

I Want To Learn,  
I Want To Play!

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# B E R I T A IOI

The Official Newsletter of



**IOI GROUP**

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**IOI Corporation Berhad**  
Level 29, IOI City Tower 2,  
Lebuhr IRC, IOI Resort City,  
62502 Putrajaya, Malaysia.  
Tel: 03.8947.8888  
Fax: 03.8947.6725

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# CHAMPIONING 5RS IN OUR LIVES



As the New Year sets in, many people will make New Year's resolutions. We reflect on the past year and resolve to improve by looking at ways to enhance our well-being in 2022. After all, we want to see and live a better year.

As we focus on ourselves, can we look at the bigger picture, set our sights further and add a healthy act to our list of resolutions? This year, can we improve our relationship with nature? Can we make 2022 the year to be kind to nature and value Earth as much as we value ourselves?

Can we start by practising and internalising the 5Rs in our lives? Refuse. Reduce. Reuse. Repair. Recycle. Whether we are at home or in our office, let us try to champion these 5Rs in our lives. Air, water, soil, minerals, plants and animals – they are all fundamental for our survival, and we can try to lessen our impact on them by educating ourselves and making a positive difference.

Turn to Cover Feature to see how we can make nature healthier and happier so that we can be better stewards of our planet. When nature is uplifted, our well-being will ultimately be improved too.

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IOI PROPERTIES  
Trusted.

# Leading In Palm Oil Mill

Mr Kali Muthu said: "Together with my team, we strive to focus on not only the environment but safety as well since we do not want others to bear the rippling consequences."



When you drive along the Kuantan-Segamat Highway in Pahang, Malaysia, you will notice a sprawling plantation estate with a 19.16-hectare palm oil mill known as Pukin Palm Oil Mill (Pukin POM). Do you know that with only 71 employees, it is capable of processing about 60 metric tonnes of fresh fruit bunches (FFB) per hour? Not only that, it is the first mill of our four IOI Plantation Services Sdn Bhd mills in Peninsular Malaysia to fully automate and sterilise the process of the harvested FFB instead of using conventional methods.

Furthermore, Pukin POM operates a methane capture biogas plant which effectively minimises emissions from oil palm production and manages palm oil mill effluent (POME) sustainably as well as clarifies POME in an environmentally-friendly way through a polishing plant. No wonder it received the *Best Mill in Effluent Management*, *Best Mill in Desludging Management* and *Best Overall Mill* awards during the *Palm Oil Mill Awards Ceremony*, which was held by the Department of Environment (DOE) Pahang in conjunction with the National Environment Day on 21 October 2021. A total of 76 mills participated for six distinct categories on environmental management.

Pukin Palm Oil Manager Mr Kali Muthu (left in pic) believed that this achievement would not be possible without teamwork and the collective responsibility towards the environment. He said: "With the rapid developments going on around the world, the least we could do is to care for our environment and to preserve it for the future generations ahead of us." A team leader with leadership, determination and a responsible mindset, Mr Kali Muthu was commended with a *Best Mill Manager* award. Together with his Assistant Manager Mr Kunalan (right in pic), they received the prestigious awards from Director of DOE Pahang Tuan Haji Mohd Sani bin Mat Daud on 11 November 2021 at the DOE office in Kuantan. We are proud of the achievements which will inspire us to do our part too to address the many environmental challenges.



# Going Beyond ESG

MSCI ESG RATINGS



CCC B BB BBB A AA AAA  
LAST UPDATE: December 27, 2021

Being transparent and honest is not easy especially when you are always under public scrutiny. While it is not easy, it is a long-term effort that is undertaken by corporations which desire to grow. Good corporate governance practices and corporate transparency reflect positively on the reputation, trust with shareholders and employees, and performance of corporations.

IOI Corporation Berhad (IOIC) is always looking for opportunities to improve, and our efforts to improve corporate governance practices such as improving transparency in executive pay practices, which are well-aligned with shareholders' interests, and strengthening our ethics management practices, have been well commended. IOIC was upgraded to 'BBB' from 'BB' in the latest MSCI environmental, social and governance (ESG) ratings on 27 December 2021. The MSCI ESG rating measures our resilience to long-term, industry material ESG risks.

To enhance our ESG ratings, we initiated various capacity building and community engagement efforts. We launched the *IOI Climate Change Action Initiative* in March 2021 to reduce IOIC's carbon emissions by 2025. We also engaged S&P Global Trucost in May 2021 to enhance our reporting and disclosure framework by adopting the *Taskforce on Climate Related Financial Disclosure* methodology. At our IOIC headquarters, we are encouraging our employees to practise the 7Rs of the Circular Economy to mitigate their carbon footprint. These initiatives are central to our commitment to preserve the environment in which we operate and achieve long-term business sustainability by moving beyond ESG.

All these efforts and more were elaborated by IOIC Group Head of Sustainability Dr Surina Ismail on 25 November 2021 at the *Beyond ESG with Climate Stress Testing in APAC*, which was part of the *Beyond ESG Webcast* organised by S&P Global Sustainable.

However, we remain exposed to regulatory and reputational risks linked to potential community conflict. Nevertheless, we will continue to seek areas where we can improve, upgrade or excel.



We are continuing our journey to go beyond ESG and striving towards positive changes.

## Editor's Note

2021 will never go down as a bright or positive year. We experienced unpredictable upheavals that caused us to teeter on the edge, wondering what's next? But we made it through. Flip through the pages and you will see there is still a silver lining in the name of Kindness, Support, Togetherness, Strength, Teamwork and more. These are the values that will continue to carry us through as we enter the Year of the Tiger with a roaring expectation and willpower that there are better things ahead in 2022. Come, let us start the New Year with some love for nature by practising our 5Rs.



# Award-Winning Care Yesterday, Today & Tomorrow



## DOUBLE WINS AT TOP PROPERTY AWARDS

Driven by its *Trusted* vision, IOI Properties Group Berhad (IOIPG) has continuously delivered innovative and high-quality products and a high standard of service. The challenging environment in 2021 did not stop us from excelling towards a commendable and solid financial performance that is backed by our strong sales and 27 ongoing developments in Malaysia, Singapore and China.

Let us continue to raise the bar for our product and service quality.

Our hard work led IOIPG to be positioned among the top 10 developers. We received the *BCI Asia Awards' Top Ten Developers 2020/2021* on 3 December 2021 for having the biggest aggregate value of projects under construction during the last calendar year, by the extent of sustainability and confirmed Green building ratings.

On top of this accolade, our determination was rewarded on 14 December 2021 as we celebrated our return to the crème de la crème in Malaysia's real estate industry at the 19<sup>th</sup> *The Edge Malaysia Property Excellence Awards* (TPDA). We clinched the *Top Property Developers Awards 2021* (No. 6) after a year of absence. IOIPG Chief Executive Officer Dato' Voon Tin Yow accepted the prestigious award at a gala dinner that was graced by the Housing & Local Government Minister Datuk Seri Reezal Merican Naina Merican at Shangri-La Hotel, Kuala Lumpur.

Here's to a double congratulations to IOIPG!

IOIPG General Manager Mr Wong Pen Fook (centre) receiving the coveted award at the BCI Asia Awards' ceremony, which is currently into its 16<sup>th</sup> year, at Shangri-La Hotel, Kuala Lumpur.

From delivering groceries and necessities of life to the underprivileged and those in need to visiting orphanages and old folks' homes for a spread of joy and happiness to reaching out to the communities to create awareness of the pandemic and ensure everyone is safe and healthy, IOI Properties Group Berhad (IOIPG) has not stopped practising its *Think WE Not ME!* #WeCare mentality since the campaign was launched in March 2020.

The annual event honours many outstanding Malaysian companies that have played an active role as an agent of change in transforming the socio-economic landscape in Malaysia. The recognition accorded to IOIPG was based on the

purpose and goal, impact, frequency, effectiveness and transparency of our CSR initiatives. Team IOI will continue to support the communities and ensure we are safe and healthy together! Think WE, Not ME. Let us change our mindset and transform to be a driving force for change and make a positive difference together. Don't Think ME, But Think WE!

Our Corporate Social Responsibility (CSR) initiatives are in line with our Group's mission to safeguard

the environment and create vibrant and thriving communities through positive impacts and responsible actions. Our social contributions were acknowledged during the *Sustainability & CSR Malaysia Awards 2021* as the *Company of the Year Award (Real Estate) for Excellence in Community & COVID-19 Support* in November 2021.

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Here is a snapshot of some of our CSR efforts.

# Get Ready For Malaysia's Largest Mall

Come June 2022, you can shop till you drop at IOI City Mall (ICM), which is set to be the largest shopping mall in Malaysia. Once Phase II completes and opens its door for business, ICM's total net leasable area of 2.5 million square feet will surpass Sunway Pyramid (1.7 million square feet), Mid Valley Megamall (1.82 million square feet) and even 1 Utama (2.19 million square feet) that is currently the largest shopping centre in Malaysia.

IOI Properties Group Berhad (IOIPG) Chief Executive Officer Dato' Voon Tin Yow said: "We are pleased to inform that despite the unpredictable market environment in recent years, we have managed to secure around 70% tenants for the new phase; and more and more tenants are signing up, as we speak. And those which have signed up in the 70% group for Phase II include current and trendy brands like Best Denki, Food Empire, MajuHome, Nitori, Objet, Valiram Group and many others."

ICM will house 11 anchor tenants, namely AEON, GSC, Proton, IOI Sports Centre, IOI Grand Hall, Lotus's, Harvey Norman, HomePro, Parkson, Icescape Ice Rink and District 21 Indoor Adventure Theme Park. Apart from the retail outlets, Phase II will also include a 40,000 square feet exhibition hall, a new cinema concept with an IMAX hall,

a modern dining arcade plus a new rooftop sports centre and gymnasium. With its diverse local and international brands offering various products and services spanning lifestyle, fashion, household and cuisines, we can't wait to explore and enjoy all the attractions while we shop and dine to our hearts' content.

ICM Phase II was officially introduced on 6 December 2021 by Dato' Voon in the presence of 350 invited guests comprising the media, business associates, mall tenants and IOIPG's senior management team at ICM Centre Courtyard.

Dato' Voon (centre) unveiled ICM Phase II with Golden Screen Cinemas Sdn Bhd Chief Executive Officer Ms Koh Mei Lee (third from left), AEON Co. (M) Bhd Chief Property Officer Mr Lee Beng Beng (third from right) and Deputy Managing Director & Executive Director Mr Tsutomu Motomura (second from right) together with IOIPG's senior management.



# Going Green For GOLD



From reducing the use of fossil energy through the optimisation of the biogas plant in Wittenberge to replacing conventional lighting with LED lighting to developing over 75% of nature-based products to reusing resources as raw materials for new products and more, IOI Oleo GmbH has a strong focus on sustainability: to make the world a little greener. No wonder IOI Oleo GmbH's green portfolio has been awarded a Gold Sustainability Rating by EcoVadis for the second time in a row, in recognition of its sustainability practices and efforts.

Similarly, IOI Acidchem Sdn Bhd and IOI Pan-Century Oleochemicals Sdn Bhd (IOI Pan-Cen Oleo) have also progressively improved their scores, and have both achieved Silver Sustainability Ratings. Our co-generation plant, reverse osmosis plant, rainwater harvesting and other green feats were recognised as environmental achievements.

EcoVadis is an international rating agency specialised in assessing the sustainability performance of companies. The EcoVadis methodology is based on international sustainability standards such as the Global Reporting Initiative, United Nations Global Compact and ISO 26000. The rating covers a broad range of non-financial management systems including Environmental, Labour & Human Rights, Ethics and Sustainable Procurement impacts. The ratings will help to boost our performance with our customers and stakeholders.



The moment shoppers arrive at the newly-opened IOI Mall Xiamen at IOI Palm City in Xiamen, China, they will be warmly greeted by the official ambassadors – the bird and flower mascots of *O Zai* and *Meimei* – which are inspired by our Malaysian's Rhinoceros Hornbill (*Buceros rhinoceros*) as well as Xiamen's city flower, the Triangle Plum (*Bougainvillea spectabilis*).

Over 2.75 million avid shoppers have since visited the mall, touted as one of the biggest social hubs of the year in Xiamen, since it opened its doors on 28 October 2021.

Marked as IOI Properties Group Berhad's first venture into China's retail market, which complements the development of IOI Palm City as a mega-scale urban integrated development, IOI Mall Xiamen offers a vibrant mix of close to 200 well-known domestic and international brands for visitors from all walks of life.

我们欢迎你!

# IOI Mall Xiamen Welcomes & 欢迎你!



"Children's voices are not as loud as ours when it comes to children's rights, that is why we need to speak for them." This sentiment against child labour, which was voiced by International Labour Organization (ILO), is shared by IOI Corporation Berhad (IOIC) and Humana Child Aid Society Sabah (HUMANA). Child labour worldwide has increased to 160 million for the first time in 20 years, and the Covid-19 pandemic has worsened the situation. The plight to end child labour is formidable but together, we can take effective actions to stop it.



Over 120 participants and attendees from IOIC headquarters and estates in both Sandakan and Labad Datu regions in Sabah, IOIC's Sustainability Advisory Panel members as well as representatives from the ILO and HUMANA attended the hybrid mode launch event.

IOIC collaborated with HUMANA about 25 years ago to provide basic education to children of our migrant workers who are living within our estates. We have constructed schools and Community Learning Centres (CLCs), built teachers' accommodations, provided free utilities and subsidised teachers' salaries.



We are focusing on providing offline education platforms for our migrant workers' children in poorly connected areas in Sabah.

We are the largest private provider of plantation-based education in Sabah with up to 3,000 children from six to 17 years old attending classes during normal school hours in 27 HUMANA schools and 12 CLCs. However, we still risk having children follow their parents to the estates and work, especially during after-school hours. The Covid-19 pandemic makes it worse by forcing schools to close. Hence, we are collaborating with ILO and have submitted a *To Counter Child Labour via Education Post-Covid: Providing Full-Day Zero Cost Educational Platform Access to our Employees' Children* pledge in April 2021 to provide school-going children with better and more varied opportunities.



IOIC Plantation Director Mr NB Sudhakaran (left) handing out schoolbags and stationeries to the students.

On 13 December 2021, we launched our *IOI Child Education Initiative*, in conjunction with ILO's *International Year for the Elimination of Child Labour* to reflect our commitment to eliminate all forms of illegal, forced, bonded, compulsory and child labour as stated in our Sustainable Palm Oil Policy. IOIC Group Managing Director & Chief Executive Dato' Lee Yeow Chor said that we will spend about RM6 million a year to pay extra allowances to the teachers and provide the children with nutritious lunches, free uniforms, school bags and stationeries through Yayasan Tan Sri Lee Shin Cheng. Together, we will fight against child labour because no child should be working. All children have the right to a good education, the right to play and the right to enjoy their childhood.

Check out our pledge to combat child labour in Malaysia at: <https://cutt.ly/KleORLO> and <https://cutt.ly/1leOAgg>

# Youth Are Our Future

Young people are the backbone of society. According to the National Statistics Department, Malaysia has a youth-bulge whereby 14.6 million Malaysians are aged between 15 and 39 years old, which is a staggering 45% of our population. Therefore, our young people are a very important group to lead our country to greater heights.

This is in line with IOI Properties Group Berhad's (IOIPG) Sustainability Strategic Theme of *Young Urbanites* to groom young talents, introduce the spirit of sustainability and expose the best practices in socio-economic and environmental ethics to them. We collaborated with Universiti Tunku Abdul

About 370 local and overseas participants from Brunei, China, Indonesia, Philippines, Singapore, Thailand, Vietnam and Taiwan joined the conference on 6 and 7 November 2021.



Rahman to jointly organise the *International Youth Development Virtual Conference* for the third consecutive year.

Together with 20 speakers who shared on 14 sustainability topics, IOIPG Group Corporate Communication & Sustainability General Manager Ms Kristine Ng encouraged our young ones to achieve the United Nations' (UN) Sustainable Development Goals and the New Urban Agenda during the two-day conference, which was themed *Participation of Youths in Building Sustainable Cities*.

Meanwhile, IOI Mall Puchong General Manager Mr Dylan Chan spoke on *Achieving Sustainable Success in Retail Industry* and their latest *KITACycle* recycling initiative. Ms Kristine Ng's words, "Youths are the leaders of tomorrow," echoes UN Secretary-General Mr António Guterres, who agreed that young people are the key to our future. He said: "Young people are on the frontlines of the struggle to build a better future for all. The Covid-19 pandemic has highlighted the dire need for the kind of transformational change they seek – and young people must be full partners in that effort."

# A BETTER WOOD FOR A BETTER WORLD

As you are reading this newsletter, take a look at the furniture around you. Most likely, they are made of rubberwood. Sadly, rubber cultivation is steadily declining since the 1990s. Recently, the Malaysian Timber Council held a meeting with the Malaysian Investment Development Authority on 14 December 2021 to explore the possibility of using oil palm trunks (OPT) as an alternative sustainable material source for the furniture and construction sector.

Do you know what happens to OPT from palm oil trees that are cut down for replanting? Usually, they are left to rot and decompose. Every year, there are nearly 30 million of disposed OPT in the fields as Malaysia has approximately 14.5 million acres of oil palm plantations that are replanted every 20 to 25 years.

But thanks to IOI Corporation Berhad's sustainability commitment, we practise zero burning. Furthermore, our subsidiary, IOI Palm Wood Sdn Bhd, is Malaysia's first manufacturing plant to commercially and sustainably convert unused OPT into eco-friendly, sustainable and high-performance wood panels. Through IOI Palm Wood's OnCore® brand, we can have a better wood which is lightweight,

stronger, more stable, have good screw holding and a higher strength. More importantly, we are shaping a greener future by reducing deforestation and greenhouse gas emissions. We are capturing about 250 kg of carbon for every cubic metre of palm wood that is produced.

Drop by at our IOI Information Hub at Ground Floor East Wing (in front of MUJI Store) at IOI City Mall. Check out our sustainability movement and take a seat on our innovatively and uniquely configured benches that are made from OPT.

IOI Palm Wood Chief Executive Officer Mr Peter Fitch looks forward to changing the world positively with OnCore® and said: "Palm wood is not such a beautiful wood with all its rough and heavy fibrous texture. But the core is beautiful because its inner fibres are like reinforced concrete that give the wood its ultimate strength."

The IOI Information Hub was unveiled on 20 December 2021 at the Ground Floor East Wing (in front of MUJI Store) at IOI City Mall.

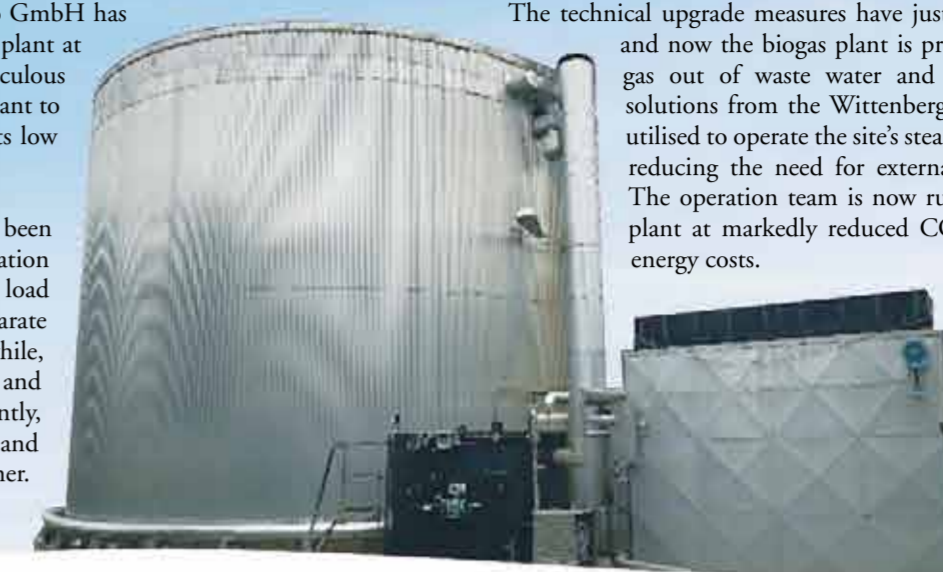


# Green & Optimised Biogas Plant

Since July 2021, the operation team at IOI Oleo GmbH has set their focus to technically optimise the biogas plant at Wittenberge. Step by step, with detailed and meticulous operation, the team has transformed the biogas plant to an intelligent energy integration set-up that emits low CO<sub>2</sub> emissions and runs at a low energy cost.

A new electronically controlled drum filter has been installed to replace the former sewage sludge separation unit. In addition, waste water with an increased load of Chemical Oxygen Demand is buffered for separate controlled dosage to the biogas reactor. Meanwhile, the measurement devices, process control and automation have been improved. More importantly, the newly-installed dosage system of chemicals and trace elements is now located in a separate container.

The technical upgrade measures have just been completed and now the biogas plant is producing methane gas out of waste water and aqueous organic solutions from the Wittenberge site. The gas is utilised to operate the site's steam generators thus reducing the need for externally supplied gas. The operation team is now running the biogas plant at markedly reduced CO<sub>2</sub> emissions and energy costs.



The biogas reactor and excess sludge tank at Wittenberge.

The electronically controlled drum filter unit that replaced the former sewage sludge separation unit.

# Growing Tomatoes In Greenhouses



Tomato plants can be grown all year round in Malaysia. However, these red gems can only be cultivated in late spring and early summer in seasoned countries. The fact that they are available all year round in supermarkets is mainly due to greenhouses that allow the plant to thrive throughout the year. Even in frosty temperatures, the greenhouse effect ensures a warm indoor climate with no heating needed. Moreover, unproductive or dry land can be utilised for agriculture.

As a result, condensation water forms on the inner surface of the film. Once the droplets reach a certain size, they reflect the sunlight and prevent heating. In addition, the plants may be damaged through the magnifying glass effect or fungal attacks if the droplets fall onto them.

Greenhouse film is a science in itself: For greenhouses to work, the film naturally has to be tight so that the heat remains trapped. The technical term for this is *thermal convection*. On the other hand, the transparent film ensures that the shortwave radiation from the sun can penetrate but is absorbed. Thus, the heat cannot escape, and this leads to a high temperature difference between the inside of the greenhouse and the surroundings.

This is where SOFTENOL® 3190, a product of IOI Oleo GmbH's Technical Applications Business Unit, comes into play. This anti-fog agent improves the efficiency of greenhouses and protects the plants in them at the same time.

By applying this special combination of different glycerine esters to agricultural films, the surface tension of the water is reduced and hence the formation of unwanted droplets is prevented. An even film forms on the inside instead of droplets and enables efficient plant growth. For more information, check out: <https://cutt.ly/wUqjA4M>

Greenhouse film is a science in itself. Even in frosty temperatures, the greenhouse effect ensures a warm indoor climate with no heating needed.



# Racing Towards A Net ZERO Future

Globally, over 3,000 businesses have committed to the United Nations' (UN) *Race To Zero Campaign* to achieve net zero carbon emissions by 2050. "In this world of polarised division, the Earth is something we all have in common," said IOI Palm Wood Sdn Bhd Chief Executive Officer Mr Peter Fitch, who agreed that leading companies today are recognising the need to decarbonise their supply chains in order to effectively decarbonise their own operations in the climate action journey. That is why converting unused oil palm trunks into usable and high-performance wood panels is such a game-changing opportunity to meet our net zero ambition.

Joining the British Malaysian Chamber of Commerce's (BMCC) *Climate Action Pledge* is one of our first steps towards a net zero future. Along with YTL Corporation Berhad, IJM Corporation Berhad, MISC Berhad and other companies, Mr Peter Fitch shared the values of IOI Palm Wood during the *Malaysia Climate Action Week's Race to Net Zero Supply Chain* virtual forum webinar which ran from 25 to 29 October 2021. Co-organised by BMCC and the British High Commission Kuala Lumpur, the event was held in conjunction with the UN Climate Change Conference (COP26).

The time to act is now. Check out: <https://climateactionweek.bmcc.org.my/> or <https://cutt.ly/uUF90wd> to listen to the webinar.



Mr Peter Fitch said: "We must all focus on the 'How' to make a positive change, because the time to question 'Why' is over."

# Working Towards A Traceable Supply Chain

## No Deforestation, No Peat and No Exploitation

Our Responsible Sourcing team at IOI Corporation Berhad (IOIC), together with Earthworm Foundation (EF), visited Sg Kahang Mill (SKM) and their direct upstream dealers between 7 and 9 December 2021, as part of our *No Deforestation, No Peat and No Exploitation* (NDPE) requirements towards ensuring a transparent and traceable supply chain as well as supporting transformation towards delivering responsibly-produced palm oil.

During the visit, our team met with five of SKM's key dealers who source fresh fruit bunches from over 1,000 smallholders. EF

presented the type of information required to enhance our current mapping and monitoring progress, which the dealers have agreed to co-operate in collecting data. We provided information on our NDPE policy and explained the need to trace-and-monitor our suppliers in order to achieve our goal to create a deforestation-free supply chain, while the SKM team provided both logistics and networking support. We wrapped up this fruitful meeting with a sharing session on the Malaysian government's recent announcement to ratify the International Labour Organization Protocol 29 on Forced Labour Convention 1930.



# RECYCLABLE WASTE CENTRE Jom KITOCycle

If you live nearby Puchong, you can now easily drop your recyclable items at KITOCycle, which is a recyclable waste collection centre that is strategically located in IOI Mall Puchong (IMP). Just collect all your recyclables – cardboards, aluminium/metal cans, electronic

appliances, batteries, plastics and paper/magazines/newspapers – and drop them off at the centre or drive-through as the centre is strategically located on the Ground Floor of IMP (near the Carnival Court), with easy access from the open car park via the West Entrance.

Each time you drop your recyclables, you can also earn cash via a weigh and pay system.

During the opening ceremony of KITOCycle on 27 November 2021, IOI Properties Group Berhad (IOIPG) Chief Executive Officer Dato' Voon Tin Yow said: "We will continue to spearhead ecologically-friendly initiatives that advocate low-carbon footprint principles, responsible consumption of resources and waste minimisation. We hope our efforts will contribute to a cleaner, greener and sustainable environment for our future generations." KITOCycle was also



With active collaboration and participation from everyone, we can instil the positive habits of recycling to mitigate climate change.

Guided by our TRUSTED vision, KITOCycle is aligned to our mission to safeguard the environment and build sustainable communities as well as reinforce support towards the United Nations' Sustainable Development Goals (UN SDGs), especially SDG 12 on Responsible Consumption and Production.

officiated by Selangor State Exco (Local Government & Public Transport) and State Assemblyman for Kinrara in Puchong Yang Berhormat Tuan Ng Sze Han (left pic, centre) and Yang Dipertua Majlis Bandaraya Subang Jaya Yang Berusaha TPr. Puan Hajah Noraini binti Haji Roslan (second from right).



# Early Christmas Joy For Homes & Children

Thank you, Bargain Basement!



Christmas is a time for giving and sharing, and for 14 charity homes and organisations, Christmas came early in a wonderful and charitable gift amounting to a total of RM260,000. From an old folks' home to a welfare organisation for Alzheimer's disease and dementia to a learning centre for the underprivileged to an animal shelter – many of these homes were affected by the pandemic, and they could hardly keep their business afloat due to the absence of a steady revenue.

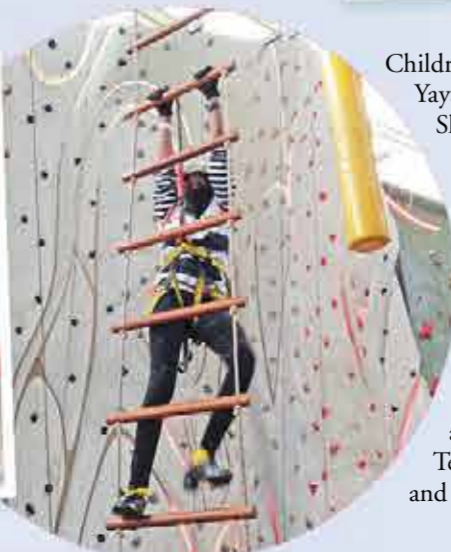
On 1 December 2021, IOI Corporation Berhad Group Managing Director & Chief Executive Dato' Lee Yeow Chor and Yayasan Tan Sri Lee Shin Chong (Yayasan TSLSC) Executive Director Datin Joanne Wong presented RM260,000 to the 14 organisations at IOI City Mall (ICM). The organisations were grateful for the spirit of giving from Bargain Basement, which donated the amount from its proceeds.

Founder of Bargain Basement Datin Joanne and her Bargain Basement champions and supporters specially handpicked the organisations – Pusat Jagaan & Rawatan Orang Tua Al-Ikhlas, Rumah Orang Tua Chok Lam, Pertubuhan Kebajikan Kristian Aman, Shelter Home for Children, Malaysia Lotus Charity Care Centre Association, PAWS Animal Welfare Society, Ti-Ratana Welfare Society Malaysia, Dignity for Children Foundation, Pusat Jagaan Sehati, Star Foundation, SJK (C) Chen Moh, Alzheimer's Disease Foundation Malaysia, Sin Chew Foundation and Dual Blessing Bhd.

Bargain Basement is a charity pre-loved store and an initiative of Yayasan TSLSC. Since its inception in 2016, it has given over RM280,000 to 20 various homes, prior to the current donation.

Ti-Ratana Welfare Society Malaysia is a centre of hope, sharing, caring and growth that provides for more than 500 residents a month.

Woah, this is not an easy game.



Children were not left out from the joy of Christmas as Yayasan TSLSC invited children from Rumah Shalom (Puchong) for a day of fun and games at the adventurous District 21 at ICM. It was a rare outing for the children due to the pandemic but children never lose their sense of excitement and wonderment as they jumped, climbed and slid while exploring and challenging themselves at the first-of-its-kind 70,000 square feet indoor adventure theme park. Lunch at Texas Chicken was a satisfying meal and their happy smiles say it all.



By decluttering your life, you're saving someone else's because all the net proceeds of Bargain Basement will be channelled to different charities annually.

Earlier, Datin Joanne and her champions dropped by at Bargain Basement at ICM. The second outlet is located at IOI Mall Puchong while the third one is located at Universiti Tunku Abdul Rahman (UTAR) in Perak through a collaboration with UTAR students.

Malaysia was hit by one of the worst floods in the country in December 2021. Said to be the worst flooding since 1994, the heavy downpours claimed many lives and caused over 70,000 people to be displaced from their homes. Since 17 December 2021, many have lost their homes, belongings and vehicles, which were either swept away or submerged in the recent floods.



IOI Plantation Services Sdn Bhd swiftly extended the much-needed help to the flood victims, regardless if they were our estate workers or strangers. Once the floodwaters receded at Karak town in Pahang, Bukit Dinding Estate Manager Mr M. Nagaraja plus two Assistant Managers mobilised about 20 of our employees from Bukit Dinding Estate to clear the mud and debris using six estate tractors around Taman Sri Makmur. From 19 to 23 December 2021, we worked hand-in-hand with the residents to clean the affected areas. We supplied RM6,000 worth of groceries consisting of rice, cooking oil, flour and food aid to the flood victims, and distributed clean water to the residents while assisting them to source water directly from the river by using our estate road. Six houses that belonged to our Indian workers and two of our staff houses were affected in the downpours.

Over at Tambang Estate in Segamat, Johor, our estate workers also came out in full force and worked in harmony to help the villagers. Our estate management constructed an excess road for the Kampung Spang Loi villagers to take refuge at the flood relief centre (PPS). Once they were safely situated at the PPS, we helped to supply clean water to the villagers. Altogether, there were 400 villagers who were affected by the floods. Prior to that, we worked fast to move and help to salvage whatever we could from their homes. Items such as essential electronic appliances and furniture were shifted to a safe location before the floods worsened. The debris and clutter from the downpours were efficiently removed after the floods.



Kampung Spang Loi was flooded with the love and help from Tambang Estate.

Even our charitable foundation, Yayasan Tan Sri Lee Shin Chong donated RM50,000 to the *Tabung Misi Bantuan Banjir Negara* through *Yayasan Komuniti Negara* to assist in the country's flood relief effort. The fund will be channelled to purchase food baskets, other essential goods and relocate victims to safe locations as well as to clean and repair their damaged houses.

Indeed, the affected areas were swamped with care and concern as we united for a good cause.

# Flooding With CARE & CONCERN



From cleaning the debris to distributing water, our Bukit Dinding volunteers reached out continuously.

## Love & Care In Old Age



Le Méridien Putrajaya is delighted to put smiles on familiar faces at Pusat Jagaan & Rawatan Orang Tua Al-Ikhlas, a nursing home based in Puchong, Selangor which is currently caring for 20 elderly people of different ethnicities.

Both our Kitchen and Engineering Departments were more than happy to collaborate for this second visit on 13 October 2021. Our hotel associates also sent their love and appreciation. Together, we contributed and presented a token of appreciation to the home.

## WeCare For The B40s

Team IOI cares for the community and this is shown by IOI Properties Group Berhad, Johor Bahru and IOI Mall Kulai's joint effort to help the underprivileged families. Under the *Think WE Not ME! #WeCare* campaign, we jointly initiated a month-long donation drive from 25 November to 24 December 2021 for the B40 households. Recently, over half a million middle-income group (M40) households have slipped into the bottom B40 category due to the current health and economic crises caused by the Covid-19 pandemic. Via the *WeCare Bin* campaign, we received an overwhelming response of generous donations of dry food and essential items. We then contributed to the B40 families in Bandar Putra Kulai. Together, we hope to alleviate the poverty in our country and help to bring assistance to the families.




# CHAMPIONING 5RS IN OUR LIVES


## Be Kind To Nature And Protect Earth

It is a big task but we all can start small – the first step is to determine to do our part and resolve to be kind and treat nature with respect. With that determination set in resolution, let us learn and practise the 5Rs – refuse, reduce, reuse, repair and recycle – anywhere, anytime.

## Step By Step, Learn About 5Rs



**REFUSE**  
Say "no" to things you don't want.



**REDUCE**  
Minimise instead of wasting with mindful purchases and consumption.



**REUSE**  
Repurpose any material whenever possible.



**REPAIR**  
Increase the life of any material before throwing away. Try fixing it and give it a new life.



**RECYCLE**  
Learn to separate the wastage from recyclable items.

## R by R, Make 5Rs A Habit

Here are some items that we can refuse, reduce, reuse, repair and recycle. Go on, take a step and fill in your list of 5Rs.

REFUSE	REDUCE	REUSE	REPAIR	RECYCLE
<ul style="list-style-type: none"> <li>plastic cutleries &amp; straws</li> <li>plastic bags</li> <li>styrofoam containers</li> </ul>	<ul style="list-style-type: none"> <li>water &amp; electricity</li> <li>go vegan for lunch</li> </ul>	<ul style="list-style-type: none"> <li>used bottles</li> <li>buy second-hand items</li> </ul>	<ul style="list-style-type: none"> <li>loose clothes</li> <li>refurbish torn jeans to a pair of shorts</li> </ul>	<ul style="list-style-type: none"> <li>aluminium cans</li> <li>plastic bottles</li> <li>build a Brick Bottle</li> </ul>
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....

## Our Eco-Warriors Are Fighting For Earth

An Eco-Warrior pledges to be an environment ambassador that cares for the Earth and inspires those around him or her to make a positive influence to the environment. In November 2021, IOI Corporation Berhad (IOIC) and IOI Properties Group Berhad (IOIPG) elected 62 employees as our proactive and committed Eco-Warriors to promote recycling and environmental conservation as well as influence each other to take up the 5Rs seriously.

Yayasan Tan Sri Lee Shin Cheng (Yayasan TSLSC) kickstarted the recycling initiative at IOI HQ by collaborating with Tzu-Chi Foundation Malaysia (Tzu-Chi) in November 2021. A non-profit organisation, Tzu-Chi started its environmental protection initiatives since 1995. To date, it has over 160 recycling centres and 980 recycling points in Malaysia.

Back in March 2021, we visited one of Tzu-Chi's recycling centres in Taman Desa in Petaling Jaya, Selangor to increase our knowledge on waste segregation. On 22 and 23 November 2021, Tzu-Chi was invited to educate and train our 62 Eco-Warriors and their Heads of Departments. Yayasan TSLSC Executive Director Datin Joanne Wong said: "Ideally, if every single staff knew about this information, they will better support these activities in the office because they will gain a better understanding and they will perform it from the heart." Today, let us educate ourselves on some of the fundamentals of 5Rs.



It takes 95% energy to make a totally new aluminium can than to produce one from a recycled can. So recycle your can drinks, disinfectant sprays, aerosol cans and any aluminium bottle.



Tackle plastic waste by upcycling drink packs and sachets into useful baskets. But make sure you clean and dry them first.



You cannot recycle your takeaway coffee cup. Although the outer part of the cup is made of paper, a thin layer of plastic (Polypropylene film) protects the coffee from seeping into the paper and keeps it warm. Hey, can you think of some way to reuse that coffee cup?



Do you know paper egg cartons are more eco-friendly than plastic egg cartons as they biodegrade easily compared to plastic which cannot be recycled and does not biodegrade?

### WHAT IS BRICK BOTTLE

It is a plastic bottle packed with clean and dry used plastic (snack wrappers, receipts etc.). They can be used as building blocks to create various items, including furniture, wall and other structures.



### START YOUR TODAY!

1. Get a clean & dry 1.5L plastic bottle (33cm height e.g. Coke, Sprite, 100 Plus..)
2. Use a wooden or metal rod to compress
3. Cut all plastics into small pieces
4. Fold the plastic & push into plastic bottle
5. Push and compact the whole way through
6. What can be put in? All clean & dry plastic packets
7. Food, battery, paper or things that can be recycled
8. Put the cap on. The bottle should be solid & not dent in



Hand your completed Brick Bottle to your Eco-Warrior. Or get creative and build your own Brick Bottles.

PRACTISING THE 5RS

AN INITIATIVE OF YAYASAN TAN SRI LEE SHIN CHENG



“ Recycling is really a community effort and I feel motivated to be more mindful of my waste when my colleagues practise the 5Rs with me. ”

Eco-Warrior  
Ms Dharshini A/P Mugunam  
IOIPG Senior Sustainability Executive



“ Waste segregation has never been this easy after being an Eco-Warrior. ”

Eco-Warrior  
Mr Lau Zhi Hao  
IOIC Commodity Marketing Officer



“ As an Eco-Warrior, I believe that together we can make Earth a better place. Start doing something green today! ”

Eco-Warrior  
Ms Choy Poh Yeng  
IOIPG Marketing & Branding Officer



“ I'm not an environmentalist, I'm an Eco-Warrior. ”

Eco-Warrior  
Ms Aliza Mohamed  
IOIC Commodity Marketing Executive Secretary



“ Mother Nature now calls for our favour. Simple daily acts to REDUCE, REUSE and RECYCLE may lead to a huge difference; together we can be Eco-Warriors! ”

Eco-Warrior  
Ms Safreena Sairee  
IOIPG PR & Social Media Marketing Assistant Manager



“ I feel sad when I realise that the conditions of the ocean and the sea life are bad from the waste and plastics that we throw away. It causes animal extinction and we should not take it lightly. Think twice before throwing waste. ”

Eco-Warrior  
Ms Azuriaty Abdul Latiff  
IOIPG Group Quality Management Service Quality Officer



“ I realised I had wasted so much things which would be useful for Mother Earth. Now I encourage my family and friends how to save the world. It's better late than never. ”

Eco-Warrior  
Ms Annamah Santiago  
IOIC Commodity Accounts

9 November 2021  
Visit To Rumah Shalom



In conjunction with the Deepavali celebration, business unit representatives from Puchong Financial Corporate Centre, Four Points by Sheraton Puchong and IOIPG Group Corporate Communication Department visited Rumah Shalom, a foster home for underprivileged children who come from families with difficult backgrounds. Their visit brought joy to the children as well as gifts such as home appliances, packed meals and terrarium containers that can produce three types of vegetables in one year.

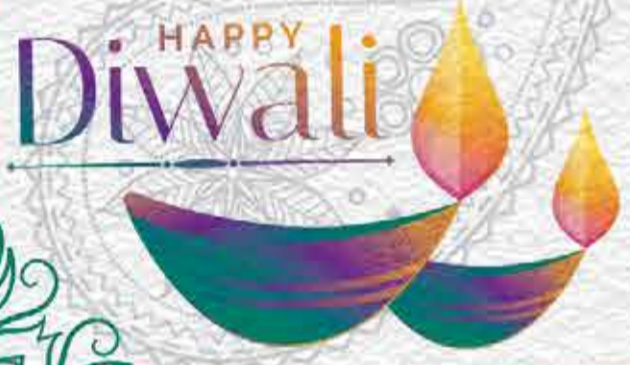
# BRINGING CHEER In Every Festive Season

The saying goes by, "It is easy to feel powerless in the face of adversity, but with sheer will and determination, one can make a difference." And with this spirit, IOI Properties Group Berhad (IOIPG) and their portfolio of hotels and malls reached out to its connecting communities to lend a hand as well as spreading festive cheers.



15 November 2021  
A Majestic And Colourful Diwali

A team consisting of staff members from both IOI City Mall and IOI Mall Puchong made a double visit to Pertubuhan Kebajikan Yesuvin Mahligai in Kajang, Selangor (home to 35 children and 15 elderly people) as well as Pure Life Society in Kuala Lumpur (home to 70 children), bringing gifts such as groceries and basic necessities as well as cash vouchers which were contributed by tenants from both malls.



21 December 2021  
Tis' The SEASON



A team from IOI Mall Puchong made a trip to Pertubuhan Kebajikan Orang Tua Shan Xing, home to 13 elderly people to spread joy this Christmas, bringing packed meals and cash donations which will help with its operating expenses.



20 December 2021  
A Christmas FantaSEA

IOI City Mall opened its doors to children from Pusat Jagaan Kanak-Kanak Openhands Fellowship, Kajang and Kaizen Children Home, Semenyih as the children and their caretakers had a fun day out including enjoying a movie, having lunch at Marrybrown and a round at the Icescape Ice Rink. Each child left with a gift bag in hand and huge smiles on their faces.

# Bottled Kindness

In March 2020, when the pandemic first hit, we saw kindness spread from all walks of life. Amidst the fear, we learnt that there was also community support and hope. And this was how IOI Pan-Century Oleochemicals Sdn Bhd (IOI Pan-Cen Oleo) responded when approached by the Sultan of Johor, His Royal Highness Sultan Ibrahim ibni Almarhum Sultan Iskandar's foundation, Sultan Ibrahim Johor Foundation (SIJF) in early-October 2021, which was seeking contributions to help the needy and those who are affected by the pandemic in Johor, Malaysia.



IOI Pan-Cen Oleo has since contributed 4,000 bottles of our 1-litre of Century cooking oil to the foundation. They were handed over to SIJF co-ordinator Mejar Cina David Wong Khong Soon and SIJF representatives on 16 November 2021 before being distributed as food handouts to 318 students from various Chinese national-type primary schools (SJKC) around Johor Bahru on 30 November 2021. Among the receiving schools were SJKC Foon Yew (96 students), SJKC Foon Yew 1 (68 students), SJKC St Joseph (36 students), SJKC Kuo Kuang (50 students) and SJKC Pu Sze (68 students).

Since last year, the Sultan of Johor has given out aid to more than 21,000 needy families throughout Johor, and IOI Pan-Cen Oleo is honoured to share the same passion to assist those whose livelihood has been affected by the pandemic.



## We Salute Our Healthcare Heroes!

A million appreciations are not enough to express our gratitude over the sacrifices of our frontline heroes during this pandemic.

To salute our healthcare heroes for working tirelessly, both Sales & Marketing, and Food & Beverage Departments of Four Points by Sheraton Puchong made a special trip to KPJ Kajang Specialist Hospital on 27 October 2021. We distributed 100 boxes of yummy Spaghetti Bolognese which were prepared with care by our in-house Chef De Partie, Chef Wayne.

While at the hospital, our dedicated Chef Wayne had the chance to share tips and presented a quick demonstration on how to prepare his delicious Spaghetti Bolognese to all staff members.



According to Chef Wayne (right pic, right), Spaghetti Bolognese is a yummy and heart-warming dish that is easy and simple to cook.



Thank you to all the doctors, nurses and healthcare workers!

## Energise Your Muscles With NuliGo SMLCT

Many of us used to take our health and physical fitness for granted, and prioritise other things such as our family or work matters. But since the Covid-19 pandemic, health and wellness have never been more essential and valued.

Bunge Loders Crokalan found that many people are now seeking functional ingredients that enable them to enjoy a longer active lifestyle. Vice President of Nutrition Dr Emiliano Rial Verde said: "Now, as part of our continuous innovation efforts, we are proud to be the first in the market to offer our customers a functional ingredient that provides a set of benefits previously not available in sports nutrition and active aging. This type of fast energy source delivered directly to muscles is something completely new in these categories."

NuliGo™ is a revolutionary innovation in nutritional lipids with a uniquely structured medium and long-chain triglyceride (sMLCT) that brings rapid energy directly to muscles. It combines the rapid energy of MCTs and longer lasting energy of LCTs in a single molecule for greater benefit. By bringing easily accessible energy to muscles, NuliGo™ sMLCT spares protein for muscle-building, maintenance, and recovery. When combined with the appropriate protein, it is an ideal ingredient for active adults targeting athletic performance, endurance, strength, enhanced mobility and post-injury recovery.

NuliGo™ is available in oil and powdered formats, and well-suited for:

- **Sports Nutrition** as it fuels physical performance and post-activity recovery by delivering rapid and long-lasting energy sources to muscles.
- **Active Aging** as it promotes muscle strength and maintenance to support a longer active lifestyle.
- **Medical Food Products** as it combines tolerability with balanced energy delivery.



Palm oil has been described as "hazardous", "unhealthy" and "damaging the environment" by many people who have a poor understanding about the true benefits and values of palm oil. That is why IChemE's Palm Oil Processing Special Interest Group (POPSIG) decided to start them young and provide an informative virtual forum on the misconceptions of palm oil on 14 September 2021 to chemical engineering students from all universities based in Sabah and Sarawak in Malaysia.

Mr Shyam sharing the sustainability practices in IOIEO and more, at the virtual panel discussion.



IOI Edible Oils Sdn Bhd (IOIEO) General Manager Mr Shyam Lakshmanan was one of the invited speakers along with five renowned

industry players. A Fellow of IChemE, Chartered Engineer and Chartered Scientist, Mr Shyam is also a First Grade Steam Engineer and a registered Electrical Energy Manager. The participants learnt about IOI Group's sustainability practices and the good engineering practices in IOIEO as well as IOI Bio-Energy Sdn Bhd's award-winning co-generation plant.

*Honorarium* and the panel commented it as "information provided is thoroughly researched, serving as an authoritative for those seeking true facts about palm oil." Congratulations to Mr Shyam, Ms Yung Yen Li, Ms Kong Sing Lim and Ms Joanne Sonia!



Apart from this, Mr Shyam also worked with our Research & Development team to debunk the myths of palm oil in an article titled *Let Us Not Allow That Misconception To Recur To Palm Oil*. The article was awarded an

The forum, which was hosted by IChemE Student Chapter of Curtin University Malaysia, and co-hosted by IChemE Student Chapter of Swinburne University of Technology Sarawak, was a success in providing an informative and knowledgeable session on the true facts of palm oil.

# A Visit To The BOILING INNOVATION



Ever since IOI Bio-Energy Sdn Bhd's (IOIBE) award-winning steam boiler received the *Winner in Renewable Energy* award in the Cogeneration category during the *National Energy Award (NEA) 2021*, it has received much attention on its in-house modifications and improvements. It made a groundbreaking impression on the Member of Parliament for Sandakan Yang Berhormat (YB) Puan Vivian Wong Shir Yee (pix above) during her visit with her Team 186 to IOIBE for a tour of the facility on 11 September 2021.



YB Puan Vivian expressing thanks to the management of IOIBE for the visit to the impressive boiler and for giving a live tour and information on how the boiler is run and managed.

IOI Edible Oils Sdn Bhd General Manager Mr Shyam Lakshmanan and the IOIBE team explained how the high-performance and eco-friendly cogeneration plant can now operate efficiently on empty fruit bunches and palm kernel shells as fuel to generate steam, and supply electricity as well as steam to IOIBE and the neighbouring facilities.

YB Puan Vivian emphasised that we are inseparable from nature and sustainable developments are our common future. The innovative boiler is not only an achievement of great significance in environmental protection, it also heralds a new milestone in Malaysia's palm oil industry as it utilises our oil palm wastes innovatively.

Together, we can create a sustainable future by working hand-in-hand to bring the Malaysian palm oil industry to new heights.



# The Little Cube That Made A Giant Impression

Who hasn't played and tried to solve the Rubik's Cube? Can you imagine 4,000 Rubik's Cubes have been meticulously hand-twisted by circus artists to form a giant-scale Rubik's Cube?

This stunning 2.8 by 4.5 metre mural is a record-winning achievement of South Beach Singapore together with Marina Central Business Improvement District (BID). It was awarded the *Largest*

*Mural Made Of Rubik's Cubes* by the Singapore Book of Records. This giant-scaled Rubik's Cube was unveiled on 17 November 2021 and will be on display along with other Christmassy Rubik's Cube decorations until 2 January 2022.

Together with BID, every corner dazzles with sparkling fairy lights, classic red poinsettias and huge Rubik's Cube gift boxes. BID is a private sector operated programme that helps to enhance vibrancy and attractiveness of the business precinct through targeted marketing, hospitality and events. It consists of various stakeholders namely South Beach, Marina Square, Millenia Singapore and Suntec City.



Do you know that the Rubik's Cube has 43 quintillion possible configurations?

# What's In Store At IOI Resort City In 2022?

IOI Resort City, located 26 km from Kuala Lumpur city centre, connects matured towns such as Kajang, Bangi, Serdang, Puchong, Putrajaya, Cyberjaya and the southern states of Malaysia. This smart lifestyle resort, designed to be sustainable and walkable, offers five-star and four-star hotels, an 18-hole championship golf course and a soon-to-be largest mall in Malaysia, that currently welcomes 24 million visitors annually. Come 2022, IOI Resort City is set to be the next benchmark in resort living. A perfect place to stay, work and play in this future-ready city of tomorrow!



- 1 Be the first to take your kids to explore IOI City Farm, the first indoor farm in Malaysia with a three-in-one aquarium, farm and petting zoo haven that is ready in April 2022.
- 2 Moxy Putrajaya Hotel is here to play as IOI Resort City's newest hotel offering a playful staycation that is affordable and fun with endless adventure.
- 3 Get ready for the biggest mall in Malaysia when IOI City Mall Phase II opens its doors in June 2022 (check out more in Hallmark).



4 Here's a perfect family-friendly zone to gather with your kids, tweens and teens. There's something for everyone at the Active Zone at the Central Park. Basketball, futsal and badminton courts, giant slides, boardwalk with soothing lake views, waterfront activities and many outdoor explorations.



5 Nothing beats a fun and sunny outing with our furry friends at the Pet Park. What's more, the challenging pet obstacle course will make it even more interesting.

6 There's no excuse not to get fit at the 10-acre Central Park, which is complete with a jogging track, a skate and bike track, and other outdoor activities plus a scenic view of nature as the backdrop.



7 Green is the new black as we solar panelled our IOI City Mall's roof. We generated 4,260 MWh of renewable energy and reduced 2,956 CO<sub>2</sub> last year. We are also installing solar-powered lights for the walkways and landscapes.



Dato' Voon (left) said: "We are bound by the Group's Vision of 'Trusted, with the focus on delivering service and quality excellence. We are Trusted, to perform our best, prioritise our customers and demand excellence in everything we do.'"

Since IOI Properties Group Berhad (IOIPG) inked an agreement with Marriott International Inc (Marriott) on 19 May 2021 to convert Palm Garden Hotel (PGH) to the management of Marriott, we have been waiting excitedly to welcome PGH as a *Tribute Portfolio* hotel under the Marriott Bonvoy portfolio.

On 20 December 2021, the 151-room hotel re-opened with a newly refurbished look of elegance after a renovation. IOIPG Executive Vice Chairman Mr Lee Yeow Seng, Chief Executive Officer Dato' Voon Tin Yow and Cluster General Manager (Hotels) Mr Kumar Renoo officiated the debut of PGH as Malaysia's first *Tribute Portfolio* hotel while Marriott Area Vice President - Singapore, Malaysia, Maldives Mr Rivero Delgado, Area Director of Marketing Ms Cindy Yoong and IOIPG's senior management shared the proud moment virtually.

# A Tribute To Stay

Guests will enjoy Palms Café, the all-day dining restaurant and Aroi Dee, PGH's signature Thai restaurant, as well as the Courtyard Bar, which is an alfresco bar in an open-air courtyard. The spacious 22,000 square feet of flexible indoor meeting space, which includes 11 multi-functional event spaces and a pillarless grand ballroom that is over 6,000 square feet, is an ideal venue for business or social gatherings.



Check out the opening offer that is valid until 31 March 2022 at: [www.palmgardenputrajaya.com](http://www.palmgardenputrajaya.com)

Mr Lee Yeow Seng (centre) with Dato' Voon (left) and Mr Kumar Renoo (right) celebrates PGH's opening as a *Tribute Portfolio* hotel, which is part of Marriott Bonvoy's portfolio of 30 extraordinary hotel brands.

# Excelling In INNOVATION

Winning the *Challenge Trophy* at the *Prime Minister's Hibiscus Awards* for the second time is no small feat. The technologies employed at IOI Pan-Century Oleochemicals Sdn Bhd (IOI Pan-Cen Oleo) are world class and the operating procedures are modernised. This commitment to innovation and excellence in execution impressed the Minister of Plantation Industries & Commodities Yang Berhormat (YB) Datuk Hajah Zuraida binti Kamaruddin who visited our award-winning IOI Pan-Cen Oleo and IOI Edible Oils Sdn Bhd on 28 September 2021.

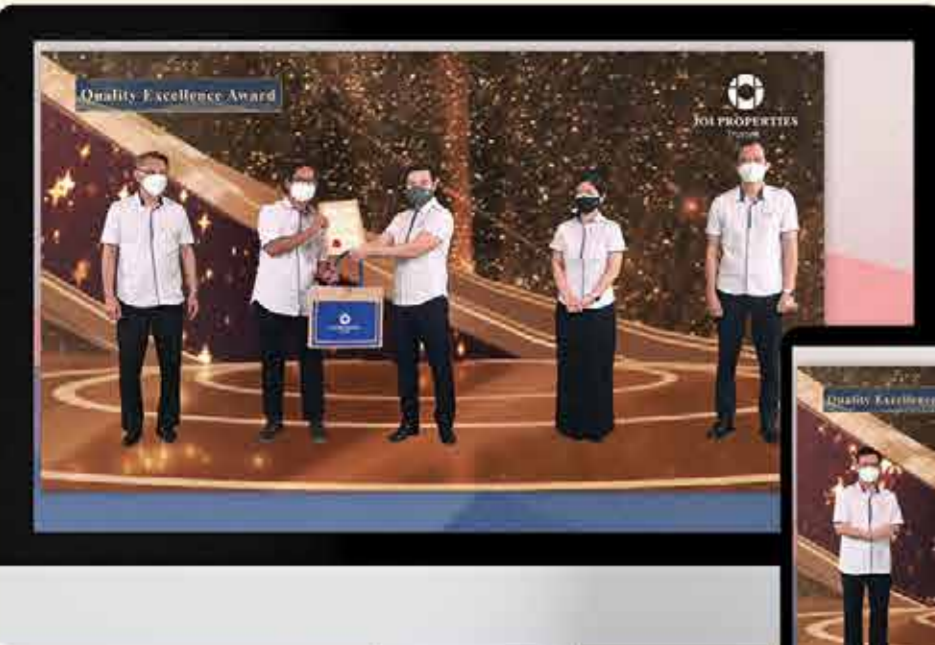
Eager to gain a first-hand perspective of the oleochemicals and edible oils manufacturing in Malaysia, YB Datuk Zuraida and her entourage, including Malaysian Palm Oil Board Director-General Dr Ahmad Parveez Ghulam Kadir, toured the Fatty Acid Fractionation Plant, Quality Control Lab, Soap Noodle Pilot Plant and Edible Oil Packing Plant under the guidance of IOI Pan-Century Group Chief Operating Officer Mr David Koo and team.



Standing next to YB Datuk Zuraida is IOI Corporation Berhad Group Managing Director & Chief Executive Dato' Lee Yeow Chor (right pix, right) at the Splitting Column. Together, they gained a bird's eye view of the expansive complex.



## HEROES IN QUALITY & CUSTOMER SERVICE



*Congratulations to our Quality Excellence Award winners! May we continue to excel in the delivery of quality service homes.*

When it comes to product and customer service at IOI Properties Group Berhad (IOIPG), building a *Trusted* brand is paramount. That is why IOIPG Chief Executive Officer Dato' Voon Tin Yow commended 20 high service and quality champions comprising 15 high achievers in quality and five *IOI Service Heroes* who scored the highest customer service ratings at the *IOI Quality & Service Excellence Awards 2021* on 8 December 2021. The hybrid ceremony was attended by approximately 650 IOIPG employees from Malaysia, Singapore and China.

Despite the new norm of working from home and the reduced face-to-face interactions, our employees have continued to deliver quality products and service excellence to our customers. Our IOIPG site employees have consistently discharged their duties to ensure the highest quality workmanship in the construction of buildings while our service frontliners have attended to our homebuyers tirelessly and patiently in order to give the best in service at all times.

Congratulations to the 15 *Quality Excellence Award* winners from the Project Team of six projects in four integrated developments

(IOI Resort City, Bandar Puteri Puchong, Bandar Puteri Bangi and Bandar Putra Kulai). Our five *Service Excellence Award* winners were recognised for receiving the highest service ratings from our customers during the *IOI Service Heroes* campaign period from 1 September 2020 to 30 June 2021. These participating frontliners are from the Sales & Marketing (16 Sierra and Bandar Puteri Klang), Building Services (IOI Resort City) and Project Departments (Bandar Puteri Bangi).

Let us continually raise the bar for service and product quality.



*Well done to our Service Excellence Award winners. Let us continue to create memorable service experiences.*



New opportunities and new challenges drove employees at IOI Pan-Century Oleochemicals Sdn Bhd (IOI Pan-Cen Oleo) to battle it out for the top prizes. The half-yearly *Functional Team Programme* for July to December 2022 motivated 24 teams to join and give their best. They presented their six-month performance of team management, KRA/KPI achievement, implemented Kaizen, Continuous Improvement and 5S TPM efforts, which were all evaluated by the Quality Council.

IOI Pan-Century Group Chief Operating Officer Mr David Koo was proud of the top 14 *Exemplary Teams* comprising six teams in the *Good Performance* and eight teams in the *Exceeding Requirement* categories, which received cash awards. Congratulations to the top three teams consisting of the Electrical & Instrumentation Refinery, Utility, Fatty Acid and Refinery Oil Filling & Operation. Six best performing teams also took home the *Trophy Awards* under the Team Achievement, Key Performance, Improvement, 5S/TPM Implementation, Presentation and Leader categories.

Keep up the culture of excellence!

## Solutions To Formulation Challenges

In 1843, Englishman Mr William Brockedon (1787 – 1854) applied for a patent for the medicinal tablet and caused one of the most tremendous upheavals in medicine. Active ingredients such as paracetamol, ibuprofen and insulin can be precisely dosed and are very stable. Tablets are easy to consume, can be mass-produced and easy to transport. As a result, tablets occupy a special position today with a share of almost 50% amongst the drug forms.

Yet formulators often face various challenges to give mechanical and chemical stability to the tablets during production due to

poor solubility and/or permeabilities. Formulating them into stable forms and achieving active delivery and dissolution profiles is a difficult and a key challenge.

IOI Oleo GmbH's Pharma business unit offers various plant-based mono-, di- and triglycerides for a wide range of dosage forms such as tablets, capsules, granules or powders. Our DYNASAN® portfolio is particularly suitable to overcome these formulation hurdles and simplify the process. The chemical origin, raw materials, production under the Good Manufacturing Practice conditions give our lipid-based DYNASAN® product range advantageous properties and an optimised purity profile.

One of our products in our DYNASAN® portfolio is the DYNASAN® 118, which is a monoacid triglyceride that is suitable for the production of pharmaceuticals. It is available as a microfine powder or in flaked form that is particularly suitable for oral solid dosage forms so it limits the incompatibility of tablet formulations. Not only is it an effective lubricant for tablet production in low concentrations without the risks of fatty acid soaps, it enhances the tablet fracture stability. Come and check out <https://cutr.ly/pIR6jPi> to explore how our DYNASAN® portfolio can overcome the various challenges of formulations through proven benefits and products.

## Make It SAFE & HEALTHY At Work

To remind our employees to maintain a safe and healthy workplace, we continued to create awareness of the importance of a safe and hazard-free workplace at IOI Edible Oils Sdn Bhd and IOI Bio-Energy Sdn Bhd. Though we could not gather together, we held a virtual *Safety, Health and Environment (SHE) Campaign 2021* that ran from October till December 2021.

Here are some activities we organised! From awareness talks to design competitions, our employees were more than thrilled to join the challenging activities. See if they can challenge your ability too.

*Look at how happy and honoured Member of Parliament for Sandakan Yang Berhormat Puan Vivian Wong Shir Yee is when she launched our SHE 2021 on 15 October 2021.*

*Can you guess the weight of the palm kernel in this container?*



*Do you know how to save someone and provide hands-on CPR?*



*How creative and innovative can you be using recyclable materials?*



*Using only coloured pencils, can you remember and draw out our good SHE practices?*



*Let us go-tong-royong to collect used papers and unused wood-based materials for our biomass boiler.*



# Thank You For Being Our VALUED CUSTOMER



Words speak louder than actions but on 16 November 2021, after two years since the Covid-19 pandemic, Marriott International Inc (Marriott) made it loud and clear that "we value our customers and we put people first". IOI Properties Group Berhad (IOIPG) Cluster General Manager (Hotels) Mr Kumar Renoo (left in pic) and Putrajaya Marriott Hotel (PMH) Manager Mr Louis Chiew revved up to PMH's porch in four-wheeler ATVs and performed a mini opening stunt followed by a thank you speech by Mr Kumar to 80 invited guests from local government agencies and government-linked companies.

A total of 18 of Marriott Bonvoy's portfolio of hotels in Malaysia joined in to appreciate the guests at the meet-and-greet session to reinforce relationships and re-establish connections at the *Global Customer Appreciation Week (GCAW)* which ran from 15 to 19 November 2021. Globally, all Marriott properties are collectively thanking their valued customers and conveying their utmost appreciation to hotel customers for their patronage under the theme, *The Power of Connecting*.

Mr Kumar conveyed his gratitude for the attendees' support through the challenging times and shared his optimism about the future of hospitality in Malaysia. The event was accompanied by an exclusive coffee break for guests, prepared by Chef Yeong Ken Kong and his team.



*IOIPG's PMH, Palm Garden Hotel, Le Méridien Putrajaya and Four Points by Sheraton Puchong hotels also participated in the event.*

# What Is Mental Health?

The World Health Organization (WHO) states: "Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity." An important implication of this definition is that mental health is more than just the absence of mental disorders or disabilities. Mental health is a state of well-being in which one realises his or her own abilities – to be able to cope with the normal stresses of life, to work productively and fruitfully and/or to make a contribution to his or her community.

Mental health, just like physical health, affects everyone whether you are suffering from a mental illness or not. Do you know that about one every five people will experience a mental health issue in a given year? Your mental and emotional health can fluctuate from time to time depending on the stresses in your life. So, it is always a good idea to check in with yourself and try to gauge the direction your mental health is going in. How many of these signs do you relate to?

Sadly, there are still many misconceptions associated with mental health. When a person says his or her mental health is decreasing, chances are there are some who would think he or she is "crazy," "nuthead," "coo-coo," or "insane."



## 1 You Are Losing Interest In The Little Things

Do your favourite activities suddenly seem uninteresting and have you started to lose excitement for life's little things? You could be overloaded with stress, or you feel swamped with all of your responsibilities. When you lose interest and do not enjoy the hobbies and activities that you once did, this could also be a warning sign of depression.

## 2 You Feel Overwhelmed More Often Than Normal

Do you find that you have been getting overwhelmed more often than normal? When you have a to-do list for two or three tasks, does it feel more like you have 10 things to do? When you start to get overwhelmed easily with everyday things, it can signify worsening mental health, as feeling mentally overwhelmed could be an internal reaction to excessive outside stress.

## 3 You Do Not Feel Like Socialising That Much Anymore

Does it feel more exhausting to interact with people nowadays? Regardless if you are an introvert, extrovert, or somewhere in between, we all have a standard comfort level when it comes to social interaction. If you feel yourself slipping below your comfort level, pay attention to this.

## 4 You Do Not Have A Consistent Sleep Schedule

Have you developed a seemingly random sleep schedule or an irregular sleep schedule? Are you struggling to regulate your sleep and finding it hard to maintain your routine to wake up and go to bed at the same time every day? A decline in your mental health can cause sleep disturbance where your body finds it difficult to have a regular rhythm of sleep and wake cycle.

## 5 You Always Feel Drained

Do you suffer this crushing sense of anxiety staying with you all day? Does it feel like you are trying to move up a mountain each time? Do you constantly feel exhausted or drained despite sleeping and eating well? More than just feeling tired, when you are this drained and constantly exhausted, you might struggle to get anything done.

## 6 You Feel Mentally And Emotionally Scattered

Do you feel like there are so many things happening around you, but you cannot focus on any of them? Do you have a harder time focusing and staying on task? Is it hard to comprehend a write-up despite having re-read the same passage over and over again? From time to time, it is normal to feel this way, especially when you are going through higher amounts of stress. However, if you are feeling scattered or things are spinning out of control, your mental health could be under strain.

## 7 You Might Be Struggling With Your Impulse Control

Are you acting more on impulse? Are you possibly indulging in things you should not? Whether it is retail therapy or playing video games for hours, when you act more on impulse like this, it can signify worsening mental health. You might pick up some unhealthy habits as a way to cope with life stress, fulfil or distract yourself from a major issue going on in your life.

# Speak Your Mind & Talk About Mental Health

If you experienced any of the above signs, know that you are not alone and that there is help and support available in order for you to make the changes you need to get your mental health back on track.

## Seven Things To Do To Improve Your Mental Health

World Mental Health Day is celebrated on 10 October every year with 2021's theme, *Mental Health in an Unequal World*. We all should give enough time and attention to our mental health, and what better way than to adopt some new, healthy habits along the way. If you keep it a habit, sooner or later, it can feel like a part of you, so the healthier, the better. Here are seven healthy habits to improve your mental well-being.

### Adopt An Upright Posture

According to a study in the *Journal of Behaviour Therapy and Experimental Psychiatry*, upright posture can have a positive effect and reduce fatigue. Preliminary studies' conclusions suggested that, adopting an upright posture may increase positive effect, reduce fatigue, and decrease self-focus in people with mild to moderate depression. Are you hunched over while reading this write-up? How is that posture looking?



### Practise Positive Thinking

Research shows that your thoughts about yourself strongly affect how you feel. When we perceive ourselves and our lives negatively, we can end up viewing experiences in a way that confirms that notion. Practise using words that promote feelings of self-worth and personal power. Instead of saying, "I was horrible at my presentation," use positive words and self-compassion like, "I will do better next time, or I can do it if I keep practising."



### Take A Walk Among Nature

A simple walk among nature can boost your mental well-being. According to a 2019 study by Canadian researchers, a mere five minutes contact with the natural world improves mood, human health, self-esteem and general emotional well-being, and its results indicated that brief nature contact reliably improves both hedonic and self-transcendent emotions.



### Hug Someone Or A Furry Friend

Sometimes we just need a hug. Hugging along with kissing, snuggling and physical touches are great ways to release oxytocin (often known as a cuddle hormone). Hugging a loved one or a furry friend helps release this hormone and perhaps also increase your self-esteem and optimism in the process.



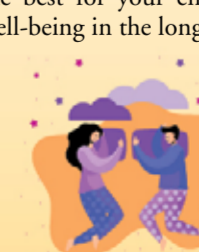
### Exercise

Exercise is not only important for our physical health, but our mental well-being as well. Regular exercise releases endorphins, which make us happy naturally. This is because exercise can release feel-good endorphins, natural cannabis-like brain chemicals, endogenous cannabinoids, and other natural brain chemicals that can enhance your sense of well-being.



### Get Enough Sleep

Not getting your eight hours of sleep every day has been shown to negatively affect your mental health. What makes things worse is 60 to 90% of patients with depression also have insomnia, according to the Sleep Health Foundation. So, people whose emotional well-being may already be suffering are possibly causing further health problems by not being able to get their full rest. Not only do you get grumpy and groggy from not getting enough sleep, it is not the best for your emotional well-being in the long run.



### Keep A Gratitude Journal

Expressing gratitude has been linked to increased happiness and improved well-being – and the best researched method is to keep a gratitude journal, or write a daily gratitude list, which means, every morning, write down something you are thankful for. At the end of the day, write down a few more things you appreciate before you hit the sheets.

IOI Corporation Berhad continues to provide monthly health talks in 2022 to promote better mind, body and soul nourishment.

**IT'S OK TO BE NOT OK.**  
We encourage you towards building a stronger mental

**YOU DON'T HAVE TO FEEL ALONE.**  
fortitude, in order to be a better version of 'you'.

Disclaimer:  
This write-up is created for educational purposes only and is not intended to substitute any professional diagnosis. If you suspect that your mental health is deteriorating, we highly advise you to seek help from a qualified mental health professional.

**SNAPSHOTS**



**Busting Plastics Usage**

Each patron of IOI City Mall (ICM) and Lotus's Malaysia at ICM received a reusable shopping bag on 16 October 2021, as part of the Selangor Government's *Plastic Buster* programme to curb single-use plastic bags in the state.



**Every Drop Saves Life**

Associates and hotel guests at Putrajaya Marriott Hotel gathered and donated 19 pints of blood to assist the National Blood Bank in achieving adequate blood supply on 24 November 2021.



**World AIDS Day**

Besides attending a virtual awareness talk by a HIV/AIDS Prevention Advisor Specialist, each Putrajaya Marriott Hotel associate received a ribbon badge and snacks in conjunction with *World AIDS Day* on 1 December 2021 to create awareness that the AIDS pandemic is far from over as well as to remember the accomplishments made and progress in the making.

**Xmas Cooking Workshop**

A total of 30 participants from IOI Corporation Berhad attended the *Xmas Lunch & Learn Cooking Workshop*, held on 10 December 2021, to learn how to prepare six fuss-free Christmas dishes using palm oil in an hour.



**Spreading Xmas Cheers**

IOI Corporation Berhad spread Christmas cheers to the employees with a song and dance plus gift. Employees dressed as Christmas carollers sang and danced to Christmas tunes on 18 December 2021 while distributing boxes of Famous Amos's Christmassy cookies as gifts to the colleagues.

**#SeasonsofGiving**

Bearing the spirit of giving back to those less fortunate, IOI Oleochemical Industries Berhad's Community Service Committee donated cash contributions to Penang House of Hope, Penang Shan's Children Home and National Council for the Blind on 14 December 2021 to spread goodwill and to provide much-needed financial relief to the homes.



**Magical Fantasea Christmas**

Patrons at IOI City Mall, IOI Mall Puchong and IOI Mall Kulai enjoyed an enchanting Christmas in December 2021 as they captured magical moments with larger-than-life sea creatures on display and Christmas trees decorated with sea creatures.



**Celebrating The Colours Of Deepavali**

IOI City Mall, IOI Mall Puchong and IOI Mall Kulai were decked out with their best Deepavali festive decorations to celebrate the Festival of Lights during November 2021, allowing mall patrons to capture magical moments with friends and loved ones.



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