sabah, Malaysia. Due to the loss of their habitat, they have wandered into oil palm plantations for food, which have led to many types of human-elephant conflicts (HECs). Some have resulted in destruction, risks and damages. But it does not have to be this way. Humans and elephants can co-exist harmoniously.

IOI Plantation Services Sdn Bhd (IOI Plantation) has been collaborating closely with the Sabah Wildlife Department (SWD), HUTAN-Kinabatangan Orang-Utan Conservation Programme (HUTAN-KOCP) and Sabah Wildlife Rescue Unit (WRU) to conserve our elephants and more recently, have been successful in managing HECs with the assistance of communities. From July to September 2021, we have conducted briefings, knowledge-sharing sessions, field visits, night patrollings and increased electric fences at our estates. We are committed to keep studying the elephants' dynamics and reasons of movements across the Kinabatangan floodplain as well as devising efficient mitigation measures to minimise HECs in line with our IOI Biodiversity and Conservation Guidelines and our adoption of the United Nations' Sustainable Development Goals 15 (Life on Land) and 17 (Partnerships for the Goals).

Our Linbar 2 Estate is working together with SWD to initiate and strengthen the electric fences to deter wildlife encroachment into our estate.



With SWD's help, Bimbingan 1 & 2 Estates are searching for the best approach in elephant monitoring.



Conserving The Wildlife

"Do you know that National Wildlife Day is celebrated on 4 September? It is a special day that reminds us there are animals out there that cannot speak for themselves, so let us stand up and be a voice for them."

Malaysia is home to some of the most endangered species such as elephants, turtles, Malayan tigers, orangutans and tapirs. Wildlife conservation is necessary to ensure that these species do not perish and go extinct. The goal to protect our wildlife species brought together IOI Plantation Services Sdn Bhd (IOI Plantation) and various like-minded plantation corporations plus non-governmental organisations.



Thumbs up to Ms Veronica (top right) who presented during the World Elephant Day's webinar.

IOI Plantation Terusan Baru Estate Acting Manager Mr David Tatin and Sustainable Palm Oil Acting Manager Ms Veronica Abel were invited to share IOI Plantation's perspectives during the *Sembang Santai Hidupan Liar* webinars on 5 July 2021 and 12 August 2021 respectively. The webinar sessions were part of Sabah Wildlife Department's (SWD) *Environmental Education* initiative.

Mr David, who is also our IOI Plantation Honorary Wildlife Warden, spoke on the *Enforcement of the Wildlife Conservation Enactment 1997* while Ms Veronica spoke on *Partnership Collaboration with Stakeholders* on the aspects of wildlife management conflict in line with the *World Elephant Day* (WED) celebration on 12 August 2021.

Due to the Covid-19 pandemic, both webinars went virtual and were live on 5R Hidupan Liar's Facebook page. Apart from IOI Plantation, Wilmar International and community volunteers from Community Elephant Rescue Team Telupid, 7 Team and the Wildlife Department from Sandakan District, Sabah participated in the webinars by sharing their valuable experiences and exchange views to improve wildlife conservation. Meanwhile, representatives from SWD and Earthworm Foundation moderated the sessions.

Let us do our part to conserve our wildlife. Start by being more aware and learn about these endangered species. Let us share our knowledge about the wonderful world of wildlife with our family and friends.



Hussien Muin
Pegawai Hidupan Liar
Jabatan Hidupan Liar Sabah



Mathews Mangi
Wilmar International Ltd



David Tatin
IOI Ladang Sabah Group



Romineshon Kumpil
CERT Coordinator



Marcie Elene M. Jopony
Wilmar International Ltd

SEMBANG SANTAI HIDUPAN LIAR:
PENGUATKUASAAN ENAKMEN PEMELIHARAAN HIDUPAN LIAR 1997

5 Julai 2021
Isnin
9:00 Pagi

LIVE SR Hidupan Liar

Moderator
Juhana Johnny
Project Coordinator
Earthworm Foundation





Shining Light On Solar Panels

When we burn fossil fuels, such as coal and oil, to produce electricity or power our cars, we are harming our environment by releasing carbon dioxide (CO₂) and greenhouse gases (GHG) into the air, causing global warming. Solar power is one of the alternatives to replace our dependency on fossil fuels. Malaysia has a promising potential for large-scale solar power installations due to our tropical climate and ample sunshine which has an average daily solar radiation of 4,500 kWh/m².

IOI Acidchem Sdn Bhd has successfully installed a Feed-in Tariff (FiT) solar panel on the ACM1 Warehouse 2 roof, which enables us to generate up to 500 kWp of power. Our renewable energy project was successfully completed and commissioned on 25 August 2021. It will contribute an additional solar power of 125 kWp which is able to produce an estimated 2,129 kWh current per day. Thus, we are potentially reducing the GHG emission by about 500,000 kg of CO₂ per annum. We will continue to invest in renewable energy sources to decrease our dependency on fossil fuels and do our part for the environment.



From the solar panel on the Warehouse 2 roof to the inverter panel to the power meter panel, we are able to obtain our source of renewable energy.

Sustainability Maximisation In IOI Oleo GmbH

IOI Oleo GmbH pursues the self-declared goal of acting in an environmentally conscious and ecologically sustainable manner. At the beginning of the value chain in particular, we bear a great deal of responsibility and have a direct influence on the downstream industry. With this mission in mind and as a founding member of the Roundtable on Sustainable Palm Oil (RSPO), we develop sustainable solutions and products in all business units. The latest example is our MCT C8, which is now available as an RSPO segregated (SG)-certified variant.

We Live Sustainably!

It is exactly the same in IOI Oleo GmbH's Technical Applications business unit. Under the name SOFTENOL[®], we offer processing aids that our customers can use for the production of expandable polystyrene (EPS), also known as styrofoam. SOFTENOL[®] is made from purely vegetable oils, which are exclusively RSPO-certified raw materials. As an additional service for our customers, we offer blends that are individually adapted to the respective requirements of the end product. We thus ensure optimal production with highly efficient end products. And while we are talking about EPS, let us take a closer look at sustainability.

EPS makes a significant contribution to environmental protection because it is widely used as an insulation material. With an insulation layer of 14 cm, the requirements of the German Energy Act for Buildings (GEG) can easily be met. The "Holistic evaluation of various insulation alternatives" study carried out by the Institute for Energy and Environmental Research (ifeu) and Natureplus shows that styrofoam performs very well in components in which only insulation panels can be used.

Of course, sustainability goes further for us with the keyword "insulation": Good insulation ensures corresponding energy savings and thus less effort to generate energy. Another advantage is the issue of durability: Expanded polystyrene does not rot and remains in its function for up to 30 years, before it has to be disposed of.

In the past, used styrofoam had to be disposed of. Nowadays, companies often work co-operatively on sustainable recycling processes, with the result that both expanded polystyrene and polypropylene are now 100% recyclable.

Many of our customers rely on the work of PolyStyreneLoop, a non-profit organisation from the Netherlands. Members of the foundation are industry representatives from the entire value chain of polystyrene (PS) foam, for example, PS foam manufacturers, raw material and additive suppliers, foam processors and recyclers. 74 companies and organisations are currently members. The basic principle is to keep resources in use for as long as possible and to reuse them as raw materials for new products at the end of their life span.

One of our basic principles is to offer sustainable and nature-based products. We take our responsibility to nature and society very seriously and therefore align our own sustainability guidelines with our goals and company guidelines. We are very happy that more and more consumers are assuming this basic awareness and are insisting that value chains are systemised in a sustainable manner.

Insulation with styrofoam.

Harvesting Every RAINDROP

Every drop of water matters. Imagine when there is a water cut, which affects our normal routine, causes delay in our activities and much interruption until the water is finally restored.

IOI Edible Oils Sdn Bhd faced several water disruptions which hindered the flow of our operations and affected the smooth running of our newly commissioned boiler. Which is why we decided to install a Rainwater Harvesting System on the roof of our biomass power plant and nearby buildings to mitigate water shortage and ensure there is enough water to support our operations. After all, Malaysia receives plenty of rainfall throughout the year. In fact, we obtained a total catchment area of 2,235 m² of rainwater from our recently commissioned rainwater harvesting facility (in June 2021) at the rooftop of our nearby fibre warehouse.

New gutters are installed to collect and channel rainwater to the collection ponds.

The rainwater is collected and stored in large receiving ponds. Thereafter, it undergoes different stages of treatment at the water treatment plant based on its intended usage. Processes such as reverse osmosis, demineralisation and ultraviolet radiation produce various grades of treated water. From there, we channel the treated water to run the boiler and other machineries as well as supply adequate water to our

canteen. All our rainwater harvesting projects use gravity flow to channel the collected water to the receiving ponds so no additional energy is required throughout the process. With this effective, sustainable and eco-friendly way, we have no worries of any sudden water cuts, and we can attain constant water supply while conserving the extra water.

Collecting rainwater from the roof and channeling it into ponds requires no additional energy.



EARN CASH

By Recycling Your Used Cooking Oil

IOIkickstart collaboration



Recycle your used cooking oil and earn money in three easy steps.

Do you know that you can recycle your used cooking oil (UCO) instead of pouring it down the kitchen sink or into the drain? As convenient as it is, the oil will clog up the drains and disrupt the municipal sewer system, not to mention cause pollution.

There is a better way to dispose your UCO while earning money in return. You can now collect all your UCO for it to be recycled and repurposed into biodiesel, which is less harmful to the environment than regular diesel, and get rewarded for it.

As part of IOI Properties Group Berhad's (IOIPG) sustainability efforts, IOIPG collaborated with Arus Oil to build awareness and educate the people that UCO can be recycled to conserve the environment which is one of the six entrepreneur mentees under the IOI Kickstart programme initiated by IOIPG in 2020.

Arus Oil is an on-demand recycling platform for UCO that enables household and businesses to recycle their UCO conveniently.

Arus Oil started collecting UCO in a designated oil collection drum set up at a park located in Subang Jaya to tackle water pollution but has progressed to encourage the community to recycle their UCO by buying the UCO from them.

Now, Arus Oil has jumped on the digitalisation bandwagon for their oil collection initiative with the launch of their mobile app which enables easy request for a UCO collection at homes and easy access in monitoring the earnings from the accumulated UCO. What happens to the collected UCO? As the only verified and licensed oil collector by the Malaysian Palm Oil Board, Arus Oil will filter and lab test the collected UCO before converting it into biodiesel.

A proper recycling of UCO will have a lasting positive effect on the environment. When you consider what to do with your UCO, recycle it and think of the long-term benefits to the environment. You can do your part to contribute to a healthier and greener earth.

For more information on Arus Oil, check out: <https://bit.ly/IOIPGxArusOil>

Arrange for the collection (via Arus Oil app) of 5 kg of used cooking oil and receive a jerrycan to store all your future used cooking oil.

STEP 1



Sign up with Arus Oil Mobile App.



Filter and store your used cooking oil in a container.



STEP 2

STEP 3



Arrange for collection (minimum 5 kg) and earn cash.



Aligning Policies Through Conversations

Oil palm plantations are central to Malaysia's economic and social development, yet they are linked to deforestation and accused of contributing to climate change. By sharing knowledge with one another, learning best practices and recommending actions to address the challenges that are facing the palm oil sector, we can debunk these allegations and join forces to accelerate Malaysia's goal to achieve net zero emissions by 2050.

As part of IOI Corporation Berhad's (IOIC) sustainability approach, IOIC Group Head of Sustainability Dr Surina Ismail joined other industry experts in a webinar titled *Monitoring, Reporting and Verification* held on 4 August 2021. The talk is part of the *Plantation Sector Roundtable Series* organised by CEO Action Network and Climate Governance Malaysia, and is supported by Malaysian Green Technology & Climate Change Centre, PwC Malaysia and the Institute of Strategic & International Studies.

Dr Surina shared her perspectives on the need for proper monitoring, reporting and verification tools to improve oil palm landscapes' management and to enhance sustainability certifications' credibility. Through the use of palm-based renewable fuels and green products, oil palm plantations can potentially deliver carbon-reduction solutions that contribute to the country's journey into decarbonisation.



Dr Surina (bottom left): "IOIC aims to reduce its total carbon output by 40% by 2025 through our IOI Climate Change Action Initiative."

"CAN MALAYSIA ACHIEVE NET ZERO EMISSIONS BY 2050?"
A private sector roundtable series to solicit feedback and recommend future policies and provisions

PLANTATION SECTOR ROUND TABLE SERIES

- 2pm-3:15pm Wednesday 4 August 2021
Monitoring, Reporting and Verification
Speakers: Nuraini Sulaiman (Russumber), Dr Surina Ismail (IOI), moderated by Altam Mahadi (SIS)
- 3:15pm-4:30pm Wednesday 4 August 2021
Optimising Resource Use
Speakers: Dr Halimulhanna Kalderemattagan (Sime Darby Plantation), MB Chandran (RSPO), Dr. Qiu Kiat Seng (Mitsubishi Industry Palm Oil Education and Research Platform), moderated by Dr Gary Theodoris (MGTC)
- 4pm-5:15pm Thursday 12 August 2021
Convergence of Carbon Sinks and Biodiversity
Speakers: Daniel David Wilber (technical advisor, ex RSPO), Dr Glen Reynolds (SEARSP), Dr Simon Lord, moderated by Dr Kalanithi Neeraman (CGM, IOI)

Organized by: CAN, IOI, RSPO, Sime Darby, PwC, MGTC

Content Partner: Sime Darby, PwC, MGTC

With the support of: Sime Darby, PwC, MGTC, IOI, RSPO, CAN

RSVP: www.us50my.pwcc.com

Most people have never heard of kenaf. Yet it is a plant that has existed for over 4,000 years in Africa. Scientifically known as *hibiscus cannabinus*, kenaf is a warm-season crop that belongs to the family of hibiscus, cotton and okra. Historically used as a cordage crop (rope, twine, and sackcloth), its uses have evolved to various forms such as building materials, furniture, mattresses, prayer mats, animal feed and more.

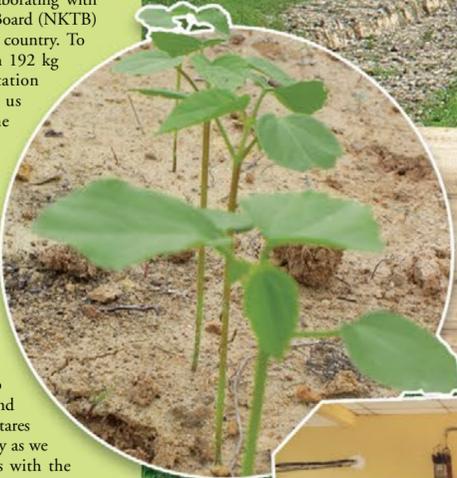
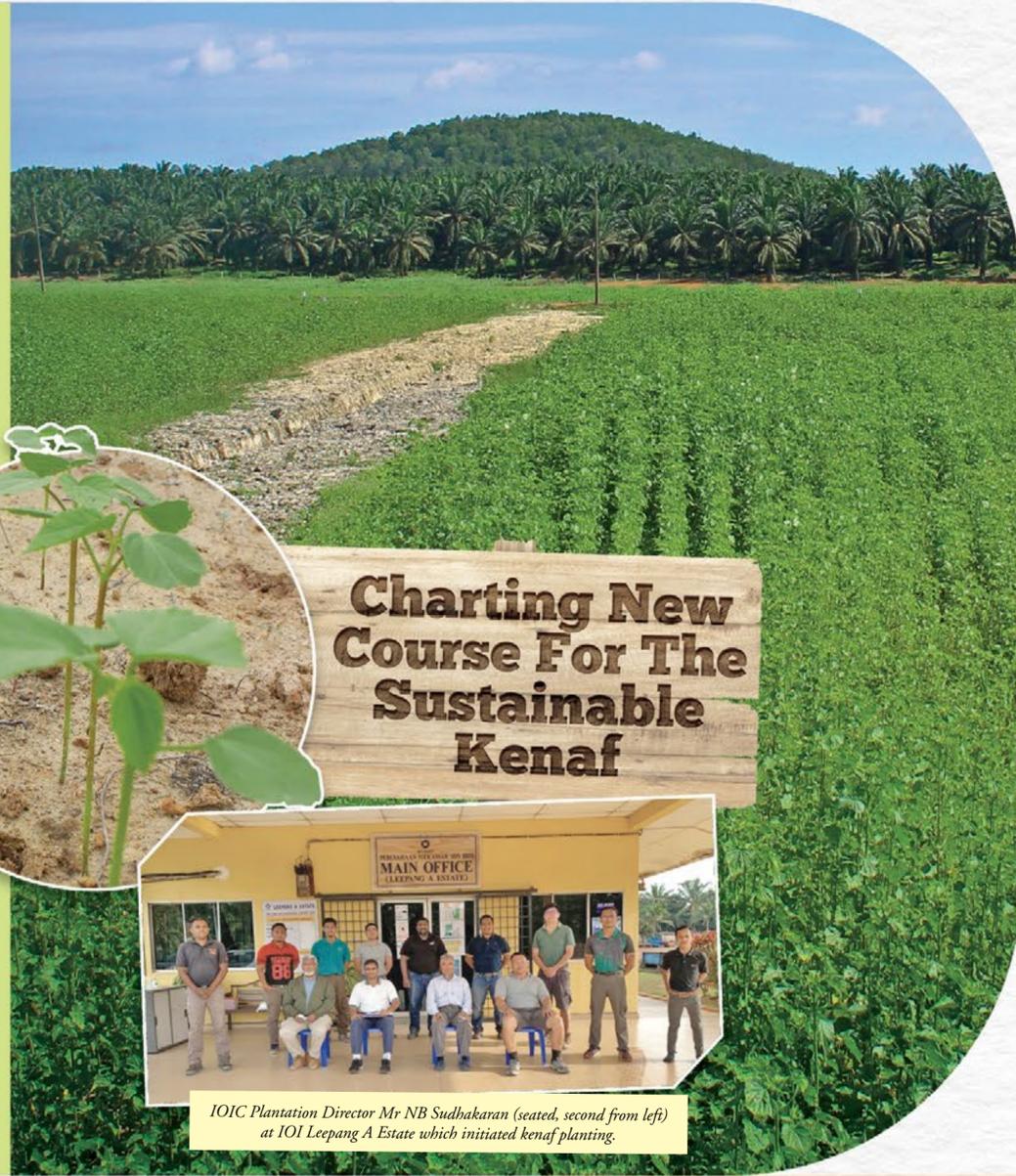
Kenaf is also a green and sustainable plant. Do you know that kenaf can absorb three to eight times more carbon dioxide than a tree? Now this eco-friendly plant is being planted in IOI Plantation Services Sdn Bhd's (IOI Plantation) Leepang A Estate, in line with IOI Corporation Berhad's (IOIC) Strategic Priority 3 to diversify our crops.

Currently, IOI Plantation is collaborating with the National Kenaf and Tobacco Board (NKTB) to increase kenaf planting in the country. To date, NKTB has supplied us with 192 kg of kenaf seeds, provided consultation and loaned the machinery for us to kickstart the venture, with the challenge of growing the kenaf, and selling its cores and ribbons to NKTB.

Kenaf, although adaptable to various soils, grows best in a warm and tropical climate, without excessive heavy rains or strong winds. In addition to Malaysia's current rainy season, our challenge is to plant kenaf at our flood-prone estate. Nevertheless, we are determined to maximise the usage of our estate, and have managed to plant 16.73 hectares of kenaf with three types of density as we continue to explore and progress with the best practices.

Kenaf planting requires minimal manual labour and can be harvested after 100 to 120 days of planting using mechanised equipment. As such, we can plant two cycles every year and can produce an estimated of 20 to 30 MT/hectares of kenaf that can be processed into 75% core fibres and 15% ribbons.

Furthermore, Malaysia has recently developed MS Standard Grading Kenaf as an industry reference for the kenaf market, which shows interest in kenaf cultivation.



IOIC Plantation Director Mr NB Sudhakaran (seated, second from left) at IOI Leepang A Estate which initiated kenaf planting.

Empowering Children Through Education

According to Humana Child Aid Society Sabah (HUMANA), there are around 50,000 children at school age who do not have access to government schools because of legal status, distance and poverty. Education is an effective way to prevent child labour yet not many organisations are committed to pursue the same goal as HUMANA to increase its capacity and provide better quality education to children.

Mr Brian Lariche, Executive Director Madam Dayang Norihsan and their management team on a continuous collaboration to enhance the children's education in the Sabah region by improving the existing practices, increasing HUMANA's capacity, training the teachers and ensuring that they are registered for teaching, and more.

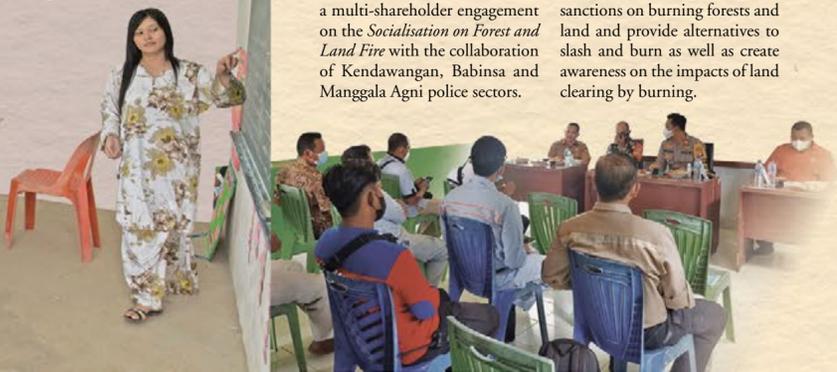
Together, we will work hard to ensure that no children are left behind in our journey to provide basic and free education to underprivileged children. Through education, children will grow into empowered adults.



Towards Clearer Skies & Breezy Days

Forest and land fires flared up in Indonesia and caused devastating consequences which burnt 9.7 million and 2.6 million hectares in 1997/1998 and 2015 respectively. But fire occurrence has continued to decrease as the nation educates and involves communities in fire prevention. IOI Plantation Services Sdn Bhd's subsidiaries, namely PT. SNA, PT. HKI, PT. BMJ, PT. MTI and PT. NKL, initiated a multi-shareholder engagement on the Socialisation on Forest and Land Fire with the collaboration of Kendawangan, Babinsa and Manggala Agni police sectors.

From 18 to 20 September 2021, we conducted socialisation activities in the surrounding villages that are located near our Indonesian plantations, which includes Air Hitam Besar, Air Hitam Hulu, Pembedian, Natai Kueni, Air Tarap and Danau Buntar. The activities provide the participants with a better understanding regarding permits of open burning, create awareness on the regulations and sanctions on burning forests and land and provide alternatives to slash and burn as well as create awareness on the impacts of land clearing by burning.



Spreading Joy To The Underprivileged

Persatuan Rumah Caring

Many have lived in social isolation and loneliness during the ongoing Covid-19 pandemic so IOI City Mall team organised a community campaign to bring joy and cheer to the needy and neglected.

Bringing gifts and goodies with a Merdeka #KitaBersama spirit, we visited an orphanage at Rumah Bakti Nur Ain in Bangi and an old folks' home at Persatuan Rumah Caring in Kajang on 25 August 2021 in conjunction with the National Day. Earlier, we had visited an orphanage at Rainbow Home in Cheras as part of our mall's Home & Lifestyle Campaign on 23 August 2021.

From a child as young as seven years old to an elderly woman of 70 years old, all the faces of the children and the old folks lit up with smiles when they saw us. We hope our visits and contributions will lift the spirits of the underprivileged during these turbulent times and help create a better living condition at the homes.



We brought home appliances and groceries to Persatuan Rumah Caring in Kajang which houses 45 old folks and four caretakers.

The 26 underprivileged children and six caretakers at Rumah Bakti Nur Ain in Bangi were grateful for the food, stationery sets and home appliances such as cooking oil, canned food, detergents and more.

Rumah Bakti Nur Ain



These chicken rice from the Chicken Rice Shop are just yummy and satisfying.



The happy smiles say it all - we love fast food!



Now who doesn't love a gift?



Rainbow Home



Yummy McChicken burgers from McD's. We're lovin' it!

Rainbow Home shelters 28 abandoned, abused and orphaned children aged from three to 18 years old. Besides lunch treats, we presented a brand-new desktop set for the children's online learning sessions.



The children will enjoy these cool, chilling Gongcha tea on a hot afternoon!

Daniel Phuan Soon Lee

Chemical Engineer
IOI Pan-Century Edible Oils Sdn Bhd

The first time that Yayasan Tan Sri Lee Shin Cheng (Yayasan TSLSC) Executive Director Datin Joanne Wong saw Daniel Phuan at the Yayasan TSLSC scholarship interview in 2014, his height and athletic body caught her attention. After all, he was 176 cm, and playing basketball was one of his favourite sports during his school days.

Since he successfully graduated from Curtin University in Miri, Sarawak, with a Degree in Chemical Engineering under the scholarship of Yayasan TSLSC, he has been exploring the world of chemical compounds in IOI Pan-Century Edible Oils Sdn Bhd (IOI PCEO) in Johor for the past three years. Mitigating 3-MCPDE (3-monochloropropane-1, 2-diol esters) and GE (glycidyl esters) in palm oil is an arduous task, but for our 27-year-old scholar, it is nothing short of excitement and satisfaction as he experiments and discovers the best ways to bring the levels down at IOI PCEO.

"I like to take life one step at a time."

While Daniel's friends struggled and were desperate for jobs, he is grateful he could enter immediately into the workforce right after he completed his three-month internship. Now, as a Chemical Engineer, Daniel eagerly learns, taking life one step at a time. If he falls, he regards it as an opportunity to learn in a "conducive place to work where the bosses are forgiving and there is leeway to experiment and exposure to all the departments."

With the support of the strong team spirit and dedication



of the refinery team, the 3-MCPDE and GE levels in the chemical plant processes are efficiently lowered at minimal costs using the existing assets and optimising the process parameters without the need to invest in any new equipment.

What's more, Daniel has found the love of his life at IOI PCEO during his three-month internship. "Apart from the learning opportunities here, meeting Chow Lee Peng has been one of the best events that has happened." Chow, from the Finance Department, is equally smitten by Daniel whom she found to be "fresh, kind and smart". The relationship has blossomed into love and wedding bells are set to ring in January 2022.

Holding on to his elements of success – "life-long learning, insatiable curiosity and a bit of luck," – Daniel trusts he is on a promising trail, as do his parents in Ipoh, who are equally thrilled and confident of his success.

He said: "My parents, my wife and my Production team have been unmoving pillars of support. They've seen me through my failures and continued to support me in my endeavours. Knowing that I have a safety net in life and in work really helps while going through some obstacles."



Chef Liou Chong Yaw

Executive Chef
Le Méridien Putrajaya

Le Méridien Putrajaya is proud to have an experienced and skilled Executive Chef in our Food & Beverage Department, Chef Liou Chong Yaw, who is one of the key persons instrumental in the kitchen operations and menu selections of our five-star hotel since we opened in 2016.

If you enjoy buffet, you will delight in our signature restaurant, *Latest Recipe*, as much as Chef Liou does. With his vast experience of over 30 years in the field, he is continuously planning to make this all-time favourite of our hotel guests a renown in Putrajaya for serving the best buffet. And who can resist the ever tantalising *Le Mei* with its delicious contemporary Chinese cuisine? Chef Liou's appreciation of gastronomic delights ensures he stays in touch with the culinary trends and satisfies the demands of hotel guests. Ultimately, serving the best cuisines in our hotel is what counts to him.

Chef Liou discovered his passion for food at the tender age of 10 when he helped to make coffee and serve customers at his grandfather's coffeehouse. Eventually, he had the opportunity to manage the coffeehouse when he was in high school. Though he tried his hand at numbers and figures by enrolling in an accounting course, he finally found his calling when he pursued a culinary course in KDU College and renewed his passion in the culinary world.

But there is no easy way to reach the peak of success. "To climb your way up to the top, you must learn from the bottom. There will be hardships. You'll need patience to accompany your journey and you'll need to think out of the box. That's what makes you different from others." Our Chef is the epitome of success and an exemplary student of his advice. His first job was a kitchen helper at a minimal pay. Slowly but surely, he developed and mastered his culinary skills till he now holds the highest position in our prestigious hotel.

Chef Liou enjoys the sweet and citrus taste of Sagil Estate's MD2 pineapples and says pineapples are great in desserts like tarts or salsa and they make a perfect accompaniment to grilled meat.



So, what is our Chef Liou's secret weapon in cooking? One of his preferred ingredients is garlic. "It has this kind of magical flavour whenever we use it in our cooking, it tastes good and the fragrance is appetising."

As he reflects on the growth of his kitchen members, he smiles with pride, acknowledging it as one of his greatest achievements to work alongside such cohesive team members, where a majority have been with him since their junior positions.



Rachel Wong

Senior Marketing Manager
(Commodity Marketing)
IOI Corporation Berhad

One moment it can go sky high. But it can come crashing down just as fast. There is nothing steady or predictable when it comes to trading crude palm oil (CPO). At times, day-to-day prices can fluctuate and swing out of control. The risks and volatility are immense. Certainly, commodity trading is not for the faint-hearted.

Yet it is Rachel's daily task. As a Senior Marketing Manager in the Commodity Marketing Department, not only does she have to execute the sale and purchase of CPO with tact, she has to achieve a healthy profit margin for the company along with building firm alliances with sellers and buyers, which are just the crust of her job.

Nonetheless, it is the thrill and excitement of trading palm oil that keeps her on the edge, which is akin to riding on a rollercoaster, that has challenged her to move and thrive over the years. "Every day, I have the chance to solve new puzzles in my job as I need to organise all the fast-changing information and transform them into trading strategies." Surrounded by supportive mentors, superiors and team members, Rachel looks forward to learning the tricks of the trade, overcoming the obstacles of the day and challenging herself to rise above her comfort zone.

"Maintaining a strong work-life balance keeps me happy yet productive."



Throughout her 17 years in IOI Corporation Berhad, Rachel has encountered various challenges in her diverse roles and portfolios since she landed her first job as a Marketing Executive here. Her motto to "work hard, never stop learning, stay humble and smile, and always be thankful" has kept her growing continuously in life. To her, "being successful doesn't mean making a lot of money, it means achieving success in all aspects of life. Maintaining a strong work-life balance is a crucial point that keeps me happy yet productive."

When things get rough, her favourite jazz tunes of Kenny G will soothe her while a tabata workout not only burns the calories, it melts all her worries away. And she knows the family support and the smiles on her two children will never fail to brighten up her day. Ultimately, her most powerful de-stressing tool is definitely shopping!



When Joco was 18 years old, she left her home in Kuching, Sarawak, to pursue her education. Moving out of the comfort zone to a new city is never easy. Joco has to fend for herself and deal with all the different challenges of life alone, surviving with the little pocket money provided by her parents. Nevertheless, Joco persevered to complete her Foundation Studies and successfully gained a Yayasan Tan Sri Lee Shin Cheng (Yayasan TSLSC) scholarship to complete her Bachelor of Engineering (Electrical & Electronics), majoring in Control System, at Universiti Putra Malaysia in August 2015.

Growing up around cousins who are mostly engineers, Joco grew intrigued in the world of electronics that sparked her interest in designing various systems in the realm of electrical and electronics. Today, our Yayasan TSLSC scholar is managing the instrumentation section of the soap noodle division in IOI Pan-Century Oleochemicals Sdn Bhd. Through diligence and hard work, she was promoted to Senior Electrical & Instrumentation (E&I) Engineer in 2020. Currently, she is the Lead E&I Engineer of the current soap noodle plant expansion that will be commissioned in April 2022.



Being hands-on and on-site constantly, Joco works around sensors, automation and the packing machines at IOI Pan-Century Oleochemicals Sdn Bhd.

Kumar Renoo

Cluster General Manager
Four Points by Sheraton Puchong
Le Méridien Putrajaya
Putrajaya Marriott Hotel
Palm Garden Hotel



A quarter of a century. 25 years of service. It was a silver jubilee for Kumar Renoo as he celebrated his significant career journey on 15 September 2021. To top it off, he has the privilege of being inducted into the exclusive and prestigious *Quarter Century Club* (QCC), which welcomes him and only recognises Marriott employees with an impressive milestone of 25 years or more of dedicated service at Marriott-managed properties.



Throughout his distinguished career, Kumar has successfully managed a field of distinctive roles. Over here at Le Méridien Putrajaya, he took the helm as General Manager in 2016 before spearheading the opening of Four Points by Sheraton Puchong. Utilising his skills as a dynamic leader and team builder, he now oversees our Putrajaya Marriott Hotel and Palm Garden Hotel, a *Tribute Portfolio* hotel, as the Cluster General Manager.

With a QCC membership, Kumar can travel and enjoy a complimentary stay of three nights in any Marriott property in 138 countries each year in addition to receiving retail discounts at participating gift shops owned and operated by Marriott plus other benefits. But first, now that the borders have opened, Kumar cannot wait to travel to his favourite gem, Langkawi Island in Malaysia. The beautiful scenery and pristine beaches were his relaxing calm during those stressful and challenging days as dual General Manager for Sheraton Langkawi Beach Resort and Four Points by Sheraton Langkawi Resort concurrently.

Though Covid-19 has affected the hospitality industry tremendously, domestic tourism will be the key segment to lead the recovery of the hotel business. A challenging environment is what drives him to move forward and to keep up with the current business trends. With his eyes set on bringing the four hotels, that are currently under him, to be the preferred hotels in Putrajaya, Kumar is set on exploring new strategies and ways to continue the pursuit of excellence in the hotels.



Jocelynna Anak Lewis

Lead Electrical & Instrumentation Engineer
IOI Pan-Century Oleochemicals Sdn Bhd

Joco is one of only five females in a group of 29 engineers in an otherwise male-dominated industry. In order to blend in the industry, she feels that women in this line of work need to be tough, non-emotional and rational with good decision-making skills. Yet, Joco believes that women are capable of doing a lot of things and so much more if they set their minds to achieve it. She said: "Women should not set a boundary for themselves based on what people are saying to them. Your vibes portray what you are thinking, so if you accept that a woman shouldn't be doing this or that, then you will portray such vibes, and people will see you in the same way as you see yourself."

Our young scholar plans to be involved in the rebuilding and restructuring of the plant that incorporates new technologies in the process in the next five years. She looks forward to reuniting with her husband in Singapore whom she hasn't seen since Chinese New Year in 2020 due to the Covid-19 pandemic, and hopes to start a family with him in Johor soon. And with her love for travel, Joco can't wait to explore the next country in her bucket list since she last visited her homesick friend in Nagano, Japan in May 2019. Joco, we wish you all the best in life!

Closer To NATURE EVERY DAY



Lysa Lee spent more than three hours pushing. Finally, her baby girl was born. She was exhausted but determined to breastfeed her newborn. After all, mother's milk is the gold standard for infants. But it is not an easy task. After constant struggling and finding her girl screaming, she discovered breastfeeding was not an option for her.

Like Lysa, mothers who cannot breastfeed want an infant formula that is as close as possible to mother's milk for the healthy growth and development of their infants. Demand for organic infant milk formula is growing, but clinically proven ingredients with organic certification are lacking. Until now.

On 6 September 2021, Bunge Loders Croklaan (BLC) announced that it has launched the first certified organic OPO (oleic-palmitic-oleic or SN-2 palmitate) infant milk formula for the European Union and Chinese markets. It is inspired by the natural composition of human breast milk and is the latest offering in BLC's infant nutrition portfolio since the invention of OPO over 30 years ago. In 2019, *Betapol® Plus* was launched followed by *Betapol® Select* in 2020.

The market intelligence agency Mintel reported that the global number of organic infant milk formula product introductions has grown from 5% in 2015 to 13% in 2021. The Asian organic baby food market constitutes 20% of the global market and is growing at a rapid pace of 12% a year since 2015. China is fueling this with a year-over-year growth of over 20% in organic baby food, and 30% in organic infant milk formula. Stricter standards for organic certification have also led to a rise in consumer confidence and thus demand for organic products. With the introduction of *Betapol® Organic*, BLC is working to meet these market demands.

Now with *Betapol® Organic*, Lysa can look forward to giving her child the best start in life.

Betapol® Organic is produced with the clinically proven benefits of OPO such as:

- Improve Energy Intake**
- Reduce Constipation**
- Improve Fine Motor Skills**
- Reduce Crying**
- Result In Better Sleep**
- Improve Bone Mineral Density**
- Positively Affect Healthy Gut Bacteria**

Betapol® Organic



FIGHTING Covid-19 Together

Ever since the Duchess of Kent Hospital in Sandakan upgraded its Radiology Building in 2018, residents in the East Coast of Sabah no longer have to travel hours to get quality medical services. The government hospital made another proactive measure recently in September 2021 by turning its women's medical ward, with 38 beds, into a Covid-19 ward due to the rising cases of Covid-19 in Sandakan.

From oximeters, DXT machines, hand-held thermometers to blood pressure (adult) sets and cuff sets, powdered latex gloves and more, all these items that were requested by the Hospital Deputy Director Dr Mohd Fahmi Othman were sourced by IOIEO Purchasing Team Leader Mr Muhammad Zubair with his team. On 21 July 2021, they were delivered to the hospital in support of our frontline healthcare heroes as they work to detect, treat and prevent Covid-19, as well as manage other diseases and chronic conditions.

IOI Edible Oils Sdn Bhd (IOIEO) supported the hospital by generously donating personal protective equipment and essential supplies.

Together, we will win this battle against Covid-19.



A Family Of Gomali Employees



Extending care and support to our employees is vital as we are all a family.



Ensuring every employee receives a food aid package for he or she is valued.

Every year, Gomali Mill organises *Family Day* to encourage bonding among employees and show appreciation for their hard work. This year, Covid-19 prevented any gatherings but that did not stop Gomali Mill Manager Mr Kesavan Manohar from organising a different kind of *Family Day* to thank the employees for their hard work. With social distancing guidelines in place, Gomali Mill initiated a *Food Bank Programme* on their *Family Day 2021* on 12 August 2021.

A total of 207 employees arrived according to their respective departments and allocated time slots. One by one, each employee turned up and was surprised to receive a gift package and a *nasi briyani* lunch set. From cooking oil, instant noodles, biscuits and flour to eggs and essential items, each package was distributed by Mr Manohar and the *Family Day* committee members to the employees over a span of six hours. The employees were grateful for the thoughtful gift especially during the current Covid-19 pandemic.

Hand-in-Hand For Dialysis Patients



Some of the beneficiaries include 62-year-old Madam Awruong who stays with her disabled son and daughter-in-law, and Madam Lee (right).

A patient with kidney disease has to endure four hours of dialysis treatment, three times a week. Not only does the patient have to battle physical and emotional stress, he or she has to bear a huge financial burden. Imagine what it would be like for low income or unemployed patients, especially amidst the current Covid-19 pandemic.

Madam Lee Ah Poi (*seated left in bottom right pic*) is a 68-year-old widow who lives with her daughter. A double amputee with high blood pressure, diabetes and kidney failure, she is just one of many underprivileged dialysis patients in our society. But thanks to the charitable hearts of Yayasan Tan Sri Lee Shin Cheng (Yayasan TSLSC) and Great Heart Charity Association (Great Heart), these individuals are able to continue their treatment.

Yayasan TSLSC donated RM20,000 in August 2021 towards Great Heart's *Hand-in-Hand Charity Dialysis Aid Programme*. A non-profit charity association established in 2010, Great Heart's *Care in hand, Love in heart* motto is reflected in its five other programmes (*You & Me Educational Programme, Great Heart Community Centre, Earth Warriors Programme, Great Vision Charity Association and Geng Xin Tang*). Together, we can help ease these dialysis patients' financial burden and grant a living hope to them by extending care in hand and love in heart.



IMPACTING LIVES In Johor & Terengganu



Whether near or far, Yayasan Tan Sri Lee Shin Cheng (Yayasan TSLSC) never stops reaching out to the different sectors of the community that are in need. The spirit of love and care has moved Yayasan TSLSC to reach out to the vulnerable communities in Johor and Terengganu that are impacted by the Covid-19 pandemic.

Since January 2021, Yayasan TSLSC has contributed a total of RM70,000 in food parcels, which are filled with daily necessities, and are distributed by local organisations to orphanages and impoverished households in Tanjung Piai, Johor, and Kuala Nerus in Terengganu.



At IOI Corporation Berhad (IOIC), sustainability and innovation continue to play key roles in seizing opportunities for growth and expansion that may emerge in the coming year, in both our upstream and downstream businesses. Despite the challenges posed by the Covid-19 pandemic, the current weak production and expectations of strong demand by importing countries' markets in the near term, on top of an industry-wide labour shortage issue, we remain confident in building on the platforms of sustainable growth, driving innovation, people capital development and customer intimacy. Our immediate step forward is to accelerate the adoption and investment into mechanisation that will allow us to seize the opportunities for steadfast growth.

Progressing Ahead Into 2022

Accelerating Value Delivery & Impact

Accelerating Climate Resilience Adaption



Accelerating Advancement In Circular Economy

Accelerating Agricultural Technology & Digitalisation



01 Our Five Strategic Priorities

Increase Yield

We aim to achieve high sustainable palm oil yields to meet our local and global market demands.

02

Optimise Workforce

We aim to increase our land-to-labour ratio through various estate mechanisation and digitalisation programmes.

03

Diversify Crops

We aim to diversify into other cash crops and reduce our dependency on oil palm.

04

Increase the Non-Crude Palm Oil Segment

We aim to convert oil palm and palm oil by-products and processing waste into value-added products at a competitive cost.

05

Grow the Oleochemical Segment

We aim to expand the downstream manufacturing capacity and explore new high-margin oleo-derivative products and applications to generate profitable growth.

Outlooks And Prospects For 2022



Plantation

With the anticipated strong crude palm oil (CPO) prices in the first half of 2022 and our fresh fruit bunches production is expected to stable throughout the year, we expect the plantation segment to perform well in the new financial year.

Resource-Based Manufacturing (RBM)

We are cautiously optimistic that despite the stronger-than-anticipated palm feedstock price which will moderate our products' bottom-line margin, the RBM segment will continue to stabilise our income during volatile CPO price cycles.



IOIC Group Managing Director & Chief Executive Dato' Lee Yeow Chor



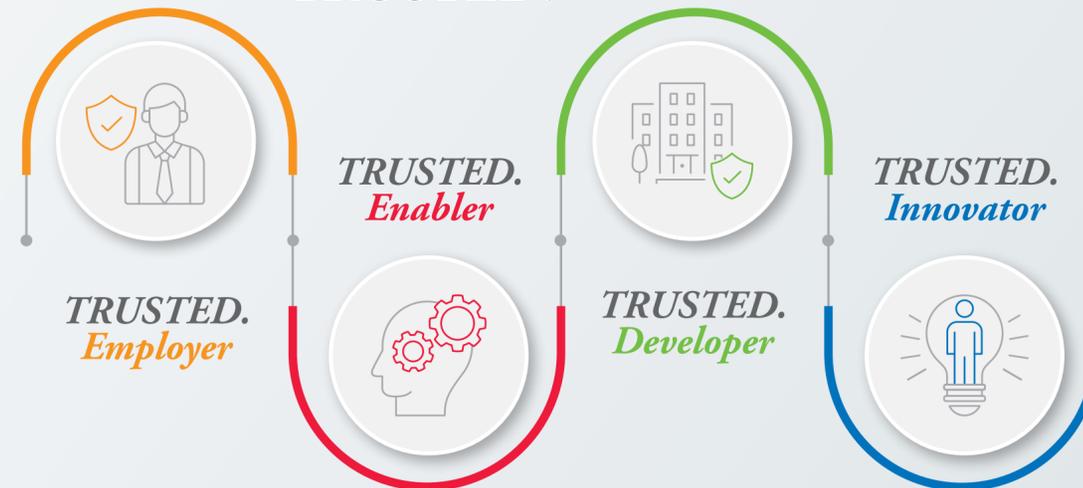
IOIC initiated a Five-Year Plan which was introduced in March 2020 to transform the Group from a cost competitive palm oil producer to a high value-added diversified palm-based products producer.



To view IOIC's Integrated Annual, Sustainability and Financial Reports, click: <https://cutr.ly/ARu1KOH>

At IOI Properties Group Berhad (IOIPG), as we plan for life after the disruptions and challenges caused by the Covid-19 pandemic, one of the complex tasks will be to identify a new set of priorities. Throughout this crisis, coping and keeping up with the ever-shifting situation has taken precedence. Yet we are driven by our legacy and culture of excellence that span nearly four decades of perseverance and hard work. This has empowered us to rise above challenges throughout our history and has enabled us to continue to grow and move forward. We are optimistic that our TRUSTED. vision will continue to guide us to be a TRUSTED. employer, developer, enabler and innovator.

TRUSTED.



Our Strategic Thrusts

- People & Culture**
Our people are guided by our Core Values and our brand value is built upon a culture of mutual trust and respect.
- Integrated Developments**
Our integrated commercial and residential enclaves enhance the social fabric of the communities we operate in.
- Sustainable Design Principles & Practices**
We endeavour to build sustainably-integrated developments that enable thriving and vibrant communities to LIVE, WORK & PLAY, while striking a long-term balance between preserving nature and meeting business goals.
- Technology**
We continue to explore and roll out cutting-edge technology towards digitalisation advancement and process improvements within our operations as well as to enhance our service excellence in creating better customer's experiences.

Outlooks And Prospects For 2022

- Property Development**
Post-Covid-19, as our customers' need for space requirements in a home change, we will continue to innovate, incorporating sustainability-driven designs alongside smart home solutions while building affordably-priced residential developments. We will also look into logistics, warehousing and data centres which are the drivers of demand in the industrial property segment.
- Property Investment**
In the retail sector, we pursue to expand our online presence while keeping a portfolio of fresh and synergistic tenant composition. In the office sector, we will continue to invest further in support of better internet infrastructure as well as upgrading our older buildings in order to remain competitive.
- Hospitality & Leisure**
We will seek new segment and channel opportunities to capture demand in the areas of domestic staycations, F&B (Food & Beverage) and MICE (Meetings, Incentives, Conferences & Exhibitions). We aim to partner with key digital players to market and drive greater visibility in upselling our room rate offers as well as to promote our F&B takeaways and deliveries. In the corporate travel segment, we will focus on our key client accounts.

IOIPG has exemplified resilience and innovation through adopting digital innovation and adapting to new strategies and methods of engagement with our people and our customers.

IOIPG Chief Executive Officer Dato' Voon Tin Yow



To view IOIPG's Integrated Annual Report, click: <https://cutr.ly/KE2V1Lg>



Innovate & Celebrate At IOIC's ANNUAL INNOVATION CONVENTION



Put on your thinking cap now and let your creative juices flow! Seize the opportunity to showcase your innovative idea and continuous improvement (CI) effort in the following categories:

- 1) Product/Service Innovation
- 2) Process Innovation
- 3) Managerial/Organisational Innovation

Deadline: 31 December 2021
Presentation: 13 January 2022



Selected business units and departments can now present their innovations and CI efforts at IOI Corporation Berhad's (IOIC) inaugural Annual Innovation Convention (AIC), which will be held on **13 January 2022**.

AIC is organised for our business units to interact, share knowledge and present their latest innovations and CI efforts. It is a platform for our senior management to share IOIC's objectives and innovation priorities. AIC is also an event to recognise and celebrate innovation efforts as we award the best innovations with commemorative plaques and cash prizes!

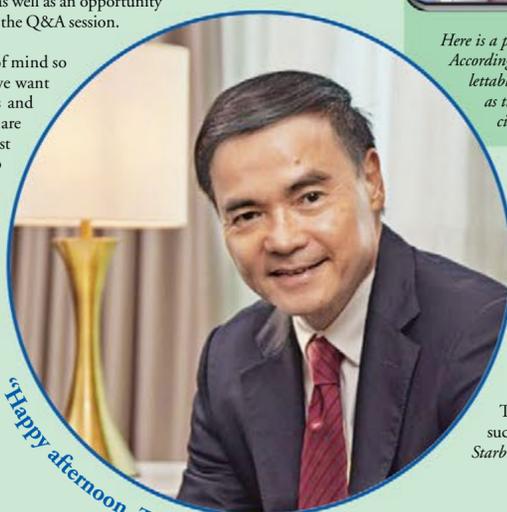
Don't wait! Challenge and unlock your innovation potential now.

IOIPG Virtual Townhall 2021

Following a successful series of townhall sessions that were organised by IOI Properties Group Berhad (IOIPG) in the Klang Valley and Johor throughout August last year, IOIPG continued its objective to connect with employees. This time, it was held virtually as the Group People & Culture Department organised IOIPG's second townhall meeting on 29 September 2021 due to the ongoing Covid-19 pandemic. Yet, it did not deter a total of about 1,200 employees across the Group from participating in the morning and afternoon sessions.

The *IOIPG Virtual Townhall 2021* served as a platform for Chief Executive Officer Dato' Voon Tin Yow to engage with the employees. It was also a time where company updates and business plans were shared by all business leaders as well as an opportunity for employees to raise any queries during the Q&A session.

Dato' Voon said: "Happiness is a state of mind so we have to put effort and decide that we want to be happy persons." Despite the ups and downs, the way we handle our situations are in our hands because we are the catalyst of our own happiness. He continued to encourage a happy working culture for Team IOI, and motivated everyone to be mindful and be happy in order to be in a better position to overcome challenges – so let us wear our badges, name tags and uniforms (coming soon) as a display of teamwork and pride of being team members, and instil the TRUSTED. vision, mission and core values in us till they become second nature.



"Happy afternoon, Team IOI."



Teh Chin Guan



Lim Beng Yeang



Kumar Renoo



Chris Chong



Joanne Ang Cui Xia



Terrence Lee



Here is a peek at IOI City Mall (ICM) Phase 2 which is targeted to open in Quarter 3 of 2022. According to Mr Chris Chong, it has a gross floor area of 4.0 million square feet (sq ft) and a net lettable area of 1.0 million sq ft, five retail floors, 300 shops, more than 40 kiosks, AEON as the anchor tenant occupying 200,000 sq ft, and other attractions such as karaoke, gym, cinema with IMAX screen and more. We cannot wait for ICM to open its doors.

Besides sharing company achievements and highlights, Dato' Voon, along with other business leaders, such as IOIPG Chief Operating Officer (COO) (Property Development) Mr Teh Chin Guan, IOIPG Johor Bahru Division COO Mr Lim Beng Yeang, Cluster General Manager (Hotel) Mr Kumar Renoo, Senior General Manager (Mall Operations) Mr Chris Chong, Head of Offices Ms Joanne Ang Cui Xia and Assistant General Manager (Palm Garden Golf Club) Mr Terrence Lee also shared the outlook and aspirations for 2022.

During the Q&A session, Dato' Voon led the senior management team to address questions and comments by employees on various topics, ranging from flexible working hours and employee benefits, to business operations and more. The event ended on a high note with a lucky draw session, which included prizes such as a 2D/1N stay in Putrajaya Marriott Hotel and Palm Garden Hotel, RM50 Starbucks vouchers and 3,000 IOI SHOPZ points for the lucky employees.

Instilling Merdeka Spirit In IOI Malls

For many of us, the Merdeka celebrations are a time to unite as one regardless of our racial backgrounds and cultural differences. It is very important that we hold onto the meaning of unity and togetherness during this pandemic. In conjunction with our National Day and Malaysia Day, IOI City Mall (ICM), IOI Mall Puchong (IMP) and IOI Mall Kulai (IMK) were decorated to the Malaysian style while various fun activities were carried out, aimed at promoting the spirit of patriotism among fellow Malaysians.

Are you a true Malaysian? Which are your favourite words at IMP's MyDialek Instagrammable spots that were placed during the #MalaysiaWeCare campaign from 20 August till 19 September 2021?



Children aged five to 12 years old expressed their patriotism at the ICM's Kids Virtual Public Speaking Contest on 5 September 2021.

Aryan is proud to show his love for Malaysia by wearing the Jalur Gemilang and decorating his favourite ride to the same theme in the IMK's Kids Merdeka Costume Contest, which took place between 18 August and 8 September 2021.



Own Your Dream Home With IOIPrihatin Instalment Payment Aid

Are you longing to own your dream home but lack the financial means? Or you are uncertain about your future income due to the Covid-19 pandemic? Worried that it is unaffordable and that you do not have enough to pay the monthly instalment and instalment fees? Unable to secure a home loan? Do not let these factors hold you back.

IOI Properties Group Berhad's (IOIPG) IOIPrihatin will help you own the house of your dreams without any worries for the next eight years. Just pick your dream home from our participating projects that are located in Klang Valley and Johor townships including IOI Resort City, Bandar Puteri Puchong & Puchong Jaya, Puchong South, Bandar Puteri Bangi, Warisan Puteri Sepang, Taman Kempas Utama and Bandar Putra Kulai. Choose your dream home – Clio Residences, Conezion Residences, Alanis, Sky Condominium, IOI Rio and more.

We will pay for your monthly instalment for up to 100* months with the instalment payment aid subsidy and maintenance fees for five years. You will also enjoy a low booking fee, smooth loan application process from IOIPG's panel banks and subsidised stamp duties for memorandum of transfer and loan agreement under the Home Ownership Campaign.

If you are an employee of IOI Group, the deal gets even better. You and your family members can enjoy an additional 12 months of instalment payment aid. What are you waiting for?

Check out: <https://cut.ly/kRu1Vke> or contact our IOIPG sales team to find out more!

*Terms & Conditions Apply.



IOISilver Never Too Old To Shine

A CHANCE FOR SENIORS

While most senior citizens aged 60 and above are enjoying a leisurely life in their golden years, some prefer to keep working and find more opportunities for accomplishment. Senior employees who decide to be part of the workforce make the best use of their most invaluable asset which is their experience.

Now, IOI Properties Group Berhad is encouraging seniors or retirees who are keen to continue working beyond retirement to rediscover their values in the workforce and contribute their valuable experience and skills to society. IOISilver is our latest initiation. It

is a senior hiring programme where we are offering job opportunities to senior citizens who are still active and have vast experience, to work at our malls. Under the mission of promoting the seniors' total well-being (specifically vocational, financial and psycho-social health), providing a platform for seniors to contribute to society, creating a long-term positive impact for the senior community and building sustainable communities, we trust our senior citizens are never too old to shine.

Do you know anyone who fits the bill? We have current openings at our malls – from IOI City

Mall to IOI Mall Puchong to IOI Mall Kulai. We are confident that a multi-generational workforce will be beneficial to our business units, and believe that senior employees have the right work attitudes and commitments as well as skills that can be harnessed not only to earn a living but also to promote their overall well-being as they advance further into their golden years.

For more information, check out: <https://cut.ly/kRu1Mpr>



How To Master Your Emotions

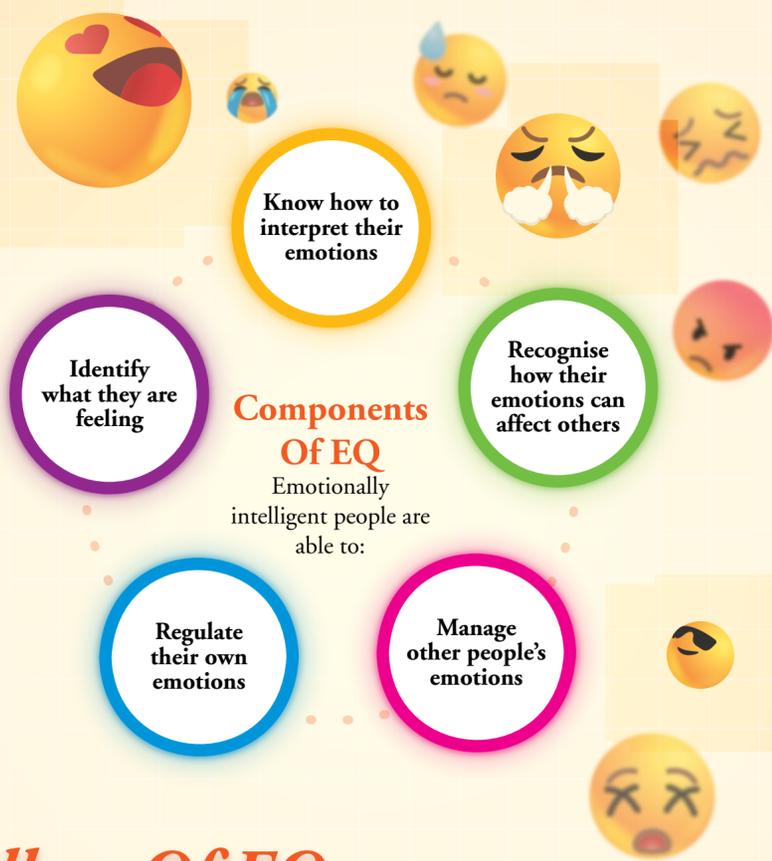
You have seen them: the people who appear to be cool as a cucumber on deadline. Those who handle awkward family dinners with grace. The ones that get where you are coming from, without you having to say much. That is because they may possess a certain skill set called emotional intelligence (otherwise known as emotional quotient or EQ). It is the ability to learn about yourself and apply that wisdom to the world around you.

Globally, with the active rise of EQ, the World Economic Forum (WEF) now considers it a crucial skill for the Fourth Industrial Revolution, while research has always shown that EQ improves decision-making and morale in organisations. WEF has identified EQ – often referred to as ‘street smarts’ – as a crucial social skill that is needed by all.

Low EQ Vs High EQ

When your colleague confronts you and tells you that you forgot to send a document requested by the client, which you agreed to, and they ended up getting the brunt, do you find it difficult to understand why they are so upset and feel attacked by their criticism? Or do you apologise, try to explain why you failed to do so and tell them you understand why they are hurt, then come up with an action plan together to communicate better to avoid such situation from happening again?

You passed a professional exam or successfully completed a project and posted about it on social media. When your post did not get many ‘likes’, will you still remain proud of yourself for the goal? Or start questioning your success or worth, and start suspecting those who did not post anything to be jealous and envious of you?



Five Pillars Of EQ

While some people naturally have high EQ, it is also a skill that can be practised and developed. According to Mr Daniel Goleman, an American psychologist who helped to popularise EQ, there are five pillars of EQ:

<h3>SELF-AWARENESS</h3> <ul style="list-style-type: none"> Understand your own patterns of behaviours and motives. Recognise your triggers, know your strengths and limitations. Be aware of how your emotions and actions impact those around you. Consistent in what you say and do. Able to handle and learn from constructive criticism. 	<h3>SELF-REGULATION</h3> <ul style="list-style-type: none"> Your emotional reactions are in proportion to the given circumstances. Know how to pause, as needed, and control your impulses. Think before you act and consider the consequences. Know how to ease tension, manage conflict, cope with difficult scenarios, and adapt to changes in your environment. 	<h3>MOTIVATION</h3> <ul style="list-style-type: none"> Self-motivated and have a thirst for personal development. Resilient and optimistic, highly driven to succeed. Inspired to accomplish goals because it helps you grow as a person, rather than doing it for rewards like money, fame, status or recognition. 	<h3>EMPATHY</h3> <ul style="list-style-type: none"> Compassionate about what others are going through. Respond genuinely to others' cares and concerns. Hold a healthy level of self-interest and self-acceptance. Slow to judge others. 	<h3>SOCIAL SKILLS</h3> <ul style="list-style-type: none"> Adept at working in teams. Able to develop rapport and establish mutual trust with others. Avoid power struggle and backstabbing. Enjoy being with people and has respect for others.
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How To Improve Emotional Intelligence

<p>Consider journaling. You can reflect on how you behaved in interactions and make a note of things that bothered you. You can go back and read over them from time to time and ‘study’ yourself. You can also meditate and observe your thoughts.</p>	<p>Practise deep breathing exercises regularly, especially during conflict. Learn to reframe challenges as opportunities in disguise and ‘failures’ as learning experiences. Practise radical acceptance of any emotions that come up and verbalise what you are feeling.</p>	<p>Consider taking time out to celebrate each one of your wins. When you decide you want to do something new, it is a good idea to identify your ‘why.’ Break down your to-do list into bite-size chunks, or micro-tasks, and work with an accountable partner or coach.</p>	<p>Try paying attention to your surroundings. See if you can pick up on the ‘energy’ of your environment. Talk to new people or volunteer for a cause you care about. If you are stuck in traffic, consider looking around at people sitting in their cars and seeing what you can pick up from them.</p>	<p>Aim to put yourself in new situations. When you do, try to pay attention to your body language and maintain eye contact. Practise active listening. Consider this quote from Mahatma Gandhi: ‘Speak only if it improves upon silence.’</p>
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Remember, you are the one who gets to control your emotions, they do not control you.

How To Express Your Calm & Confident Self

The ability to truly express yourself comes from a sense of being secure in yourself and from knowing who you are, and what you stand for. Expression is brightest when it emanates from a place of authenticity, heart and love.

Not everyone is able to express themselves well. We live in a high-speed world where everything seems to be going at two speeds: fast and faster. When you hurry frantically from one thing to another, you are placing yourself in a state of chronic stress that will result in a host of physiological symptoms that are harmful to your mind and body. It is also a breeding ground for worry and anxiety which can affect the way you communicate with others.

You may not be able to remove all the daily stresses you face at work, but here are steps you can take to make sure your communication is not being negatively impacted.



Be Specific

Listeners are not mind readers. Specifically define the problem or name the feeling.

Stay Focused

Discuss only the issue at hand. Getting off topic and bringing up old issues is confusing and distracting.

Talk Less

Silence is helpful when emotions are strong, or when we feel stressed and tired. During these times, we tend to exaggerate or magnify the situation.

Say It With Tact

Keep comments descriptive instead of being critical, blaming or know-it-all. Avoid criticism and sarcasm.



SPEAK CAREFULLY

LISTEN ATTENTIVELY



Receive Criticism Successfully

Put your ego aside. Act like a coffee filter – strain out the emotional grounds like fear or anger – from the facts.

Do Not Interrupt

Concentrate on the words and pay careful attention to non-verbal gestures. Eliminate both mental and physical distractions.

Accept What Is Said Without Giving Advice

Timing is important so listen, support and allow feelings to be heard before offering any advice or feedback.

Listen With Empathy

Consider the speaker's emotional state. Display an open and caring posture. Try to understand from their perspective although you may not agree with what was said.

Be Honest

Acknowledge and accept the speaker's feelings by saying ‘I understand why you are feeling that way,’ but be clear that you may or may not agree with them.

Get All The Facts

Clear all your doubts and queries by asking the speaker to explain and clarify everything that you do not understand.

Check Your Interpretations

Check and ensure what you heard is what the speaker meant by asking ‘Do I understand you to mean...?’ or ‘Did you say...?’.

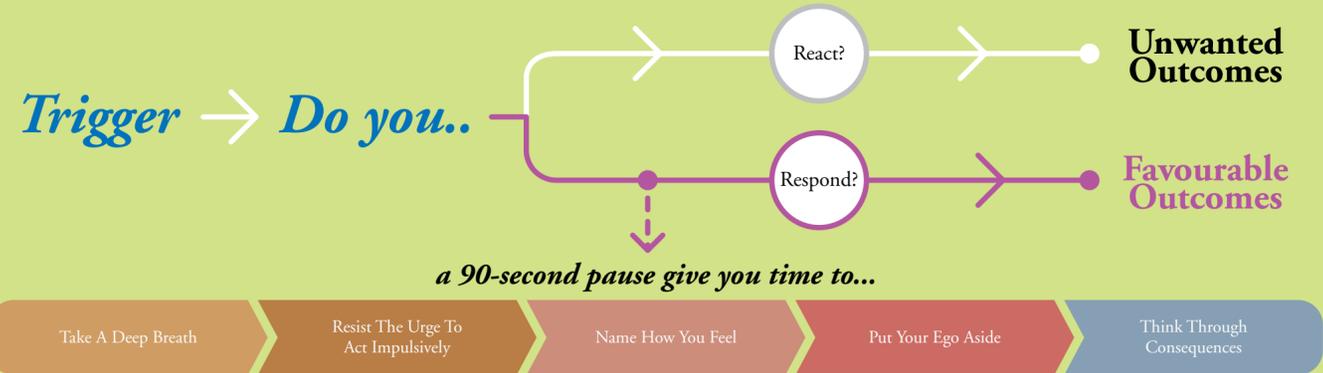
Listen To Yourself

Make a conscious effort to hear how you speak. Do you have a positive or negative attitude? Be mindful of your tone and your choice of words. Avoid judgmental words.



RESPOND ACCURATELY

When you are caught in a moment of stressful confrontation, practise and master the 90-second pause.





Taking Care Of Our Frontline Colleagues

IOI Properties Group Berhad, Johor Bahru handed out 23 *Kotak Ceria*, as a token of gratitude to our frontline colleagues, mostly from Security Team, whose family and themselves had to serve quarantine due to Covid-19. Each care pack contained RM100 worth of groceries and Vitamin C supplements, and was delivered directly by AEON supermarket in August 2021.

#KitaJagaKita Food Drive

IOI Oleochemical Industries Berhad's Community Service Committee (CSC) provided essential items such as food items and hand sanitisers to Covid-19 positive colleagues; aiding them to sustain themselves and their families during their mandatory quarantine. CSC embarked on this project since August 2021 and will continue to do so until the pandemic is under control.



RiVAC Programme For The Retail Industry

As a responsible corporate citizen that cares for the community, IOI City Mall collaborated with the Ministry of Domestic Trade & Consumer Affairs Malaysia and Malaysia Shopping Malls Association to kickoff the *Retail Industry Vaccination (RiVAC)* programme. Running from 26 July to 5 September 2021 at IOI City Tower 1, it was aimed at expediting the vaccinated rates among workers in the retail sector.



Creating A Safe Workplace

Being a caring employer, IOI Oleochemical Industries Berhad mass-screened all employees as well as in-house contract workers, followed by a self-testing initiative that was conducted fortnightly with the company providing self-testing kits on a monthly basis, to getting all employees vaccinated in line with the Malaysian government's mandate to achieve 80% herd immunity; all having took place in August and September 2021.



The Race To Getting Vaccinated

Continuing from the Covid-19 vaccination outreach programme that started in June 2021, approximately 4,000 doses of vaccines have been administered at Unico, Morisem, Leepang, Baturong and Syarimo operating units located in the Lahad Datu Region between 10 and 19 September 2021; aimed at providing immunity to our people against the Covid-19 virus.



Cultural Lessons For Kids

Several online workshops, such as wooden gold fish lantern making, plaster mooncake painting, 3D rabbit puzzle making, air-dry clay jade rabbit plate decor and paper jade rabbit lantern making, were organised exclusively for *IOI Kids Club* members in conjunction with the *Mid-Autumn Festival*, where arts and crafts were used to teach the cultural significance of the festivity. These virtual sessions were conducted jointly with IOI City Mall in collaboration with Craftomon's.



It's Mooncake Season

In September 2021, IOI Mall Puchong (IMP) gave away mini mooncakes while IOI Mall Kulai gifted mini mooncakes and a lantern to *CLUB IOI* members, in celebration of the *Mid-Autumn Festival*. Shoppers at IMP were also greeted with a lantern riddle contest, which used the hashtag *#IMPmoonSurroundYou*, which attracted keen participation where winners walked away with prizes worth RM100 each.



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