

Improving Connectivity  
In Bandar Puteri  
Puchong

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# B E R I T A IOI

The Official Newsletter of



**IOI GROUP**

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# Forging Ahead

# Into

# 2021

Turn to page 8 and 9 for more information.



## Vote for IOI Service Heroes!

*Happy To Serve*

8064 8833

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**IOI PROPERTIES**

Turn to page 12 for more information.

# IOI Bags 3 Awards In Investor Poll

IOI Corporation Berhad (IOIC) won three main award categories at the Alpha Southeast Asia's 10<sup>th</sup> Annual Institutional Investor Corporate Award 2020 where IOIC was named as one of the top six leading companies in the country and was also recognised for being the top in terms of *Strongest Adherence to Corporate Governance* and *Best Senior Management IR Support*. In addition, Mr Lee Tuan Meng (right in pic) won his maiden *Best CFO in Malaysia* award.

More than 426 investors and analysts across the region as well as US and Europe participated in this year's poll. As the first and only poll focused on Southeast Asia, this corporate-institutional investor poll is the leading perceptions-based poll in performance in financial management, adherence to corporate governance, integrated reporting, corporate social responsibility and investor relations.



# TRUSTED. To Drive Team IOI Forward



*"We are TRUSTED. because we have the courage to do things differently in order to achieve what we aspire to be."*

## TRUSTED.

It is a concise word but it is a powerful and deliberate statement that defines IOI Properties Group Berhad (IOIPG). TRUSTED. is the new Vision of IOIPG. TRUSTED. is a committed statement that embodies IOIPG's Vision, Mission and Core Values. TRUSTED. is encapsulated in IOIPG's new tagline, *Building Trust, Inspiring Lives*.



Dato' Voon (front row, centre) leading the senior management and other employees in a rallying call to stand TRUSTED.

IOIPG Chief Executive Officer Dato' Voon Tin Yow unveiled TRUSTED. to Team IOI across the Group in a series of townhall sessions in the Klang Valley and Johor throughout August 2020. Earlier, Executive Vice Chairman Mr Lee Yew Seng and Dato' Voon had led the senior management to revisit the original Vision and Core Values, which have successfully guided IOIPG since 1995. In a span of nearly four decades, IOIPG has created a legacy in the industry and some of the original objectives and goals have been achieved.

It is only timely for IOIPG to further build on this success and bring it to another level of achievement with a solid foundation as elaborated by Dato' Voon: "This new Vision statement is forward-looking and it is our aspiration. When you see this word - TRUSTED. - , you would imagine the people behind this company as bold and they have the audacity to do things differently compared with other companies. We are conveying externally and internally that we have the courage to do things differently in order to achieve what we aspire to be."

"We want to be a TRUSTED. brand and a TRUSTED. developer that delivers. We want to be TRUSTED. by our people because we will take care of them. We

want to be seen as a TRUSTED. partner. We want to be TRUSTED. by our consultants and contractors that we have integrity and upholds fair play. TRUSTED. in doing things right."

To earn trust from others, it is vital to commit and be driven by the Mission to deliver, to build confidence, to innovate, to conduct our business with integrity, to empower our people, to safeguard our environment and to build sustainable communities. With this Mission as our backbone and our Core Values as our guiding principles, the TRUSTED. journey begins now. We are confident that in all that we do, "we are TRUSTED. and regarded as a TRUSTED. entity in Malaysia," said Dato' Voon.



Executive Director Ms Lee Yoke Har sharing her thoughts during the unveiling session.



Dato' Voon not only engaged with the employees at Putrajaya Marriott Hotel's Get To Know Session, he also celebrated with the Employees of the Month and July Babies on 21 July 2020 prior to the TRUSTED. townhall session in August 2020.

**IOI PROPERTIES**  
Building Trust, Inspiring Lives

**OUR VISION**  
**TRUSTED.**

**OUR MISSION**

- TRUSTED... to deliver**  
We perform our best, prioritise our customers, and demand quality excellence in everything we do.
- TRUSTED... to build confidence**  
We consistently deliver products and services that exceed expectations.
- TRUSTED... to innovate**  
We constantly strive to innovate our products and services, enriching lives and delivering emotional connections with our customers.
- TRUSTED... to conduct our business with integrity**  
We are guided by strong values of ethics and integrity to safeguard the interests of all stakeholders at all times.
- TRUSTED... to empower our people**  
Our success lies in our people, the champions of value creation, whom we nurture and support to achieve their aspirations, enabling collaboration and teamwork towards shared goals.
- TRUSTED... to safeguard our environment**  
We consider the impact of our actions, endeavour to create sustainable value for our surroundings and to safeguard our environment; contribute to the preservation of our earth for generations to come.
- TRUSTED... to build sustainable communities**  
We strive to create vibrant and thriving communities through positive impacts, responsible actions and sustainable management of our operations.

**OUR CORE VALUES**

- Integrity**  
without which nothing we do matters
- Quality**  
as the basis of our reputation
- Innovation and Creativity**  
to unlock value by breaking boundaries
- Commitment and Passion**  
to excel in all that we do
- Cost Effectiveness**  
to achieve the desired results without compromising on costs efficiency
- People First**  
to unleash potential of our People
- Teamwork**  
to drive our Vision forward together

## Congratulations To Our Award-Winning Hotels

# Award-Winning Sustainability Journey

Embedding sustainability into our business strategies and operations is the cornerstone of IOI Properties Group Berhad's (IOIPG) purpose as we actively implement our sustainability initiatives that are in line with the United Nations Sustainable Development Goals (UN SDGs). Our sustainability journey was recently acknowledged when we were recognised as the best organisation in championing and achieving the UN SDGs, in the *Malaysia Green Building Council (malaysiaGBC) Leadership in Sustainability Awards 2020*.

Our Executive Director Ms Lee Yoke Har received the *Special Award* on SDGs from malaysiaGBC President Mr Sim Chee

Liang (pix) in a ceremony held at our IOI headquarters on 17 September 2020 after the winners' announcement by Guest of Honour Yang Berhormat Puan Yeo Bee Yin in malaysiaGBC's virtual awards ceremony on 15 August 2020.

Apart from our *IOI Connects to Earth* campaign which was successfully conducted to actively generate conversation and inspire action on waste minimisation, biodiversity conservation, and climate change adaptation and mitigation, our other notable initiatives were all aligned with the UN SDGs. They included the *IOI-Active Citizens Waste-To-Treasure* campaign; the upgrading of Bandar Puteri Puchong

Interchange, and installation of an overhead pedestrian bridge and covered walkway in Bandar Puteri Puchong (turn to page 13 for more information); *Gema Amal Insan (GAI)* 8.0, a project in collaboration with the Faculty of Pharmacy of National University of Malaysia to promote public awareness for environmental sustainability and empowering the B40 community, especially women; a food waste management pilot project with the Solid Waste Management and Public Cleansing Corporation plus a cleaning enzymes effort by Puteri Mart.

The coveted award will spur IOIPG to continue championing for sustainability.



## Editor's Note

Since the arrival of Covid-19, we have been plunged into uncertainty, chaos and anxiety as we await a vaccine and a return to normalcy. We have said goodbye to many of our favourite shops, restaurants and stores - over 4,000 businesses have closed their doors forever since April 2020 in Malaysia.

Our lives have been disrupted and we need to adjust to the new norm, whether we like it or not. Until we are out of the woods, let us continue to be vigilant, responsible, hopeful and forward-looking. Because every day matters and every action counts.

Putrajaya Marriott Hotel (PMH) is the winner of Hotels.com's *Loved by Guests Award 2020*. Voted by guests and having battled 1,000 hotels across Asia, PMH won the title for having the highest guest rating of 8.4 out of 10, alongside many raving reviews.



Over at Le Meridien Putrajaya (LMP), the hotel has been named winner of the *2020 Travellers' Choice Award* by Tripadvisor. The coveted award is a testimony of the outstanding service that is consistently extended to LMP's guests.

IOI Properties Group Berhad's (IOIPG) exemplary leadership in supporting the community during the Covid-19 pandemic has earned IOIPG the *Community CSR Award* in the *iProperty Development Excellence Awards (iDEA) 2020*. Various Corporate Social Responsibility efforts were initiated through our *Think WE Not ME* campaign. The contributions included essential items for the communities and rental relief worth over RM30 million to support our tenants. The award, announced on 4 August 2020 on iProperty.com Malaysia's iDEA 2020 platform, serves as an inspiration for us to continue initiating actions to positively impact society and our stakeholders.



# Partnering To Support Smallholders

In these uncertain times, small producers are economically vulnerable. Small farmers like Puan Uda Sofiah from the Orang Asli Semai community find it financially challenging to stay sustainable. Others find it difficult to obtain certifications. Which is why our Responsible Sourcing Team of IOI Corporation Berhad has partnered with Malaysian-based social enterprise Wild Asia to find ways to support the small producers within our supply base by enhancing their income through the delivery of traceable, deforestation-free and Roundtable On Sustainable Palm Oil (RSPO)-certified palm oil.

In July 2020, we completed the first physical raw material connection with the Wild Asia Group Scheme (WAGS) in Perak. WAGS is a programme formalised in 2011 to enhance local capacity in the oil palm sector as well as to support independent farmers and producers towards sustainable production. It aims to build a network of farmers who grow healthy and sustainable produce for the betterment of the ecosystem and the environment. These WAGS farmers have achieved the RSPO certification since 2015. To date, this Perak group comprises 365 small producers, producing an estimated annual production volume of 5,804 MT of crude palm oil and 653 MT of palm kernel oil.



BIO Farms use chemical-free production systems that apply different methods to improve soil fertility and ultimately improve farm profitability.

Responsible Sourcing Lead Ms Yeo Lee Nya (left) visiting a WAGS-certified member's BIO Farm in Perak with the Wild Asia team.

WAGS certified member, Puan Uda Sofiah, speaks to Ms Yeo Lee Nya about the difficulties faced.

This physical connection will be used by IOI Oleochemical Industries Berhad in Prai to complete our customers' orders. The establishment of this physical connection offers three financial benefits to:

1. farmers as additional income for implementing responsible and sustainable best practices and meeting NDPE (No Deforestation, No Peat and No Exploitation) requirements;
2. local WAGS team for their technical support on training and systems and to facilitate new smallholders to similarly implement best practices; and
3. Tian Siang Oil Palm Mill Air Kuning (an independent miller) as incentive for their commitment and support for sustainable production.

This is a fruitful partnership and we are looking to assist similar groups in Sabah that are within Wild Asia's portfolio.

# Together, We Can Do More

Ever since Datin Joanne Wong initiated Bargain Basement, a charity outlet of Yayasan Tan Sri Lee Shin Cheng (Yayasan TSLSC) four years ago, countless pre-loved items at reasonable prices have delighted new owners. Over RM200,000 of proceeds have benefitted various Bargain Basement beneficiaries. Since then, Datin Joanne has tirelessly continued to enhance her initiative by collaborating with like-minded organisations.

On 26 August 2020, a potential collaboration to open a pre-loved store was formed as Yayasan TSLSC visited non-governmental organisation, Dual Blessing Bhd (Shuang Fu), which had just celebrated its 19<sup>th</sup> anniversary on 19 August 2020. Dual Blessing Bhd has a recycling warehouse where it collects items such as furniture, electrical items, clothes, paper, aluminium and other items to be sorted and disassembled for sale. Bargain Basement's concept of *Let's help the less fortunate. Together, we can do more* is much akin to its objective to create a positive impact to society and the environment.

The collaboration will be a dual blessing for both parties as it enables Bargain Basement to support Dual Blessing Bhd

in identifying and setting up a store to resell the usable items from the recycling warehouse. The proceeds will be channelled to Dual Blessing Bhd as income and will provide disabled residents with work opportunities and business skills, which is central to Dual Blessing Bhd's belief of teaching one to fish instead of giving fish.

Located in Old Klang Road, Dual Blessing Bhd supports and helps Persons with Disabilities and former drug addicts by providing them with training and job opportunities for them to self-sustain. It also runs a bakery to sell seasonal bakery items in addition to a recently-renovated IT centre in Jalan Pisang (formerly Tan Sri Lee Shin Cheng's home) where residents can gain skills in graphic designing, call centre and video production.



Datin Joanne (centre) with the cheerful Dual Blessing Bhd staff and residents.

The recycling warehouse is a potential blessing that will benefit many people.

# Minimising Human-Elephant Conflicts



In the middle of the night, the volunteers will silently track the movements of the elephants that have trespassed into the village settlements. Night patrolling and surveillance, which starts from 11 pm and stretches until dawn, is not an easy task and is a dangerous one too as it has to be done on foot because many areas are not accessible with four-wheel drive. These volunteers will monitor and collect elephant movement data to help design other types of human-elephant conflict (HEC) mitigation solutions as they track the elephant movements.

When the elephants are found, it takes skill to minimise HECs and redirect the elephants safely from the smallholders' oil palm plots and other oil palm estate areas back into the wild corridors or translocate them to a new home. But it is a rewarding task when these elephants are conserved and protected.

In support and appreciation of their dedication to conduct nightly surveillances to minimise HEC situations around the Beluran region in Sandakan, IOI Edible Oils Sdn Bhd (IOIEO) provided each team member of this Ulu Muanad HEC Volunteer Group with equipment and gears to aid this patrolling programme.

Comprising voluntary smallholder farmers, this group, also known as the 7 Team, was initiated by Earthworm Foundation in 2018 through their Rurality Project in Sabah, with the objective to empower smallholders to implement HEC mitigation strategies such as patrolling, monitoring and acting as role models in spreading awareness about elephant protection.

IOIEO will continue to work with our stakeholders to support interventions and activities to aid third-party supplying mills and estates, and to protect our elephants as we safeguard our flora and fauna.



IOIEO Senior Manager (Supply Chain) Mr Lawrence Chong (middle) with Earthworm Foundation's Rurality Team and the 7 Team volunteers.



## Our Sustainability Progress

IOI Corporation Berhad (IOIC) Group Managing Director and Chief Executive Dato' Lee Yeow Chor chaired the annual Group Sustainability Steering Committee at IOI headquarters on 13 August 2020 with the attendance of Plantation Director Mr NB Sudhakaran, Group Head of Sustainability Dr Surina Ismail, Heads of Departments, the Sustainability Team and key employees.

The meeting focused on topics related to the updated Sustainable Palm Oil Policy (SPOP) and guidelines, introduction to the *Climate Change Action Initiative*, and other sustainability initiatives and targets. The introduction of the sustainability consultation forum, updates on the IOI Pelita resolution, plans on *South Ketapang Landscape Initiative* and progress on our third-party suppliers' engagement were also included. A clear direction and challenging targets have been set to ensure that our sustainability journey is in line with the SPOP.

Check out our various sustainability measures and initiatives at [https://www.ioigroup.com/Content/SS\\_Sustainability](https://www.ioigroup.com/Content/SS_Sustainability).

# Protecting Our Land Through HCS & HCV

The High Carbon Stock (HCS) Approach is a methodology that helps companies to distinguish forest areas for protection from degraded lands with low carbon and biodiversity values that may be developed, while the High Conservation Value (HCV) Approach identifies primary and other forests with special ecological, social or cultural values which are outstandingly significant. These complementary tools require much knowledge, training and skills to identify, classify and manage in the areas that we operate.

Our relevant Heads of Departments, the Sustainability Team and personnel from IOI headquarters and IOI Plantation Services Sdn Bhd's regional offices attended an intensive training by Proforest from 17 to 19 August 2020. Consisting of an intensive practitioner training plus studies on designated HCS and HCV areas, the training is part of the action plans in our Sustainability Implementation Plan. Our proactive action will enable us to be on track as we put our goals and commitments in our Sustainable Palm Oil Policy into practice.

# Productive Sessions & Positive Engagement

IOI Corporation Berhad's (IOIC) external fresh fruit bunch (FFB) suppliers welcomed the opportunity to engage with us and improve the quality of their FFB as well as to follow up on their sustainability progress. Major outgrowers (from Ladang Aspen Sdn Bhd, Golden Elite Sdn Bhd, Batangan Plantation

Sdn Bhd and more) and smallholders who supply FFB to Unico Oil Mill as well as interested participants from neighbouring estates, attended training sessions that were specially organised by our Unico Group and Sustainable Palm Oil (SPO) team. From demonstrations on how to identify and grade

good quality FFB to guided sessions on how to obtain their Malaysian Sustainable Palm Oil certification, our team provided complete and personalised training and engagement sessions (on 30 June, 1 July and 7 July 2020) to equip our participants with responsible business practices for high productivity and operational efficiency.



## Beautify It For The Pest

Using biological control like planting beneficial plants (*Cassia cobanensis*, *Antigonon leptopus* and *Turnera subulata*) will attract predators and pests such as bagworms, and keep them away from the palm trees. Unico 6 Estate Assistant Manager Mr Muhamma Adi Bin Bintang and Cadet Assistant Manager Mr Ali Imran Bin Aras showed different plant seedlings and their pictures to the participants during this useful session on beneficial plants.

## Clean Up Before You Dispose

To clean an empty chemical container properly, SPO Executive Mr Felix Francis explained this in a thorough demonstration: first, clean it using the triple-rinsed method, then puncture it to prevent the container from being reused for other purposes and properly dispose it to a licensed contractor.

## Know Your FFB

Many participants are unaware that unripe FFB and dirty FFB make a vast difference on their returns, while rotten bunches or FFB damaged by rodents also make the same impact. Therefore, it is essential to know how to distinguish the various types of FFB at hand.



## Gear Up For Safety

There are different types of personal protective equipment (PPE) for different types of workers in the estates but all serve to protect and keep them from potential risks and hazards. For instance, safety goggles, cotton and green nitrile gloves, respirator, apron and yellow boots will keep sprayers or manure workers protected during their pesticide spraying or fertiliser application, said Unico Group Safety & Health Officer Ms Nieza Natasha (left).

Her colleague, Mr Ahmad Irfan Bin Jamal, then demonstrated the PPE (such as safety goggles, safety helmet, harvesting gloves, sickle cover and yellow boots) to estate harvesters as vital safety measures to prevent any injury.

# Successful Engagement With Smallholders

Spurred by sustainability and traceability requirements, smallholders are committing to sustainable palm oil plans. Assisted by the Malaysian Palm Oil Board (MPOB) Beluran Branch, IOI Plantation Services Sdn Bhd reached out to Kamansi Village for a Sustainability Outreach Programme on 10 September 2020. The villagers who are supported under the Sustainable Palm Oil Cluster (SPOC) voiced their concerns in fulfilling their certification needs.

their concerns were abated as our Sandakan Region General Manager Mr Leang Hon Wai and Pamol Group Plantation Controller Mr Peter Wong Thiam Lai supported their willingness towards sustainability and guided them with the help of the MPOB officers, to certify their crops to ensure hassle-free delivery and acceptance at the external collection centres.

We had a successful engagement session and are proud that the villagers will be obtaining their Malaysian Sustainable Palm Oil certification under the SPOC Scheme soon.

Within the three-hour interactive programme at IOI Pamol Executive & Staff Recreation Club, all



## Let The Sun Shine

In an hour, the sun radiates as much energy as people use in all forms in an entire year. Malaysia's average solar irradiation is 1,600 kWh/m<sup>2</sup> but many do not know that we can make use of this amount of irradiation as renewable energy.

IOI Pan-Century Oleochemicals Sdn Bhd has successfully installed a solar thermal system in the medium pressure (MP) boiler house. The system consists of 75 sets of solar thermal collectors and instruments that are installed with the integration of emerging technologies of Internet of Things (IoT), which works to supply the heating demand of the MP boiler house's feed water system. This renewable energy project was successfully commissioned on 7 August 2020. Part of this project is also funded by the United Nations Industrial Development Organisation which also monitors the system online.



# #WorldElephantDay

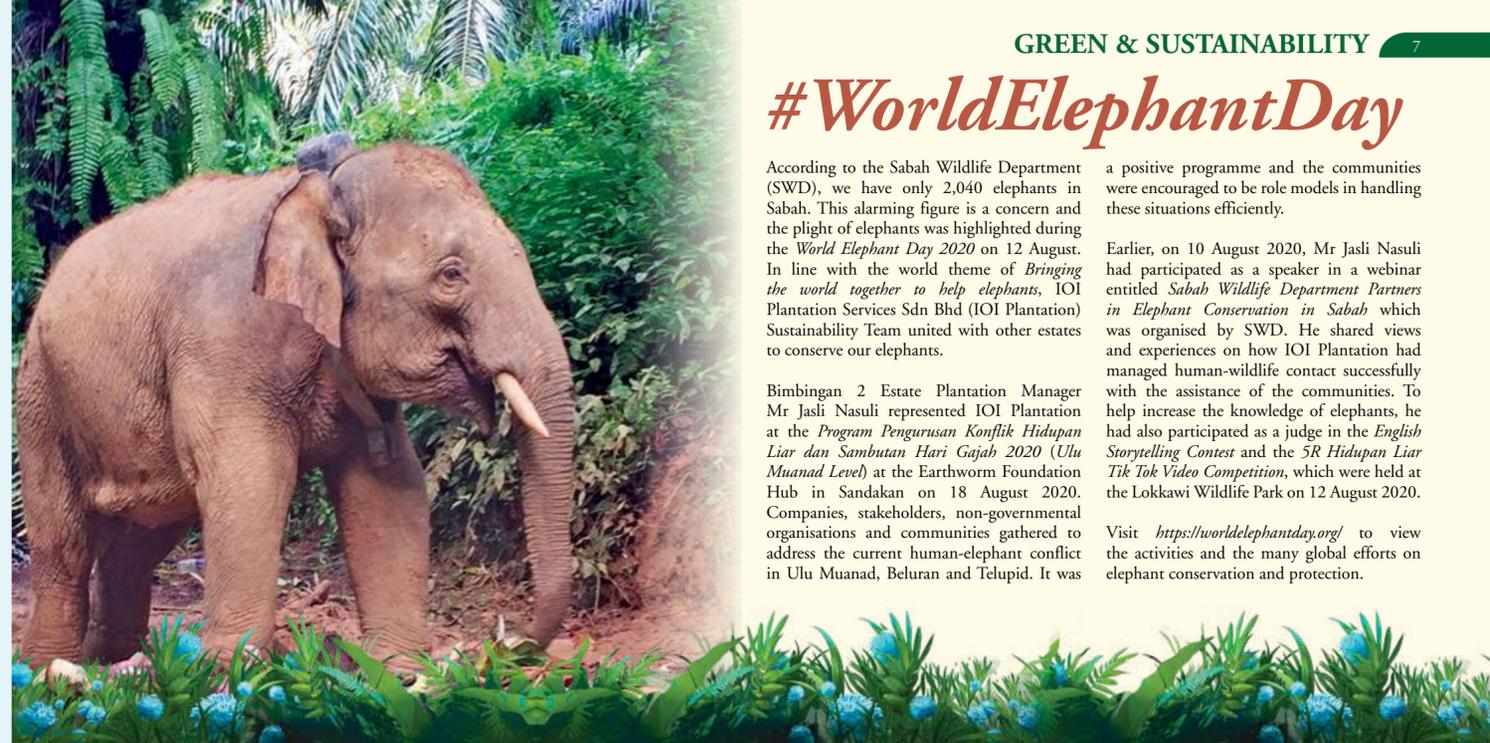
According to the Sabah Wildlife Department (SWD), we have only 2,040 elephants in Sabah. This alarming figure is a concern and the plight of elephants was highlighted during the World Elephant Day 2020 on 12 August. In line with the world theme of *Bringing the world together to help elephants*, IOI Plantation Services Sdn Bhd (IOI Plantation) Sustainability Team united with other estates to conserve our elephants.

a positive programme and the communities were encouraged to be role models in handling these situations efficiently.

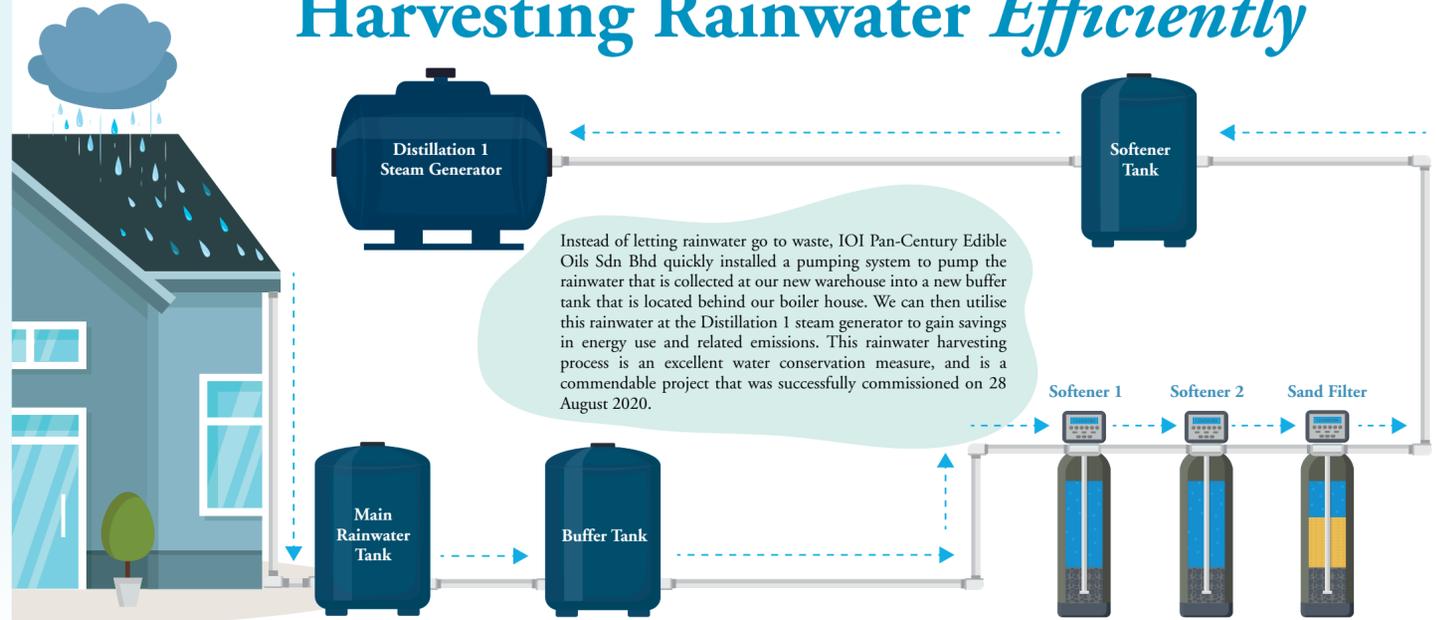
Earlier, on 10 August 2020, Mr Jasli Nasuli had participated as a speaker in a webinar entitled *Sabah Wildlife Department Partners in Elephant Conservation in Sabah* which was organised by SWD. He shared views and experiences on how IOI Plantation had managed human-wildlife contact successfully with the assistance of the communities. To help increase the knowledge of elephants, he had also participated as a judge in the *English Storytelling Contest* and the *5R Hidupan Liar Tik Tok Video Competition*, which were held at the Lokkawi Wildlife Park on 12 August 2020.

Bimbingan 2 Estate Plantation Manager Mr Jasli Nasuli represented IOI Plantation at the *Program Pengurusan Konflik Hidupan Liar dan Sambutan Hari Gajah 2020 (Ulu Muanad Level)* at the Earthworm Foundation Hub in Sandakan on 18 August 2020. Companies, stakeholders, non-governmental organisations and communities gathered to address the current human-elephant conflict in Ulu Muanad, Beluran and Telupid. It was

Visit <https://worldelephantday.org/> to view the activities and the many global efforts on elephant conservation and protection.



# Harvesting Rainwater Efficiently



# Operate Sustainably & Responsibly

To challenge our employees at IOI Oleochemical Industries Berhad (IOI Oleo) to operate more sustainably and responsibly, IOI Oleo introduced a company-wide environmental and sustainability targets and goals (to be achieved within a 10-year period) back in 2018.

of their key performance indicators. More importantly, it indicates where we are today and shapes our next course of actions to reach our specified goals.

To track employees' environmental and sustainability progress, a web-based database development, *Environmental and Sustainability Data Entry* (ESDE), was developed in October 2019 with the goal of creating a central location at IOI Oleo for users to submit their periodic environmental and sustainability information. This efficient and systematic data entry management system not only allows an extensive amount of data to be stored, it enables the data to be further processed for users' continuous monitoring and reporting

In addition to the central location at IOI Oleo, the ESDE connects our global users across five other facilities – two at IOI Oleo in Prai, one at IOI Pan-Century and two at IOI Oleo GmbH. IOI Oleo has successfully launched the new database in three of the five facilities, and will complete the roll-out to IOI Oleo GmbH by the end of 2021.

On top of ESDE's data collection function, we are working to incorporate various data processing and publishing features in order to enhance ESDE to become a one-stop platform that provides added credibility, flexibility, simplicity and robustness.



# Forging Ahead

## Building Trust, Inspiring Lives

As a reputable property developer, IOI Properties Group Berhad (IOIPG) is committed to conduct its business in a sustainable and responsible manner. Despite a slowdown in the economic growth due to the Covid-19 pandemic and a temporary closure in our sales galleries during the Movement Control Order (MCO) period, we ensured that business would continue with minimal interruption by leveraging on our digital marketing capabilities and the IOI eMarketplace platform, which helped us to expedite our property transactions and produce encouraging results. Amidst the backdrop of challenging conditions, we registered a total revenue of RM2.12 billion

and a profit before taxation of RM897.09 million in our current financial year. Our property development segment contributed 78% (RM1.64 billion) followed by 15% (RM320.80 million) and 7% (RM157.10 million) respectively from our property investment, and hospitality and leisure segments. We will continue to move ahead towards a greater 2021 by driving our new TRUSTED, Vision, Mission and Core Values, and focusing on these goals and aspirations, in order to cement our reputation as a developer that delivers quality, experience and value to our employees, customers, community and stakeholders.



# Into 2021

## Poised & Future-Ready

As a global integrated palm oil player, IOI Corporation Berhad (IOIC) has continued to sustain and thrive on its platform of sustainable growth that was built over the years since its establishment in the early 1980s. As palm oil is an essential food product, most of our operations were allowed to operate during the MCO period, yet we continued to face many challenges as a result of the Covid-19 pandemic. Our foresight in initiating digitalisation and replanting efforts led us to be prepared though our resource-based manufacturing segment was affected by the higher palm oil price which resulted in lower margins. Nevertheless, we registered a total revenue

of RM7.80 billion and a profit before interest and taxation of RM1.14 billion in our current financial year. Our plantation segment registered a profit of RM701.5 million while our resource-based manufacturing segment reported a profit of RM385.1 million. Driven by our refreshed IOI Vision and Core Values, and our **Five-Year Strategic Plan**, we are resolute and committed to reach further heights and remain globally competitive. Here are some of our goals that will continue to steer us towards resilience, growth and a sustainable future in 2021.



# Where life grows in Africa

For over 50 years, Bunge Loders Crocklaan (BLC) has played a leading role in the sourcing and processing of shea as an important raw material. Shea is more than just a product, it turns life into purposeful living, helping the communities of its place of origin thrive. West-African communities rely on the shea industry for their livelihoods. Cooperative groups, primarily comprised of and led by women, do most of the shea nut collection and represent an integral part of the shea supply chain. This in turn strengthens the position of these women, empowering them to transform their own lives, the lives of their children, families and their entire communities.

On 8 September 2020, BLC officially opened its shea butter processing facility in Tema, Ghana, with the launch of the *Where Life Grows* campaign that celebrates its efforts to build a resilient and sustainable shea supply chain in Africa.

Operational since 2019, the facility is BLC's first shea processing plant in Africa and the largest of its kind on the continent. This state-of-the-art facility is a fully automated solvent fractionation plant that processes raw shea made from locally collected and crushed shea nuts into shea olein and shea stearin. BLC General Manager West Africa Mr Antoine Turpin said: "Currently, the facility provides employment to 73 people from mostly the local community and its strategic location not only allows for a more efficient production process, it also delivers on BLC's commitment to building a more sustainable supply chain for shea."

Visit <https://lamea.bungeloders.com/en/news-media> for more information.



## Hand Hygiene In Schools

IOI Pan-Century's (IOI Pan-Cen) in-house chemists made use of IOI Pan-Cen's very own United States Pharmacopeia (USP)-grade *Palmac* glycerin to create a useful Covid-19 tool. Blending it with isopropyl alcohol and distilled water, IOI Pan-Cen was able to produce effective hand sanitizers! Not only are they hygienic, they are not drying and are moist on the hands.

IOI Pan-Cen then collaborated with Pejabat Pendidikan Daerah (PPD) Pasir Gudang and distributed a total of 400 litres of hand sanitizers to six primary schools in the Pasir Gudang district (SJK Tamil Masai, SK Perigi Acheh, SJK Tamil Pasir Gudang, SK Pasir Gudang 4, SK Kong Kong Laut and IOI Pan-Cen's adopted school, SK Seri Alam 2) plus PPD. Let's keep our schoolchildren safe by encouraging them to practise proper hygiene and wear their masks.



# Let's Spread Some Love

Whether it was a simple thank-you note or a delightful lunch treat, the associates at Le Méridien Putrajaya engaged in various employee-boosting gestures of appreciation during the Covid-19 pandemic. The *Spread Some Love* programme, organised by the Human Resources Department in July and August 2020, encouraged positive vibes and acknowledged the hard work of the associates.

Each department exchanged their gift of love with another. From the Sales & Marketing and Engineering Department to the Front Office and Finance Department, the team spirit was lifted high with heartfelt acts such as baking cupcakes, arranging for a home-cooked lunch, crafting good wishes origami sunflowers and more.



## Thank You For Your Attitude

Once a month, a *Birth Day Bash* is held at Palm Garden Hotel (PGH) to celebrate employees' birthday and to recognise their hard work through the *Employee of the Month* award for *Service Support and Service Delivery*.

Once the Restricted Movement Control Order took effect, PGH took the opportunity to organise several employee gatherings to boost their morale.

The Social Welfare & Activities Team arranged for three monthly celebrations (July to September 2020), a special talk on the importance of good posture by Mr Davis Wong from Tao Osteopathy Sdn Bhd, a game of water polo and various employee-engagement activities. A *Special Award* was granted to the Safety & Security Department which showed exemplary attitude in punctuality and zero record of being late. Well done!

# How Safe Is Your Sound?

Environmental noise is common but it can be detrimental, causing permanent and often irreversible effects when we are exposed to prolonged and unwanted noise. In fact, noise is one of the most common occupational health hazards.

Do you know that Occupational Noise-Related Hearing Disorders (ONRHD) are the most reported cases under the occupational disease category in Malaysia? ONRHD cases are widespread and reported in various industries hence the Department of Occupational Safety and Health (DOSH) has enforced the new Occupational Safety and Health (Noise Exposure) Regulations 2019 in all sectors in replacement of the Factories and Machinery (Noise Exposure) Regulations 1989.

Noise Risk Assessment (NRA) is one of the requirements in the new Regulations, thus the Safety Practitioner Team of Lahad Datu Region appointed a noise risk assessor from Rehpro Scientific Sdn Bhd to conduct the NRA in all operating units in the Lahad Datu Region.

Estate drivers, genset operators and workshop operators were assessed in estates while mill operators (at steriliser areas, engine rooms and boiler rooms), shovel operators, workshop operators and kernel operators were also assessed as they conducted their routine jobs in the mills. Workplace noise measurements are crucial to keep our workers and workplaces safe. To keep our workers safe, we will be carrying out the next stage in implementing all the recommendations.



The workers wore the personal noise dosimeters for eight hours in order to determine their level of noise exposure as they worked.



The appointed noise risk assessor conducting a briefing to the workers before carrying out the assessment and installing the dosimeters on the workers.

Keep Yourself Safe & Protected From Covid-19. Take Care Of Yourself.

Let's All Do Our Part:

- Wash hands regularly.
- Disinfect frequently.
- Always mask up.
- Boost your immunity.
- Stay safe.

# Keeping Our Children Safe

Should young children wear masks? Although children have made up a small proportion of Covid-19 cases and appear less likely than adults to develop the main Covid-19 symptoms, it is always better to be safe than sorry. School children at the HUMANA and Community Learning Centres across our plantation operating centres (in Sandakan and Lahad Datu, Sabah) would rather be safe and showed a cheerful thumbs-up as they put on their reusable and anti-bacterial N95 face masks.

A total of 14,000 pieces of face masks were distributed by our colleagues from IOI Plantation Services Sdn Bhd's (IOI Plantation) Human Resources, Safety, and Procurement & Administration Departments in coordination with the Sustainability Department. This *Reusable Face Mask Initiative* is part of our Corporate Social Responsibility effort to keep our children safe and protected.



IOI Plantation General Manager Mr Leang Hon Wai (in yellow t-shirt) giving out new face masks and helping children to stay safe.

# CARE Studio Goes YouTube



Since the outbreak of Covid-19, 2020 has not turned out as planned and expected in Germany. More than 300 trade fairs have been cancelled or postponed, conversations with customers are done via Skype or Zoom, employees are working from home and no interactive meetings are held.

However this "difference" also means space for new ideas for IOI Oleo GmbH to grasp the opportunity to launch the latest formulations in the IOI Oleo Personal Care range on YouTube for the first time.

Anhydrous Beauty, a first trend collection from the IOI Oleo Care Studio, was showcased on YouTube in three different and distinctive ways. The collection's water-free formulations meet the trend towards sustainability; they are free of preservatives and are easy to formulate.

With the CARE Studio on YouTube, ideas and suggestions using our established and reliable raw materials are offered in the usual way – even in these uncertain times – in line with the current trends. Regular reports on new products as well as formulas and formulations from various business units are presented. Short and light-hearted demonstrations of marketing concepts, detailed step-by-step tutorials and application videos about our

trend products await our customers. All these are still in line with the focus on customers' needs.

Our IOI Oleo GmbH is always glad to share our knowledge about our products and their use, trend-based formulations, formulation kits and ideas for further creative processing. Naturally-based products are always demonstrated in laboratories to our customers and partners.

Make a new sensory experience with Anhydrous Beauty today – visit IOI Oleo GmbH on YouTube and be inspired.



A symbol of life, resilience and perseverance in a harsh environment, windmill not only survives a fierce storm, it thrives in the mightiest winds. It is also a significant emblem used in the Chinese culture to depict the turning of obstacles into opportunities, and to bestow good luck and prosperity. A spectacular display of 2,226 red and white pinwheels was decorated across the entire South Beach development on 9 August 2020 in celebration of Singapore's 55<sup>th</sup> National Day.

Although this year's celebration was different and subdued due to the Covid-19 pandemic, South Beach Singapore's dramatic display echoes Singapore's *Together, Stronger Singapore* theme to rally the nation to emerge from its challenges stronger and more united. The pinwheels, which are displayed until the end of September 2020, represent Singapore's national colours (red and white), and also show solidarity to the frontliners through the traditional white colour of uniforms worn by medical workers.



# Improving Connectivity In Bandar Puteri Puchong



Mr Ng Sze Han commended IOIPG for the effort and said that the 360m-long covered walkway will offer a dedicated and safe way for pedestrians to walk between Puteri 1, Puteri 2 and Puteri 4. Furthermore, the walkway is connected to the Taman Perindustrian Puchong LRT Station (pic below), which will provide a seamless link for LRT users.

We can look forward to IOIPG's continuous efforts to enhance connectivity. Mr Chung said: "We are also upgrading Lebuhr Puteri and building another pedestrian bridge at Rio City Phase 1 & 2, and a walkway to connect Giant Bandar Puteri to just before Petronas petrol station in Puteri 8. We expect this upcoming walkway to be fully completed by the third quarter of next year."



Thanks to the completion of IOI Properties Group Berhad's (IOIPG) new pedestrian bridge and covered walkway in Bandar Puteri Puchong, the general public and the community in Puchong can now enjoy improved connectivity, enhanced safety and added convenience. The RM2 million project is aligned with the United Nations Sustainable Development Goal 11 (Sustainable Cities and Communities), and is in line with IOIPG's commitment to reduce carbon footprint and encourage more people to take public transport. The pedestrian bridge was completed in two years at a cost of RM1.23 million and the covered walkway was built within six months at RM310,000, while the amount for landscaping was RM433,000.

IOIPG Senior General Manager Mr Chung Nyuk Kiong presented the new infrastructure to Kinrara Assemblyman Yang Berhormat Mr Ng Sze Han and the Subang Jaya Municipal Council (MPSJ) members in an opening ceremony cum handover session to MPSJ on 7 July 2020. The pedestrian bridge spans across Lebuhr Puteri, linking the commercial areas of Puteri 1 and Puteri 2. It is also equipped with safety features such as three panic buttons that are monitored by auxiliary police stationed at the Puchong Financial Corporate Centre.

## Vote for IOI Service Heroes!

1 Sept 2020 – 28 Feb 2021

The Customer Relations Unit has initiated a IOI Service Heroes Campaign, a service excellence campaign to reward all our IOI Properties Group Berhad's (IOIPG) frontliners and to encourage our employees to exceed customer expectations and deliver the IOI Branded Customer Service Excellence to our customers.

Now all IOIPG frontliners from the Building Services, Project, Sales & Marketing, Sales Administrative, etc can reach out to all customers, residents and owners of IOIPG's townships in Puchong, 16 Sierra, IOI Resort City, Klang, Bangi and Warisan Puteri so they can cast a vote for their favourite service heroes in IOIPG.

It is time for our employees to be rewarded and be recognised for their dedication, commitment and service excellence.

We are TRUSTED...to deliver  
We perform our best, prioritise our customers, and demand quality excellence in everything we do.

For more information:  
**8064 8833**

Happy To Serve



## Hacking Into Developer's Needs



Cracking the code to create the most innovative and effective technology-based solutions for the property market.

The moment IOI Properties Group Berhad (IOIPG) announced its inaugural *IOI Hackathon* project on the social media platforms on 25 June 2020, the entire tech community was abuzz with interest and excitement. When registration closed on 17 July 2020, the first open innovation proptech hackathon in Malaysia has attracted 64 teams (with three members each) comprising computer programmers, software developers, designers and more.

Innovation, sustainability and commercial value were the criteria as the teams were coached for one week by the best mentors such as Actualize Hub Founder Mr Edward Chin, Data Scientist Dr Lau Cher Han, IoT & Hackathon Specialist Mr Stanley Seow and more, to experiment on ideas and find the best digital solutions to provide a better experience to buyers when they are looking for properties.



"We are constantly looking for real digital solutions and ideas to transform and revolutionise the industry! We want to improve the lifestyle of our residents, community, colleagues and business partners. As well as support young talents to pursue their ideas."  
- IOIPG Chief Sales & Marketing Officer Mr Jason Tie.

Team Green Phoenix walked away with the winning prize of RM15,000 cash prize after their machine learning algorithm programme, which could identify commonly used phrases and searched locations by property buyers across social platforms, beat nine others in the grand final at Putrajaya Marriott Hotel.

IOIPG Executive Director Ms Lee Yoke Har (third from top left) with the top three teams – Green Phoenix, Prop Analytica and Prop Boss – in the grand final of the IOI Hackathon which is the first event to kickstart IOIPG's LIVE.LIFE! brand campaign.

## United We Stand At ICM

Thirty IOI City Mall (ICM) employees and 20 invited children from charity home, Desa Amam Jireh, expressed their *Merdeka* spirit and patriotism with a mural painting depicting the colours of Malaysia. In line with the *United We Stand* theme, we transformed a 103.5 feet (width) by 13.1 feet (height) wall into a beautiful mural of the *Jalur Gemilang* and hibiscus on 24 August 2020. Later, the children continued their enthusiasm at our District 21, a 70,000 square feet indoor adventure theme park before enjoying complimentary lunch at Burger King and snacks. From August 2020 till September 2020, ICM organised various efforts to celebrate the nation's 63<sup>rd</sup> National Day and Malaysia Day, together with our supportive tenants.



Children enjoyed their first mural painting experience with the ICM team.



# Pursue & Achieve Personal Excellence

Excellence is performing at your highest level. Pursuing excellence begins with a decision you make, an ideal you envision. Once that vision is in place, you carefully think through your goal and make logical plans, and take time to do your best while working hard towards achieving what you desire. Excellence is the very opposite of perfectionism. Perfectionism is losing your true self in the demands of society, and trying to emulate a person who is not you and whom you can never become.

To unlock personal excellence, you need the will to win, the desire to succeed and the urge to reach your full potential. The journey to achieving personal excellence manifests a productive life based on self-defined and self-valued achievements that reflects one's best efforts. Here are five simple rules that you can follow to achieve excellence in your professional life:

## Disrupt Yourself (Self-Growth)

*When you are comfortable, you subject yourself to little or no growth.*

Don't resist change or fear the unexpected. Make it a personal habit of making yourself regularly uncomfortable, which will allow you to access your mind in different ways and lead you to achieve resilience and innovation. The more uncomfortable you feel about something, the more it means you are growing.

## Be Around the Best (Self-Discipline)

*Learn from your best role models to better yourself and practise self-discipline.*

Seek help from your role models. Read about them. Learn their footprints and emulate their best skills and habits that are required to be excellent and successful. The path to excellence is through continuous skills development and hard work.

## Manage Your Responses (Self-Control)

*Through practice, you can be a master of your thoughts and emotions.*

How you respond to a particular situation or challenge, and how you handle your emotions (especially negative ones) at work is a measure of professionalism. Know what causes your negative emotions and learn how to cope in order to function in various situations.

## Set Huge Goals and Never Give Up (Self-Accomplishment)

*We do not know what we are actually capable of achieving until we try.*

Success is not a matter of luck or an accident. It is attainable. When you set big goals, you imperatively need to address either your poor personal habits and behaviours, or the poor systems and processes you are confined in. Effective change must start within you.

## Believe in Yourself (Self-Confidence)

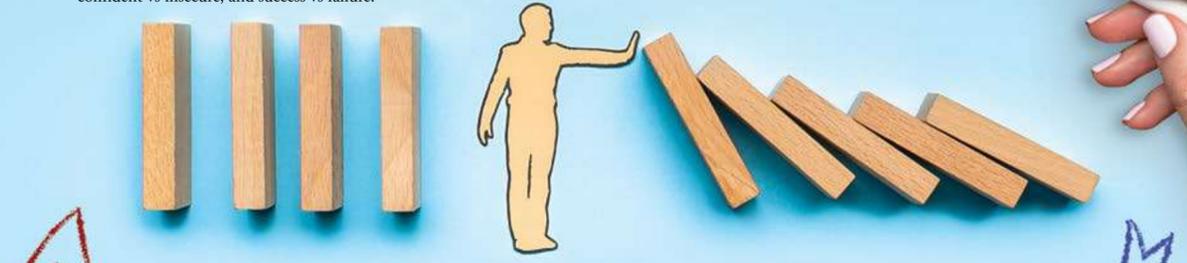
*If you don't believe in yourself, how do you expect anyone else to believe in you?*

To achieve greatness, believe that you are capable of doing it. Know that there is no one else but you who can attain what you want to do. And have strong passion to achieve your goal. Without strong desire, everything is done half-heartedly and it will give you only half results.

*Beginning a journey towards achieving personal excellence requires courage, while continuing that journey is even more difficult. Remember, personal excellence is a principle and all skills are learnable. The time to commit to becoming the top performer in your profession is now.*

# Be The Game Changer

All of us encounter experiences in life when we may be temporally overwhelmed by a negative emotion, be it anger, pressure, nervousness, despair, or confusion. In these situations, how we choose to "master the moment" can make the difference between proactive vs reactive, confident vs insecure, and success vs failure.



## Choose to be Proactive or Reactive

### Proactive

- Make choices based on values
- Connect the dots and come up with a game plan
- Anticipate potential problems and respond accordingly
- Flexible and adaptable in each situation

### Reactive

- Make choices based on impulse
- Respond to situations only after it has happened
- Blame circumstances, conditions and everyone else
- Have a victim mentality

**Proactive does not mean you are preparing for what is coming. It means you are CREATING what is coming.**

Being proactive is all about living mindfully. You must remain mindful of the now, but also of the future as well. Remember, you are the captain of your ship. You are in full control. Things do not just happen to you. You make things happen.

## 5 behaviours to be proactive



### Predict

*Proactive people are rarely caught by surprise*

- Learn to anticipate problems and events, understand how things work, and do not become complacent.
- Come up with multiple scenarios for how events could unfold.
- Do not simply expect the past to always be an accurate predictor for the future – use your creativity and logic.



### Prevent

*Proactive people confront problems head-on before they become out of control*

- Foresee potential obstacles and look for solutions before those obstacles turn into concrete roadblocks.
- Take control and seek help when needed.
- Do not allow yourself to get swept up in a feeling of powerlessness.



### Plan

*Proactive people plan for the future*

- Avoid the "here-and-now" thinking by looking and anticipating long-term consequences.
- Ask yourself what you can do today to ensure success tomorrow.
- Do not make decisions in a vacuum – every decision is a link to a chain of events leading to a final conclusion.



### Participate

*Proactive people are active participants*

- Get involved and take the initiative to be part of the solution.
- Recognise that you are only a piece of the situation and that you influence – and are influenced – by the actions of others.
- Do not simply react but instead engage and make a contribution.



### Perform

*Proactive people make timely and effective actions*

- Be decisive and willing to do the work now. Procrastination is not an option.
- Take ownership of your performance and hold yourself accountable.
- Stand behind your carefully thought-out decisions – you are not simply reacting impulsively to your environment.



### Blood Donation Drives

A total of 159 heroes stepped up during this Covid-19 pandemic and donated their blood for a good cause throughout August 2020. IOI Pan-Century's collaboration with the Hospital Sultan Aminah, Hospital Sultan Ismail and Tesco Extra Plentong led to the success of these blood donation drives.



### Caring For The Community

A total of 12 jerrycans of four litres of IOI Century cooking oil each were donated to three homes (Pertubuhan Penyayang Chin Yun, Bukit Tengah and Pusat Jagaan Permata Kasih, Kubang Semang in Bukit Mertajam; Persatuan Kebajikan Shammah in Butterworth) and Kechara Soup Kitchen. The contribution by IOI Oleochemical Industries Berhad's Community Service Committee in July 2020 was in line with the *Palm Oil Is God's Gift* campaign.



### Helping The Underprivileged

In light of the current Covid-19 situation, IOI Oleochemical Industries Berhad's Community Service Committee distributed 240 boxes (12,000 pieces) of disposable face masks to the underprivileged students from Sekolah Kebangsaan Khir Johari, Prai; Sekolah Jenis Kebangsaan (Tamil) Ladang Prye; Sekolah Jenis Kebangsaan Tamil Prai and Sekolah Jenis Kebangsaan Cina Boon Beng, Simpang Ampat in September 2020.



### Happy Mooncake Festival

IOI City Mall once again held the most anticipated annual lantern parade, accompanied by LED-lit lions and dragon dancing along the Symphony Walk on 27 September 2020 to mark the celebration of the Mid-Autumn Festival.



### Mid-Autumn Celebration

Kids soaked up the fun at IOI Mall Kulai and participated in a lantern-making contest using recycled items, in conjunction with the Mid-Autumn Festival. *Tu'er Ye* (literally translated as Rabbit God) made a special appearance and handed out candies to the kids and mall patrons.



### Very Well Informed!

Check out IOI Oleo GmbH's new newsletter! After four months of hard work, IOI Oleo GmbH has unveiled its first digital newsletter which comprises all the latest updates about the team, the new products and exciting formulations. This monthly publication is not only in English, but in German too, and it is e-mailed to IOI Oleo GmbH's German and English-speaking customers. You can also find all the articles in the newsletter at <https://www.ioioleo.de/en/news/>.



### Managing Energy Efficiently

The top management at IOI Pan-Century completed a training on ISO 50001:2018 Energy Management Systems, aimed at achieving efficient energy savings in both technical and economical perspectives. The participants also discovered how Energy Baseline is developed and how to use Regression Analysis to establish Energy Performance Indicator.



**360**  
Golf Access Card



IOI PROPERTIES

**UNLIMITED GOLF ROUNDS**

SCAN QR TO REGISTER



**No Monthly Subscription**

**USE OF RECREATION FACILITIES**

**Golf Facilities**  
9 or 18 holes golf green fees (weekdays, weekends & public holidays)

**Recreation Facilities**  
Gymnasium, Swimming pool, Jacuzzi, Sauna, Tennis

**R5VE Cafe Discount 15%**  
Food & Beverage  
Special Rate for District 21 and Icscape

**Putrajaya Marriott Hotel**  
30% F&B Discount, Special Room Rate

**Palm Garden Hotel**  
15% F&B Discount, Special Room Rate