

# ECOWORLD

CREATING TOMORROW & BEYOND



SUSTAINABILITY REPORT **2019**

## ABOUT THIS REPORT

**WE STRIVE TOWARDS BUILDING SUSTAINABLE COMMUNITIES BY OFFERING PRODUCTS OF UNMATCHED QUALITY THAT INTEGRATE THE ENVIRONMENT WITH A MODERN LIFESTYLE. WE OPERATE OUR BUSINESSES WITH CAREFUL ENVIRONMENTAL CONSIDERATION AND SOCIAL ENRICHMENT WHILST CREATING LONG-TERM VALUE FOR OUR STAKEHOLDERS.**

In this third sustainability report about our sustainability values in action, we present evidence of how as a leading property developer, Eco World Development Group ("the Group" or "the Company" or "EcoWorld Malaysia") strives to simultaneously achieve business profitability and contribute to the community within the areas in which we live and work whilst effectively managing our environmental footprint.

Our highlights for this year include introducing key performance indicators ("KPIs") to track the progress of our sustainability efforts and obtaining feedback from internal and external stakeholders on material sustainability matters.

We are cognizant that sustainability is a journey and over the past three years we have been taking steps to progressively improve our sustainability performance. As we expand data collection on our social, environmental, and economic performance as well as establish KPIs, we see our reports evolving to become more in-depth.



## Reporting Scope and Boundary

This report covers the sustainability progress of EcoWorld Malaysia operations at its headquarters in Setia Alam, Selangor, and its development projects, Eco Botanic in Johor and Eco Grandeur in Selangor. We showcase our efforts at these two development projects for a more in-depth presentation of information regarding our sustainability performance.

Sustainability information disclosed in this report are for activities carried out between 1 November 2018 to 31 October 2019, unless otherwise specified.



## Reporting Format

This report has been prepared with reference to Bursa Malaysia Securities Berhad's Main Market Listing Requirements relating to Sustainability Statements and its Sustainability Reporting Guide 2<sup>nd</sup> Edition. The content of the report is based on the Global Reporting Initiative ("GRI") Standards - Core Option. GRI Content Index is available on pages 47 - 48 of this report which references the specific disclosure of the standards.



## Feedback

We welcome any feedback and concerns from stakeholders on our approach to sustainability. You may direct your enquiries or details to [corp@ecoworld.my](mailto:corp@ecoworld.my).



*Eco Botanic offers a brand-new lifestyle experience inspired by English country homes. Eco Botanic homes incorporate green design considerations for energy efficiency, natural ventilation, natural lighting and water conservation. The surrounding environment is enhanced with greenscapes that promote biodiversity.*



*At Eco Grandeur, our concept includes creating homes with modern architecture, sustainable building designs, landscaped green spaces, areas earmarked as parks and gardens, and excellent security. This integrated township promotes healthy living within a natural environment.*



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## MESSAGE FROM THE CEO



### **DATO' CHANG KHIM WAH**

Chairman of Sustainability Committee and  
Chief Executive Officer

#### **Dear Stakeholders,**

Welcome to EcoWorld Malaysia's Sustainability Report which showcases our approach in adopting sustainability across the Group. As with the previous years, we are pleased to take you through our 2019 initiatives, highlighting the progress we have made and the value we have created for our stakeholders. These achievements reflect our performance in addressing economic, environmental and social risks and opportunities.

Building upon last year's efforts, we have strengthened our commitment this year by establishing KPIs to monitor and benchmark our progress. Eight KPIs representing the sustainability pillars of environment and society encompassing green design, talent attraction and retention, training and development and community development were developed at the beginning of this year. Of the eight, we are pleased to announce that we have achieved our targets for six of the KPIs and will continue to track them in the coming year.

We continue to raise the bar by delivering high-quality and enviable development projects. By embedding innovative green designs, we deliver homes which are of high quality and constructed with reduced impacts to the environment. Our development projects incorporate open green spaces to not only function as green lungs but also promote a healthy lifestyle by encouraging leisurely strolls, exercise as well as social interaction.

Our industry-leading performance in ensuring our supply chain remains sustainable was validated with the Group's recognition in the Sustainable Business Awards Malaysia where we won in the Supply Chain Management category in 2018 and received Special Recognition in the same category in 2019.

EcoWorld's success starts with having the right people doing the right things with a shared purpose. Hence, the well-being of employees is important for our business success. With clear human resource policies, strategies and capacity building combined with open communication, we continue to build a strong and motivated team. One aspect of employee well-being that is often times neglected is mental health. As a responsible and caring employer, we take preventive measures such as organising mental health awareness talks and para counselling workshops to ensure issues such as depression and anxiety disorders are greatly reduced in the workplace.

Not forgetting our social responsibility, we find ways to put in place effective programmes to enrich our communities.

Eco World Foundation's Students Aid Programme remains one of the exemplary social initiatives in the country. This programme has helped provide financial assistance to over 2,600 students in primary, secondary and tertiary institutions. We believe education is one of the fundamentals of economic progress and by providing education to children in the low-income group, we are making a significant contribution to our communities. The Students Aid Programme earned us the Best Flagship Initiative award in the Community category at the Sustainable Business Awards Malaysia 2019.

It is our hope that the disclosures within this report showcase our commitment to sustainable development. As the pace of change in our industry continues to accelerate, we aspire to grow and become an industry leader by constantly realigning our sustainability strategies for our business success.

EcoWorld would like to thank all stakeholders for your contribution and support. It is our vision to make sustainability central in all that we do and to deliver shared value to our stakeholders.

## 2019 ACHIEVEMENTS

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Achieved **6** out of **8**  
Sustainability KPIs

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**Sustainable  
Business Awards  
Malaysia:**

**Supply Chain  
Management category**  
2018 - Winner  
2019 - Special Recognition

**Community category**  
2019 - Best Flagship  
Initiative for Eco World  
Foundation's Students Aid  
Programme

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**Students Aid Programme  
reached over **2,600**  
students**

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## SUSTAINABILITY HIGHLIGHTS



### SUSTAINABILITY ROADMAP

This report discloses our sustainability journey towards becoming a Group with an ethos of integrating environmental and social as well as economic considerations in the planning, design and execution of our projects. We improve our performance and commitment year-on-year as presented in our three-year roadmap.

✓ 2018	🔄 2019	🕒 2020
<ul style="list-style-type: none"> <li>▶ Standalone Sustainability Report and Sustainability Statement</li> <li>▶ Scope: All project sites in the Klang Valley, Iskandar Malaysia and Penang and headquarters</li> <li>▶ Conducting materiality assessment using stakeholder weightage approach which identified 12 material sustainability matters</li> <li>▶ Mapping material sustainability matters to 6 United Nations Sustainable Development Goals ("UN SDGs")</li> <li>▶ Establishing Sustainability Policy and Guidelines</li> <li>▶ Introduction of the Green Realisation Plan</li> <li>▶ Reporting in line with GRI Standards - Core Option and Sector Specific Disclosures</li> </ul>	<ul style="list-style-type: none"> <li>▶ Standalone Sustainability Report and Sustainability Statement</li> <li>▶ Scope: In-depth study of Eco Botanic (Iskandar Malaysia), Eco Grandeur (Klang Valley) and headquarters</li> <li>▶ Maintaining material sustainability matters</li> <li>▶ Strengthening the sustainability performance of the Group and commitment to the 6 UN SDGs</li> <li>▶ Introducing sustainability key performance indicators</li> <li>▶ Continuous monitoring of the performance of the Green Realisation Plan</li> <li>▶ Reporting in line with GRI Standards - Core Option and Sector Specific Disclosures</li> </ul>	<ul style="list-style-type: none"> <li>▶ Standalone Sustainability Report and Sustainability Statement</li> <li>▶ Scope: To be determined</li> <li>▶ Conducting re-assessment on materiality</li> <li>▶ Strengthening the sustainability performance of the Group and commitment to the 6 UN SDGs and extending to other UN SDGs</li> <li>▶ Monitoring of key performance indicator achievements</li> <li>▶ Continuous monitoring of the performance of the Green Realisation Plan</li> <li>▶ Reporting in line with GRI Standards - Core Option and Sector Specific Disclosures</li> </ul>



### MEASURING SUSTAINABILITY

In FY2019, we set 8 KPIs and targets to track our ecological and social performance over time. This will enable EcoWorld Malaysia to continue our efforts towards achieving sustainability objectives in development projects.

The KPIs established represent 4 out of our 12 material sustainability matters that we use to measure sustainability progress and to identify areas for improvement. We intend over time to increase the number of KPIs to encompass the rest of our material sustainability matters.

At the end of the financial year, we successfully achieved 6 out of 8 KPIs in relation to open space allocation, planting of edible trees and shrubs, staff attrition rate, People's Heartbeat Survey, staff attending training and hours spent on Corporate Social Responsibility activities. We plan to enhance efforts to achieve all KPIs.



**At the end of the financial year, we successfully achieved six out of eight KPIs in relation to open space allocation, planting of edible trees and shrubs, staff attrition rate, People's Heartbeat Survey, staff attending training and hours spent on Corporate Social Responsibility activities.**



## SUSTAINABILITY HIGHLIGHTS

Key Performance Indicator	Target	Achievement
<b>Green Design, Energy and Habitat Conversation</b>		
Green Building Certification	Obtain a minimum 'Certified' rating from any Green Building Certification body for all existing and new development projects	In Progress Eco Grandeur obtained Provisional Building and Construction Authority (BCA) Green Mark certification in April 2019
Accessibility for Electric Vehicle (EV)	Install at least one electric vehicle charging station at every EcoWorld Malaysia sales gallery or clubhouse	In Progress <b>72%</b> of sales galleries and clubhouses installed at least one electric vehicle charging station
Provisioning of open-air spaces and natural environment	Provide at least 15% of total development area for open spaces	Average of <b>24%</b> of total development area is allocated for open spaces
Growing of valuable and quality foliage	Plant an average of 20% edible fruit trees of overall tree quantities and an average of 30% edible shrubs of overall shrub quantities across all developments	Average of <b>23.2%</b> edible fruit trees of overall tree quantities and average of <b>30.5%</b> edible shrubs of overall shrub quantities across all developments
<b>Talent Attraction and Retention</b>		
Employee Turnover	Staff Attrition Rate at 12%	Achieved <b>10.8%</b> staff attrition rate
Employee Satisfaction	People's Heartbeat Survey Overall Engagement Score at 85%	AON BE Result (External survey): <b>93%</b> People's Heartbeat Survey On-the-Go and Online Score (Internal survey): <b>89%</b>
<b>Training and Development</b>		
Opportunities for Employee Training	81.6% of staff attending training	<b>99.3%</b> of staff attended training
<b>Community Development</b>		
Contributing to the local community	6 hours of Corporate Social Responsibility activities per employee (applicable to employees attached to the Group and Business Units' support units)	<b>9 hours</b> per employee

## AWARDS AND ACCOLADES

EcoWorld Malaysia continues its effort to implement sustainability best practices and demonstrate how sustainability benefits companies, its stakeholders and the environment. For FY2019, the Group was awarded with Special Recognition in the Supply Chain Management category, in the Sustainable Business Awards Malaysia 2019. This recognition shows that the Group is committed in ensuring sustainability elements are embedded into the supply chain management which includes supplier selection, identification and communication of sustainability issues, engagement with suppliers and fair treatment of suppliers.

In the same award ceremony, we were also recognised with the Best Flagship Initiative which acknowledges the Group's community engagement strategies and initiatives. This award has elevated our brand as a responsible developer via the Eco World Foundation's key activity, the Students Aid Programme. This programme aims to provide access to quality education for underprivileged Malaysians.



*EcoWorld Malaysia Executive Director Liew Tian Xiong receiving the Sustainable Business Awards Malaysia 2018 trophy for Supply Chain Management from Minister of Science, Technology, Environment and Climate Change, YB Yeo Bee Yin*



### SUSTAINABLE BUSINESS AWARDS MALAYSIA 2019



Special Recognition  
in **Supply Chain  
Management** category



Best Flagship Initiative in  
**Community** category



# OUR COMMITMENT TO SUSTAINABILITY

## OUR CONTRIBUTION TO SUSTAINABLE DEVELOPMENT GOALS

January 2016 was a momentous month with 193 UN member states adopting Agenda 2030 and its 17 Sustainable Development Goals (“SDGs”) as a common goal towards sustainable development. The SDGs and their related targets address the most important economic, social, environmental and governance-related challenges of our times to promote transformational change. This requires governments, businesses, cities and civil societies to contribute their share of the commitment. As a leading property developer and in line with Malaysia’s sustainability roadmap, we have adopted six of the goals that are most relevant to our business operations.

	<p><b>Ensuring Healthy Living and Well-Being</b></p>	<p>We organise wellness programmes for our resident community and the public.</p> <p>Our projects are well connected with bicycle lanes, pedestrian walkways and herb gardens to encourage healthy living.</p>
	<p><b>Providing the Opportunity for Inclusive and Quality Education</b></p>	<p>We implement long-term programmes (e.g. the Eco World Foundation’s Students Aid Programme) to improve access to education for disadvantaged children. These programmes involve providing financial support and addressing the students’ key educational needs.</p>
	<p><b>Encouraging Gender Equality and Empowerment</b></p>	<p>We encourage women into the workforce and our corporate culture discourages any discrimination on the basis of gender. In fact, 43% of our senior management comprises women who are well qualified for the job.</p>
	<p><b>Ensuring Full and Productive Employment</b></p>	<p>We provide fair remuneration to our employees and create an environment conducive to their professional growth and strength development.</p>
	<p><b>Building Reliable and Resilient Infrastructure to Achieve Economic Growth and Overcome Environmental Challenges</b></p>	<p>We invest in innovative projects that address the needs of the community, going beyond our resident community, to improve the convenience of living and using facilities made available in the Company’s developments such as grocers and eateries.</p>
	<p><b>Making Cities and Human Settlements Inclusive, Safe, Resilient and Sustainable</b></p>	<p>We embed green designs and green features into our projects to reduce the impact of the built environment on the natural environment.</p> <p>Our projects are gated and guarded and equipped with excellent security features, with patrolling by our Polis Bantuan team in addition to the presence of trained guards.</p>

## QUALITY, ENVIRONMENT, HEALTH, SAFETY AND SUSTAINABILITY POLICY

EcoWorld Malaysia has established its Quality, Environment, Health, Safety and Sustainability Policy that guides our businesses in implementing and maintaining best management practices. The Group is committed to addressing its economic, environmental and social impacts and ultimately build sustainable communities. We are committed to:

- Growing our business in a sustainable manner to create long-term value for our investors and improve the economic and social status of our communities
- Continuously improving our product and service quality; and our environmental, health and safety performance and processes
- Adopting an environmentally-responsible approach to prevent, minimise and mitigate environmental, health and safety impact of our activities
- Complying with all applicable legal, environmental, health and safety legislation and requirements
- Establishing an integrated human capital development strategy to recruit, develop and engage employees to drive our growth and to provide a safe and healthy work environment for our employees and business partners
- Continuously engaging, communicating and providing relevant training to our employees and business partners to promote and improving the Quality, Environment, Health and Safety Management System
- Establishing a strong relationship with the local community, and enhancing their socio-economic status to the best of our ability



*#AnakAnakMalaysia Walk is one of EcoWorld Malaysia's efforts to establish a strong relationship with local communities*



# SUSTAINABILITY GOVERNANCE

The establishment of a Sustainability Governance Structure enhances the confidence of our shareholders, business partners, and employees on the management and supervision of sustainability matters within the Group. It also ensures responsible management of sustainability opportunities and risks that focus on adding long-term value.

Our robust governance structure is built on a three-tier structure comprising the Board of Directors at the apex and supported by the Sustainability Committee led by the Chief Executive Officer (“CEO”). Comprising members of the senior management, the Sustainability Committee is supported by three councils with each representing the economic, environmental and societal aspects of our business.



## Roles and Responsibilities



### Board of Directors

- Oversees the progress of the Group’s sustainability initiatives
- Reviews and approves sustainability strategies, policies and initiatives
- Endorses the proposed sustainability initiatives and material sustainability matters related to the Group



### Sustainability Committee

- Develops sustainability policies and oversees the implementation of sustainability-related strategies and initiatives
- Reports sustainability plans and progress to the Board on a half-yearly basis
- Reviews and approves sustainability internal guidelines



### Economic, Green and Social Councils

- Report to the Sustainability Committee on the progress the Group’s sustainability efforts
- Develop sustainability-related guidance documents for internal use
- Collect and monitor data to evaluate the Group’s sustainability progress

## STAKEHOLDER ENGAGEMENT

Economically, environmentally and socially sustainable business operations mean striking the right balance in the expectations and needs of a wide range of stakeholders. Otherwise, positive development geared towards sustainability in the interests of all stakeholders would be an impossibility. At EcoWorld Malaysia, encouraging

regular, open, and constructive dialogue with our central stakeholder groups is of paramount importance in terms of our business success. This helps us develop trusting relationships, understand opposing positions, recognise trends and deepen partnerships.









## STAKEHOLDER ENGAGEMENT

Our stakeholder groups are mapped according to their areas of interest, methods of engagement and frequency of engagement in the following table.

	Areas of Interest	Methods of Engagement	Frequency
	<b>Employees</b>		
	<ul style="list-style-type: none"> <li>• Corporate direction and growth plans</li> <li>• Job security</li> <li>• Remuneration and benefits</li> <li>• Career development and training opportunities</li> <li>• Workplace health and safety</li> <li>• Labour and human rights</li> <li>• Work-life balance</li> <li>• Employee volunteerism</li> </ul>	<ul style="list-style-type: none"> <li>• Management meetings with employees</li> <li>• Employee events such as family day, annual dinner, etc.</li> <li>• Annual Salary Benchmark Survey</li> <li>• People's Heartbeat Survey</li> <li>• Internal Service Survey</li> <li>• Chairman 360°</li> <li>• CEO Town Hall Meeting</li> <li>• Let's Green Possible initiatives</li> <li>• EcoWorld Sports Club activities</li> <li>• Virgin Pulse Walking Challenge</li> <li>• Leadership, soft skills, technical and non-technical training programmes</li> </ul>	<ul style="list-style-type: none"> <li>• As and when required</li> <li>• Annually</li> <li>• Annually</li> <li>• Quarterly</li> <li>• Twice a year</li> <li>• Annually</li> <li>• Quarterly</li> <li>• Throughout the year</li> <li>• Throughout the year</li> <li>• Annually</li> <li>• Throughout the year</li> </ul>
	<b>Investors</b>		
	<ul style="list-style-type: none"> <li>• Growth trajectory</li> <li>• Acquisitions and expansions</li> <li>• Market diversification</li> <li>• Risk management</li> <li>• Corporate governance</li> <li>• EES indicators</li> <li>• Climate change strategies</li> <li>• Sustainability performance and tracking</li> <li>• Reporting standards</li> </ul>	<ul style="list-style-type: none"> <li>• Annual general meeting</li> <li>• Annual report</li> <li>• Quarterly results announcement</li> <li>• Press conference</li> <li>• Analyst, Banker and Fund Manager Briefings</li> <li>• Meetings with Bankers, Analysts and Fund Managers</li> </ul>	<ul style="list-style-type: none"> <li>• Annually</li> <li>• Annually</li> <li>• Quarterly</li> <li>• As and when required</li> <li>• Twice a year</li> <li>• Throughout the year</li> </ul>
	<b>Customers</b>		
	<ul style="list-style-type: none"> <li>• Pricing</li> <li>• Quality and workmanship</li> <li>• Energy conservation</li> <li>• Design and features</li> <li>• Product safety</li> <li>• Defects rectification</li> <li>• Customer service and experience</li> <li>• Resource efficiency and utility savings</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate &amp; Brand Campaigns</li> <li>• Corporate Website/Social media channels</li> <li>• Advertisement and marketing promotions</li> <li>• Customer Satisfaction Survey</li> <li>• EcoWorld Residence Club and LifeSpace activities</li> </ul>	<ul style="list-style-type: none"> <li>• Throughout the year</li> <li>• Throughout the year</li> <li>• Throughout the year</li> <li>• Throughout the year</li> <li>• Throughout the year</li> </ul>



Areas of Interest	Methods of Engagement	Frequency
 <b>Regulators</b>		
<ul style="list-style-type: none"> <li>• Compliance</li> <li>• Security issues</li> <li>• Waste management</li> <li>• Public nuisance issues</li> <li>• Labour practices</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with regulatory requirements</li> <li>• Site inspections</li> </ul>	<ul style="list-style-type: none"> <li>• As and when required</li> <li>• As and when required</li> </ul>
 <b>Contractors/ Vendors/ Suppliers</b>		
<ul style="list-style-type: none"> <li>• Legal compliance</li> <li>• Payment schedule</li> <li>• Pricing of services</li> <li>• Product quality and inventory/ supply commitment</li> </ul>	<ul style="list-style-type: none"> <li>• Contract negotiation</li> <li>• Supplier audit and evaluation</li> <li>• Vendor registration</li> </ul>	<ul style="list-style-type: none"> <li>• As and when required</li> <li>• Twice a year</li> <li>• As and when required</li> </ul>
 <b>Media</b>		
<ul style="list-style-type: none"> <li>• Company reputation</li> <li>• Advocating green consumerism and lifestyles</li> </ul>	<ul style="list-style-type: none"> <li>• Interviews and engagement sessions</li> <li>• Press releases</li> <li>• Press conferences</li> </ul>	<ul style="list-style-type: none"> <li>• As and when required</li> <li>• As and when required</li> <li>• As and when required</li> </ul>
 <b>Non-Governmental Organisations ("NGOs")</b>		
Environmental and social issues in relation to business operations	<ul style="list-style-type: none"> <li>• Donations and Financial Aid</li> <li>• Contributions to environmental and social enhancement</li> <li>• Sustainability and related programmes</li> </ul>	<ul style="list-style-type: none"> <li>• As and when required</li> <li>• As and when required</li> <li>• As and when required</li> </ul>



## OUR PRIORITY AREAS

Understanding our economic, environmental and social priority areas is key to implementing sustainability strategies and initiatives that yield outcomes aligned with our sustainability roadmap. We identified these priority areas or material sustainability matters that are relevant to our business and stakeholders by conducting materiality assessments in 2017 and 2018. The weighted-ranking process resulted in the selection of 12 material sustainability matters that best represent our priority areas, and our materiality matrix.



For FY2019, we maintained the 12 material sustainability matters identified in 2017 as they remain relevant to our business operations and stakeholders. This year, we took a step forward in improving our materiality assessment process by engaging key stakeholders. We distributed survey forms to a representative number of stakeholders to gauge their feedback on the selection of material sustainability matters as well as materiality matrix.

Based on the survey results, we verified that the identified material sustainability matters are indeed important to our stakeholders.

As a Group, we can now make informed decisions and plan our strategy to ensure that sustainability areas of interest highlighted by stakeholders are addressed. These areas include product quality, business diversification, dialogue with top management, application of technology in design and construction methodology, and succession planning. Moving forward, we are committed to ensuring our stakeholders' expectations in these areas are met.

The material sustainability matters as described in this statement are categorised into four focus areas.

**More than 80%** of survey respondents agree that the identified material sustainability matters are important and meet their expectations

**97%** of survey respondents agree with the ranking of the material sustainability matters

Focus Areas	Material Matters	Relevant GRI/G4 Sector Disclosures Indicators	Relevant Stakeholders
 <p><b>Fair Operating Practices</b></p> <p>Implements ethical and transparent business dealings for sustainable business operations</p>	<ul style="list-style-type: none"> <li>- Ethics and Integrity</li> <li>- Corporate Governance and Transparency</li> </ul>	<p>102: General Disclosures</p>	<p>Investors, Employees</p>
  <p><b>Creating Shared Values</b></p> <p>Delivers products and services that meet or exceed customer expectations to strengthen brand reputation</p>	<ul style="list-style-type: none"> <li>- Customer Service and Brand Reputation</li> <li>- Supply Chain Management</li> </ul>	<p>102: General Disclosures</p> <p>204: Procurement Practices</p>	<p>Employees, Customers, Contractors, Vendors, Suppliers</p>
   <p><b>Developing Green Futures</b></p> <p>Minimises environmental degradation and drives green design and innovation for the betterment of the environment</p>	<ul style="list-style-type: none"> <li>- Compliance</li> <li>- Innovation</li> <li>- Green Design, Energy and Habitat Conservation</li> </ul>	<p>302: Energy</p> <p>304: Biodiversity</p> <p>305: Emissions</p> <p>306: Effluents and Waste</p> <p>307: Compliance</p> <p>G4 Aspect: Product and Service Labeling</p>	<p>Regulators, Employees, Investors, Customers, Media</p>
    <p><b>Enhancing Employees Growth and Community Livelihood</b></p> <p>Builds and enhances relationships with employees and local communities and contribute to the best of our ability</p>	<ul style="list-style-type: none"> <li>- Talent Attraction and Retention</li> <li>- Occupational Health and Safety</li> <li>- Community Development</li> <li>- Training and Development</li> <li>- Diversity and Equal Opportunity</li> </ul>	<p>401: Employment</p> <p>403: Occupational Health and Safety</p> <p>413: Local Communities</p>	<p>Employees, Regulators, NGOs, Media</p>




## FAIR OPERATING PRACTICES



### Material Matters

- Ethics and Integrity
- Corporate Governance and Transparency

## Key Highlights

 Continuous reinforcement of Code of Conduct and Business Ethics and Whistle-blowing Policy amongst employees

 Anti-Bribery Policy in the pipeline

## ETHICS AND INTEGRITY

Integrity and transparency are the twin hallmarks of business at EcoWorld Malaysia with employees expected to uphold the highest degree of professional conduct throughout their employment at the Company. We have laid out a strict Code of Conduct and Business Ethics that outlines the behaviour we expect of our employees and business partners. With honesty and integrity as its cornerstone, the Code emphasises ethical, fair and impartial practices while defining behaviour that is deemed unacceptable in the workplace such as bullying, harassment, threatening and discriminatory behaviour as well as corruption.

### How we communicate the Code of Conduct and Business Ethics



**Induction programme**



**EcoWorld Linked (employee portal)**

In keeping with our philosophy of strict adherence to ethical and transparent means of business, we have adopted a strict anti-corruption stance within the organisation. Consequently, a Whistle-blowing policy has been established to provide employees and other stakeholders an avenue to report any knowledge of incidents of misconduct or unlawful behaviour within EcoWorld Malaysia. This ensures confidentiality for those filing the reports who can voice their concerns without fear of reprisal. All this goes towards engendering an environment where all employees can feel safe while protecting the values held at the Company.

In order to ensure our employees truly understand the expectations and procedures of the Code of Conduct and Business Ethics and Whistle-blowing Policy, we undertake e-assessments which are made compulsory for all employees.

Integrity in work is also a primary requirement for all suppliers and contractors. We make it a point to ensure that all segments of our operations are aware and abide by the outlined codes of conduct to promote responsible practice.

This year, there have been two incidents received at the Company pertaining to abuse of power and victimisation and favouritism, both in the month of April 2019. Our Management has conducted a thorough investigation into the matter and determined the appropriate course of action. We take all reported incidents seriously and will ensure those involved face disciplinary action. We will review the issues reported and identify methods to prevent recurrence of the matter.

EcoWorld Malaysia is committed to upholding the highest standard of integrity and transparency in our conduct of business and will continue to take measures towards a corruption-free environment fostered through mutual respect and dignity. We are in the midst of developing an Anti-Bribery Policy which will be shared via the corporate website.



## CORPORATE GOVERNANCE AND TRANSPARENCY

Pursuant to the introduction of the Malaysian Code on Corporate Governance 2017 (“MCCG”), Bursa Malaysia Securities Berhad Main Market Listing Requirements (“MMLR”) and the Companies Act 2016, we are equipped and guided to embed corporate governance practices into our business activities. EcoWorld is committed to ensuring compliance with the act and code pertaining to corporate governance practices.



### Board Charter

The Board is at the apex of the Group’s corporate governance system and is ultimately accountable and responsible for the proper stewardship of the business and the creation of long-term growth of the Group as well as delivery of sustainable value to stakeholders. All Board members are responsible for ensuring the Group practises corporate governance in terms of transparency, accountability, sustainability and integrity in boardroom activities.

The Board Charter outlines the roles and responsibilities of the Board, Board Committees and individual directors of EcoWorld Malaysia. The Charter reflects its principles, practices and guidance besides the latest amendments to the MCCG and MMLR. For more details, please refer to The Board Charter and Corporate Governance Reports which are available on our corporate website.



### Transparent Communication

The Group has ensured a proper communication platform for the Group in terms of its corporate website to promote transparency among shareholders and stakeholders. The website has helped communicate information on the Group’s activities, products and updates on business operations. The Investor Relations section in the corporate website includes information such as quarterly reports, annual reports, sustainability reports, corporate governance reports, press releases and Bursa announcements.



## CREATING SHARED VALUES



8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



### Material Matters

- Customer Service & Brand Reputation
- Supply Chain Management

## Key Highlights



**100%**

local main contractors and building materials suppliers



QLASSIC Score for Eco Botanic is **78%**



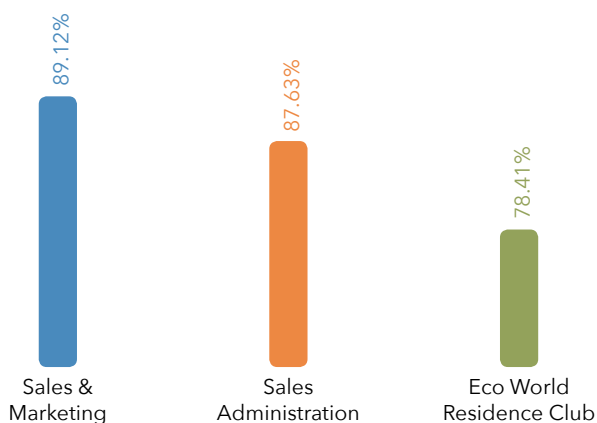
## CUSTOMER SERVICE AND BRAND REPUTATION

Customers are at the heart of any business and customer satisfaction is therefore imperative to the sustainability of the Company. Through active engagement with customers, we are able to track levels of satisfaction. The success and brand reputation of the organisation is heavily reliant on the perceptions of our customers. Responsible development includes monitoring and receiving feedback from customers in order to improve our future products and developments.

We make it a point to conduct regular customer satisfaction surveys to provide a channel where our performance can be evaluated by our key stakeholders. The responses from the surveys are then consolidated, analysed and compiled into a report. This report provides insight into the satisfaction of customers based on the various service elements identified. If written comments have been provided on our performance in any area of concern, we include them in the report and request all business units to provide an action plan to manage customers' concerns.

Through our continuing efforts over the years we have been able to maintain our scores in ensuring customer satisfaction. For this year, our average customer satisfaction score is at 85%.

### Customer Satisfaction Survey Results by Department



## RECOGNITION ON QCLASSIC

The Quality Assessment System in Construction ("QCLASSIC") is an assessment conducted by the Construction Industry Development Board (CIDB) with the aim of enhancing quality control in construction works to benchmark the quality of workmanship. Our Eco Botanic project received the QCLASSIC certificate with the score of 78% in September 2018.

## SUPPLY CHAIN MANAGEMENT

At EcoWorld Malaysia, we are committed to working with contractors who are committed to quality, health and safety standards. Our main contractors are vetted through stringent pre-selection criteria and they are only appointed for projects upon meeting these stringent selection criteria.

We communicate the importance we place on integrity to our main contractors as it is an integral value in our daily operations. To ensure that the quality of their work is maintained and upheld, the main contractors are evaluated progressively and their work monitored closely. They are also required to comply with local government and other legal requirements including health and safety requirements. Given the importance of health and safety, contractors' performance is monitored at our worksites to ensure adherence to safe construction practices. Preference is given to local contractors to support the local community in the supply chain.

On the suppliers of our building materials, new suppliers will have to undergo a pre-qualification process prior to being included in the panel of approved suppliers. Yearly evaluation is conducted on existing suppliers to assess their performance in areas including service delivery, quality of products and price competitiveness. Building materials are sourced from local suppliers to support the local community in the supply chain and to help stimulate the growth of the local economy. This also allows us to reduce carbon emissions from transportation. All our main contractors and building materials suppliers are local.

Our approach to sustainable supply chain management has been recognised at the national level as we were awarded Special Recognition under the category of Supply Chain Management in the Sustainable Business Awards Malaysia 2019. Detailed information about these awards is available on page 9 (Awards and Accolades).

The Group is in the midst of developing a procurement policy which is expected to be completed next year. By establishing the policy, we hope to further strengthen our initiatives to embed sustainability practices in our supply chain management.



## DEVELOPING GREEN FUTURES



3 GOOD HEALTH AND WELL-BEING



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



11 SUSTAINABLE CITIES AND COMMUNITIES



### Material Matters

- Green Design, Energy and Habitat Conservation
- Innovation
- Compliance

## Key Highlights



Eco Grandeur obtained Provisional BCA Green Mark Certification



Average of **24%** of total development areas are allocated for open spaces throughout developments

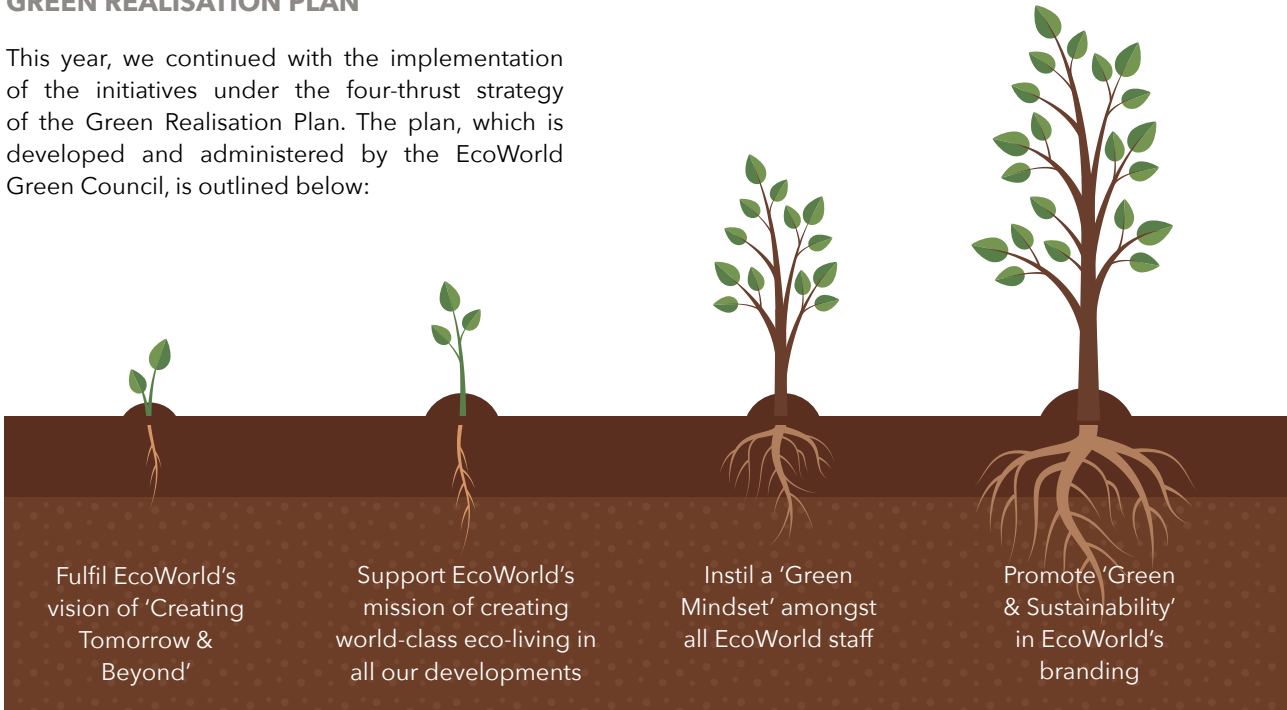


**407** trees transplanted within Eco Botanic



### GREEN REALISATION PLAN

This year, we continued with the implementation of the initiatives under the four-thrust strategy of the Green Realisation Plan. The plan, which is developed and administered by the EcoWorld Green Council, is outlined below:



#### Green Planning and Design

To incorporate green in EcoWorld master plans, building architecture and design, and sustainable transport and connectivity



#### Green Landscape

To incorporate green practices in soft and hard landscaping in all EcoWorld developments



## THE GREEN AGENDA

#### Green Construction

To promote sustainable construction practices in terms of building material and resource selection, construction site management and practices, and construction methodologies



#### Green Image, Awareness and Engagement

To project an image and branding that is consistent with EcoWorld's vision and mission via promotion of environmental awareness, education and engagement amongst our employees, customers, stakeholders and the public



## GREEN DESIGN

In April 2019, Eco Grandeur obtained Provisional Building and Construction Authority (“BCA”) Green Mark certification, a Singapore initiative to shape a more environmentally friendly and sustainable built environment. The BCA Green Mark for District (Version 2.1) is awarded to townships with sustainable features and systems integrated into the design and construction. These include criteria such as energy efficiency, water management, material and waste management, environmental planning, green buildings and green transport and community and innovation. We are committed to ensuring our current and future development projects are resource and energy-efficient to reduce our environmental footprint.

## GREEN FEATURES IN ECO GRANDEUR - AVENHAM GARDEN AND GRAHAM GARDEN PRECINCTS

### 01 Public and green spaces

- Edible garden in the park
- Universal design features for pedestrian walkways
- Detailed cycling and jogging path
- Low energy street lighting

### 02 Efficient use of energy and resources

- Passive design via North/South orientation of buildings
  - Reduces use of air conditioning
- Recycled water source for landscaping
  - Reduces usage of clean tap water
- Close proximity to local amenities
  - Reduces carbon footprint

### 03 Attentive towards nature concerns

#### Design and fabrication stage

- Use of certified eco-friendly products
  - Such as paint, waterproofing, ceiling plasterboard and interlocking paver
- Minimal earthwork cut and fill during construction
  - Conserves existing ground condition

#### Completed stage

- Provision of recycling station
- Provision of 3-compartment sink
  - Approved and recommended by most health departments, for washing, rinsing and sanitising dishes

At Eco Botanic, a 270-acre vibrant and integrated collection of commercial developments that consist of a high-street shopping mall, high-end serviced apartments, premium shops and more with green features are in place to benefit the neighbouring community in an environment-friendly manner. 29% of the development has been designated as open spaces with sustainable landscape design planning which emphasizes the reintroducing and propagating of indigenous trees and plants to create more shade and provide habitats for animals in a harmonious ecosystem. As a Group, we managed to allocate an average of 24% of total development for open spaces, which is beyond the local authorities' requirements of 10%.





## GREEN FEATURES IN ECO BOTANIC

### 01 Energy and water savings

- Rain water harvesting
- Solar water heater
- LED lighting
- For street light, compound light and bollard light

### 02 Durable and protective materials

- 10% tinted glass for doors and windows to block damaging sun rays
- Low VOC paint to minimise inhalation of toxic chemicals
- Clay roof tiles for longevity; resistance to fire, weather and insect damage; and cooling effect
- Open space allocation is more than authority requirement
- Phase 1 features are:
  - Water efficient fittings (Two ticks rating)
  - Providing fan at all habitable spaces
- Provision of additional point for inverter-type air-conditioning unit

### 03 Outdoor activities and green landscape

- Fresh air from planting of native trees as carbon sinks
- Parks and ponds within 400m walking distance
- Children's playground made from recycled items
- Edible garden
- Bicycle lane covering the commercial perimeter with proper signages

### 04 Green amenities

- Electric vehicle (EV) charging bay at clubhouse
- Centralised recycling and composting chambers
- Free shuttle bus service (for residents) to-and-fro Eco Botanic City and surrounding areas including nearby supermarkets/ hypermarkets, EduCity and the Gelang Patah bus interchange

Other than green features that we introduced in our developments, we also look into the design of our products from the aspect of accessibility and safety. Currently, we are developing the EcoWorld Universal Design Guidelines, for the elderly and disabled persons, which is expected to be completed in 2020. Simultaneously, we have equipped our employees with knowledge about the relevant design requirements via various training programmes such as Ageing in Place which aims to give exposure to our employees on universal design for the elderly and disabled persons.



## INNOVATIVE SOLUTIONS

Sustainable development is achieved by significantly transforming the way we build and manage urban spaces. Committing to SDG 11 for Sustainable Cities and Communities, we contribute towards achieving its targets by building sustainable and resilient buildings using local materials as well as ensuring sufficient provision of green space.

We want to deliver superior development projects to preserve the environment and improve the quality of life of customers. As such, we seek innovative solutions to integrate into our designs and products for long-term operational efficiency. Our efforts to introduce innovative approaches to enhance quality of products, minimise operating cost and keep our environmental footprint to the minimum are reflected in the automation of our systems and digitisation of work processes.



At selected project sites, we are adopting prefabricated construction materials which promote consistency and quality in production. This eliminates negative environmental and social impact as it reduces human error, workplace incidents and amount of labour; requires less materials; and generates less waste.

EcoWorld Residence Club ("**EWRC**"), the Group's service team that provides Property Care Services and Common Area Support Services, as well as the Sales Administration and Sales and Marketing teams, utilises automated systems in our marketing actions, tasks and general workflow. EWRC also strategically utilises social media

platforms to connect with customers and create localised marketing activities which significantly improve our economic savings and lower environmental impact due to the reduced demand for raw resources like printed paper, posters and transportation fuel.

The 6-month Design Innovation Challenge that we conducted internally was aimed at generating creative and pioneering ideas that would ultimately enhance our environmental performance and achieve our green design and innovation goal in creating properties and facilities that are sustainable.



## HABITAT CONSERVATION

As an environmentally-conscious Group, we strive towards conserving the natural habitat of the areas we develop. During the land clearing phase, we try to relocate mature trees and transplant them back in the later phase of development to form part of the landscape architecture. To date, we have transplanted 407 trees within Eco Botanic.

Furthermore, at Eco Botanic, we plant and propagate a total of 2,353 native trees to encourage ecological restoration. Trees and plants native to Malaysia require very little maintenance. Not only do we benefit from the low economic and environmental cost, we also contribute to the conservation of the species.

In addition, Eco Grandeur reached a significant milestone with the opening of its Bridge of Dreams on 28 June 2019 in conjunction with the beginning of a new chapter in welcoming its first residents to the completion of Phase 1 of its terraced and garden homes (Graham Garden and Avenham Garden).

At 1,400 acres, it is EcoWorld's largest township to date and strategically located near the town areas of Sungai Buloh and Kota Damansara. The development pays tribute to the dragonfly as they were spotted in abundance around the area. The development of Dragonfly Lake enhances the Modern Victorian architecture and scenic views of the park. The park also serves as the new home of many transplanted trees and has become one of the focal points of the development as it offers an outdoor amphitheatre that can accommodate thousands of people for a variety of events.



*Eco Grandeur, Klang Valley*

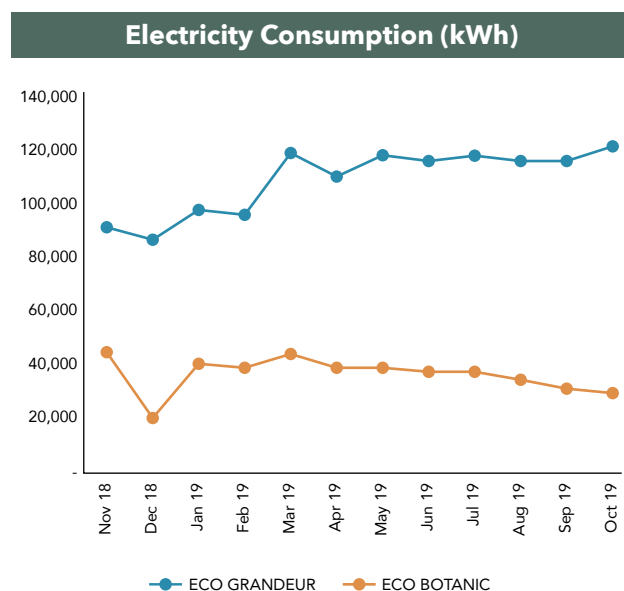
### ENERGY MANAGEMENT

Greenhouse gases (“GHG”), an increasing concern of environmentally-aware residents, are effectively reduced in Eco Botanic City through the introduction of a free shuttle bus service. All one has to do to contribute to the environment is to buy a rider pass from the Eco Botanic City Gallery. The shuttle bus service covers two routes: Eco Botanic City – EduCity – Eco Botanic City (7km) and Eco Botanic City – Aeon Bukit Indah – Eco Botanic City (19.7km). For FY2019, the monthly average number of passengers was 4,356 with a daily average of 145. We project an almost 50 per cent reduction in carbon footprint from vehicles with the shuttle bus service.

**Assuming 145 passengers drive their own cars to travel the minimum distance of 7km, vehicles would have travelled a total distance of 1,015km if each passenger drives separately.**

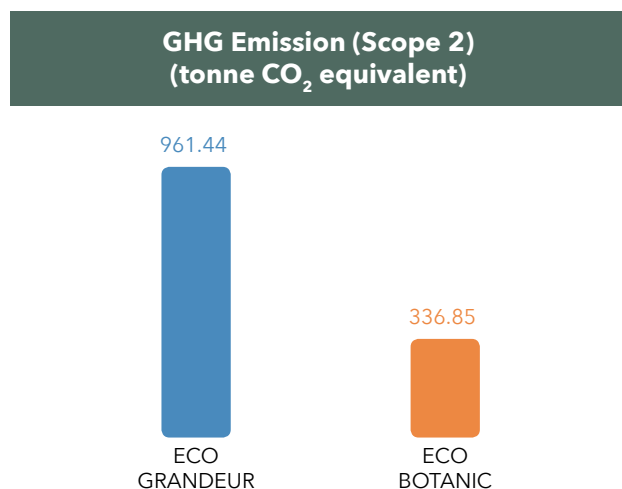
**Our shuttle bus, on the other hand, travelled a distance of 516.4km at its maximum to cover a total of 52 trips.**

This year, we continue to report our energy consumption at Eco Grandeur and Eco Botanic to maintain transparency in sustainability performances and disclosures.



### GREENHOUSE GAS EMISSIONS

For this year, we further strengthened our sustainability disclosures to include our carbon footprint in the form of GHG emissions. We focused on carbon emission generated from Scope 2 which is indirect emission from electricity consumption at Eco Grandeur and Eco Botanic as a start.



The Group continuously enhances the awareness level of our employees with respect to reducing our carbon footprint as we believe that any initiative requires a team effort. We frequently communicate information on carbon footprint to our employees and how we can synergise to reduce our carbon emissions via weekly Let’s GREEN Possible posters and the Energy Reduction Campaign conducted in July 2019.

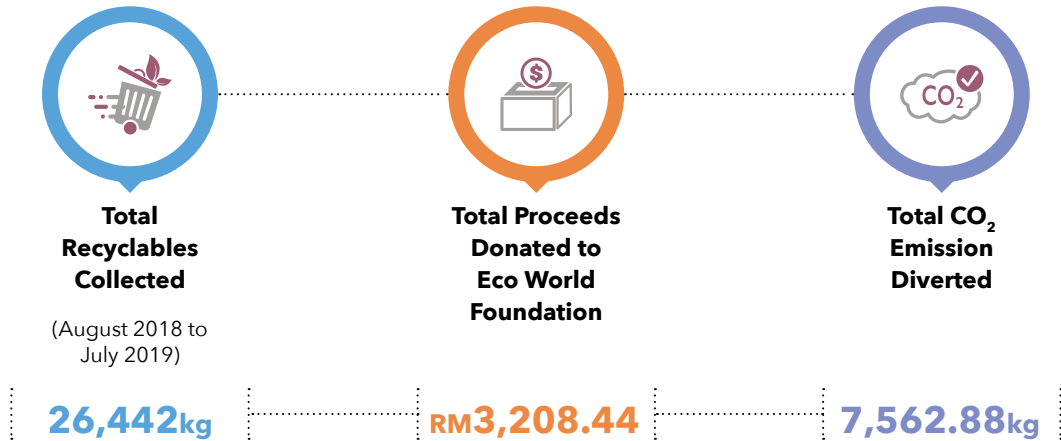


A Let’s GREEN Possible poster



## WASTE RECYCLING

Effective waste management remains one of the largest environmental challenges in Malaysia and as a Group, we do our part in terms of ensuring recyclable waste generated from all EcoWorld offices are disposed by a licensed recycling contractor. In August 2018, we embarked on a Group-wide Recycling Initiative, where our employees were able to recycle 36 categories of waste in all EcoWorld offices across all three regions. Employees can also bring recyclable wastes from home to be sent for recycling.



## ENVIRONMENTAL COMPLIANCE

At EcoWorld Malaysia, we manage pollution in the form of waste generation, air emissions, noise pollution and water discharge by adhering to legal requirements and guidelines issued by the authorities. We actively promote compliance with regulatory requirements for environmental protection, adopt best industry practices and where applicable, international guidelines in the field of environmental protection.

These include applicable legal requirements prescribed by national authorities such as the Department of Environment (DOE) Malaysia and the Building and Construction Authority (BCA) of Singapore.

Specific regulations under the Environmental Quality Act 1974 (and its Amendments) that are relevant to our operations include the Environmental Quality (Scheduled Wastes) Regulations 2005; Environmental Quality (Industrial Effluent) Regulations 2009; Environmental Quality (Sewage)

Regulations 2009; Environmental Quality (Clean Air) Regulations 2014; Water Services Industry Act 2006 (Act 655); Solid Waste and Public Cleansing Management Act 2007; as well as the Street, Drainage and Building Act, 1974.

At EcoWorld Malaysia, we effectively manage our wastes based on safety hazard categories. Hazardous solid waste, also known as scheduled waste, is classified based on Schedule 1 under the Scheduled Waste Regulation 2005.



Eco Sanctuary, Klang Valley



SCHEDULED WASTE GENERATED IN FY2019			
Development	Waste Category	Waste Type	Quantity (MT)
Eco Grandeur	SW 305	Spent lubricant oil	5.455
	SW 306	Spent hydraulic oil	0
	SW 311	Waste of oil or oily sludge	0.250
	SW 408	Contaminated sand/soil	0.105
	SW 409	Contaminated container	0
	SW 410	Contaminated rags, plastics, paper, gloves, filters	0.006
Eco Botanic	SW 305	Spent lubricant oil	5.455

Scheduled wastes generated are properly disposed of by registered contractors to approved premises of treatment and disposal facilities as per the Sixth Schedule: Consignment Note for Scheduled Waste under Scheduled Waste Regulation 2005. The relevant contractors are registered and approved by DOE Malaysia. Effluents and wastewater are treated by Indah Water Konsortium (IWK) and disposed of in accordance with the National Water Services Commission (SPAN) and other relevant local authorities.

Non-hazardous solid waste is determined according to the Solid Waste and Public Cleansing Management Act 2007 and as stipulated by the local council. Non-hazardous solid waste generated from our project sites is disposed of at approved landfills by licenced waste

disposal vendors, through management of the main contractors.

Other non-hazardous solid wastes, including construction wastes and domestic wastes, are disposed of at regulated landfills. Domestic waste such as paper, plastic bottles and other recyclable materials are recycled via iCycle Malaysia. Additionally, we recycle wood-based items to be used as formwork and reuse waste concrete for access roads to project sites. To track our environmental performance, we conduct frequent monitoring of air emission, noise and water quality as per required under the Environmental Quality Act, 1974. We monitor sustainability including environmental matters in the quarterly risk management reporting.



## ENHANCING EMPLOYEES GROWTH AND COMMUNITY LIVELIHOOD



### Material Matters

- Diversity and Equal Opportunity
- Talent Attraction and Retention
- Training and Development
- Occupational Health & Safety
- Community Development

# Key Highlights



Total employees are **1,445**



**57%** are male employees and **43%** are female employees



**98%** of Senior Management are Malaysian



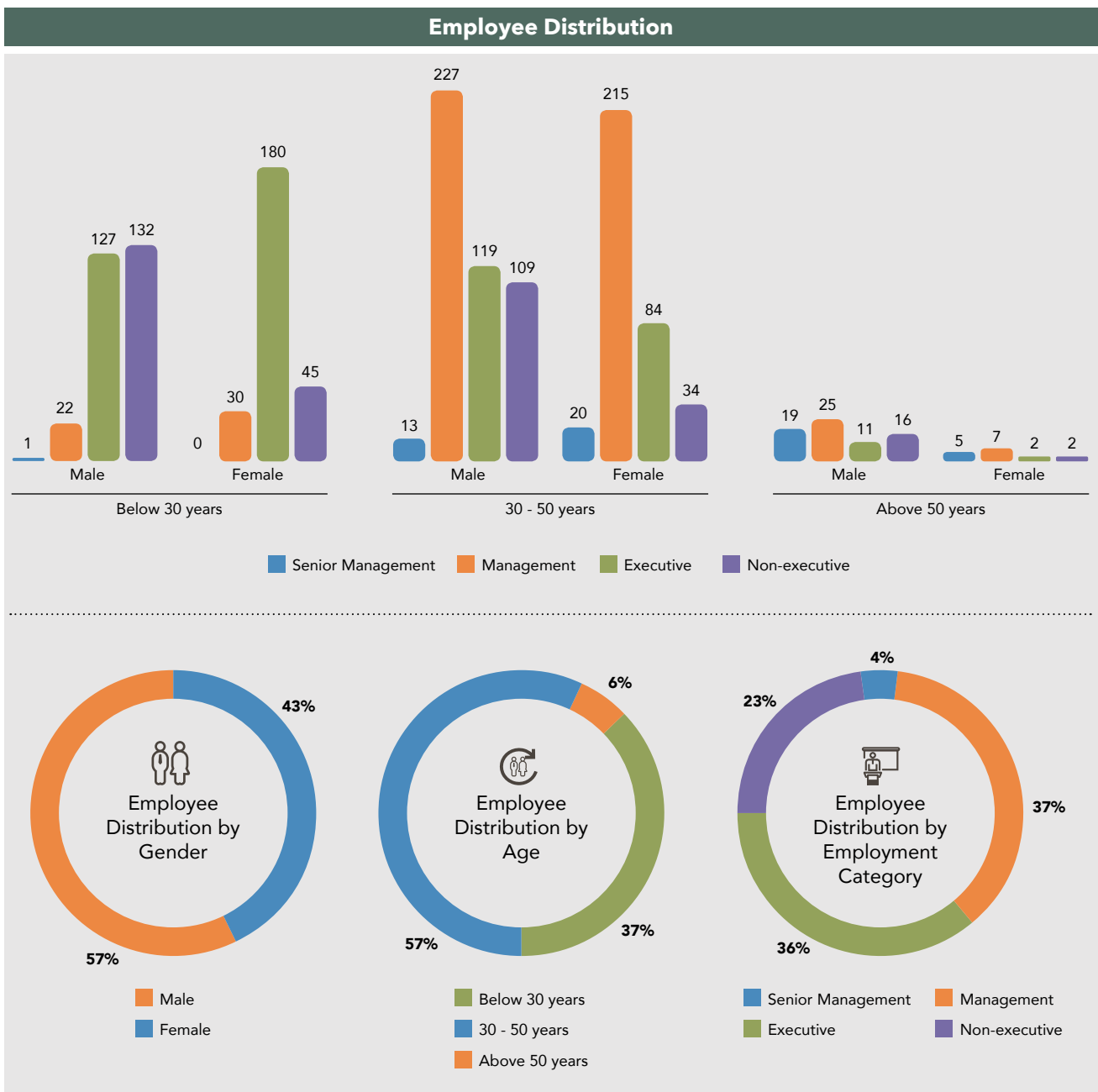
**43%** of Senior Management are female



**DIVERSITY AND EQUAL OPPORTUNITY**

We want to build teams that reflect the communities we serve. Research shows that diverse and inclusive groups make effective decisions and that diversity of thought inspires greater innovation and productivity. We strictly adhere to the Malaysian Employment Act 1955 and comply with the requirements of the Minimum Wages Order, 2016. For the reporting year, we are pleased to report that there were no breaches to these regulations.

Equal opportunities are given to potential candidates to be a part of our Company, and we do not practise discrimination in gender, age, race, religion, culture or nationality. We strongly believe that diversity in the workplace is a good indicator of a healthy working environment.





The majority of our employees are between the ages of 30 to 50 years, followed by employees who are below 30 years old. These two age groups consist mainly of executives and those at management level. This indicates that our Company employs both experienced staff and the younger generation to provide them with a platform to start and grow their career with our Company. The smallest group in our Company is the above 50 years old age group, which is dominated by Management level employees.

In addition, most of our employees are locals with 98% of our Senior Management being Malaysian. Hiring from the local talent pool is important as these individuals are capable of building a local network and know the local culture and business practices. Our Board of Directors

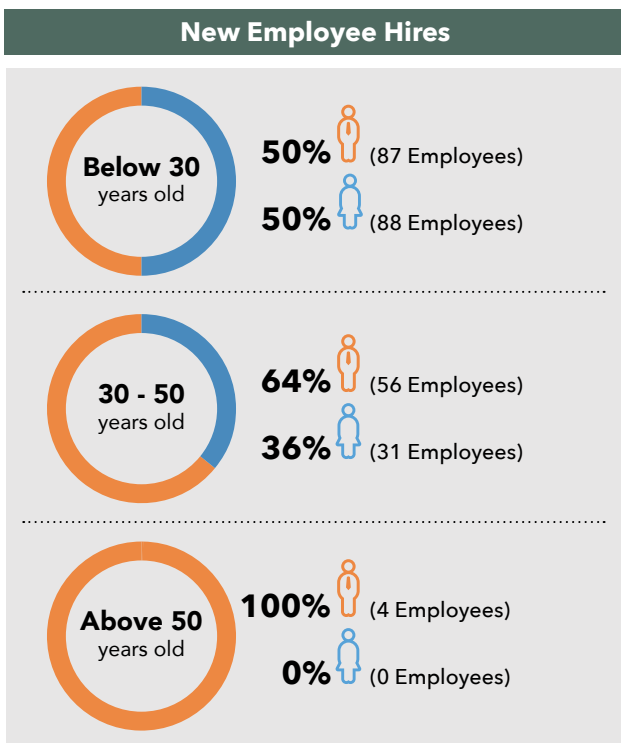
comprises 16% women and Senior Management comprises 43% women employees, a ratio indicative of the fact that we highly promote the participation of women in such positions.

For workers at construction sites, we ensure the appointed main contractor adheres to a legal hire process by including this requirement as part of the contractual documents. Only workers with valid permits are employed and in respecting human rights, no child labour or forced labour is permitted at our project sites. The workers are provided with basic necessities such as accommodation, clean water and access to electricity. Our construction sites are audited periodically to ensure the main contractor complies with the stipulations of the contract.

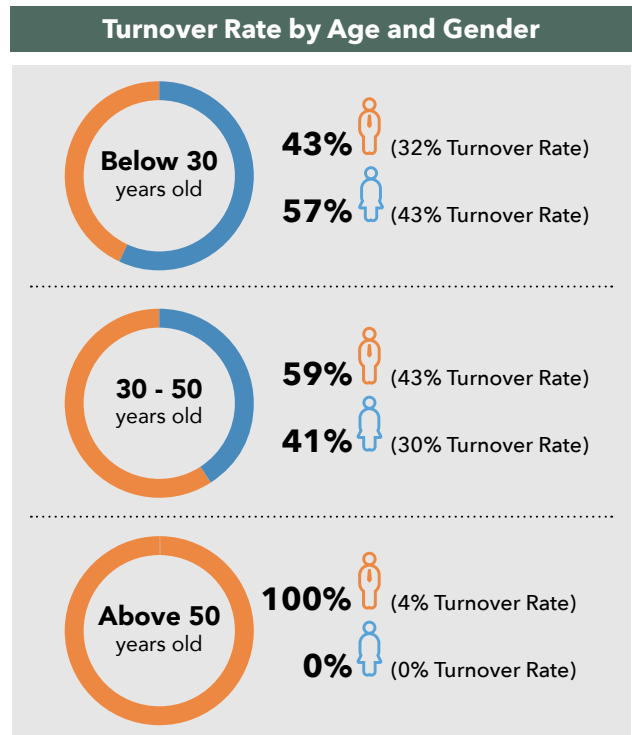
**TALENT ATTRACTION AND RETENTION**

At EcoWorld Malaysia, people are our best asset and we place a premium on them. We create a conducive environment for everyone to feel valued and be able to contribute their unique skills and perspectives. We strive to attract the best candidates and work hard to retain employees. Striving to be an employer of choice, we place value on creating a culture of learning, promoting diversity, and fostering equality.

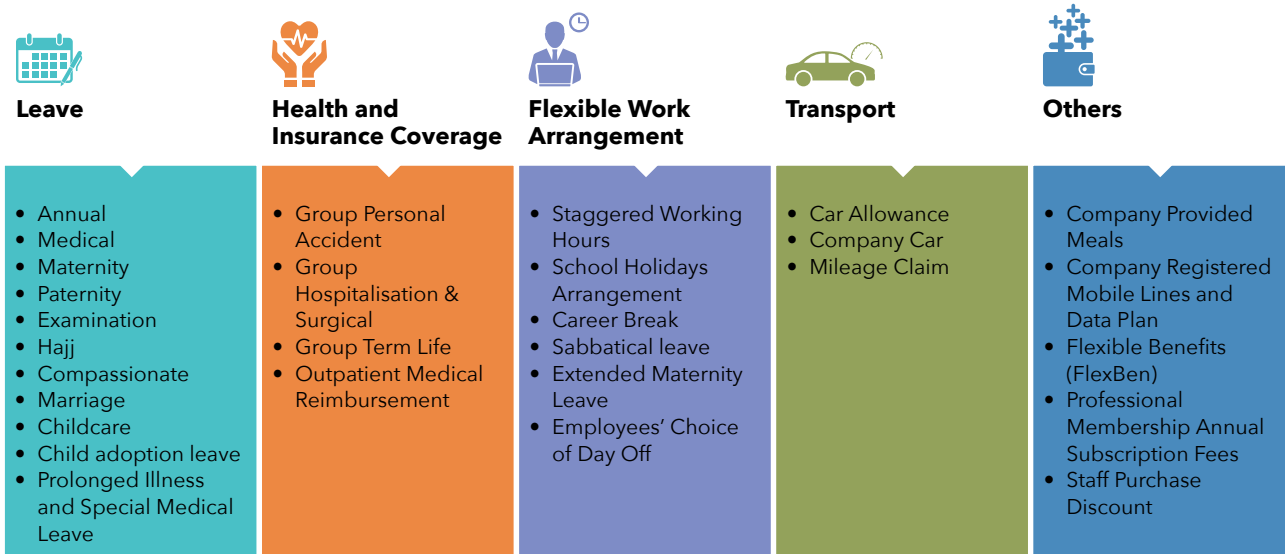
In FY2019, we hired 266 new employees and the breakdown of this group by age and gender is shown below.



Our turnover rate for FY2019 is an exemplary 10.8% which is even lower than the previous year. It is also lower than the general turnover rate in the property development industry and is below the targeted attrition rate of 12%. The Company benefited from this low turnover rate as we were able to ensure consistent productivity among our employees and save cost from recruitment processes. The breakdown of employee turnover rate by age and gender is as shown below.



We work hard at maintaining our competitive advantage in the property development sector by creating a positive and empowering work environment in which employees feel valued for the work they do and the impact they make. We attract and retain great talent in our organisation by offering employee benefits which boost employees' morale, promote employee health and wellness, and create loyalty.



**PARENTAL LEAVE**

We encourage employees to practice work-life balance in the knowledge that it is an important aspect of a healthy work environment. We provide paid parental leave for male and female employees to allow new mothers and fathers to adapt to this life-changing event. As a Company, it is important for us to support our employees in meeting both workplace and personal needs as it has been proven to help boost employee morale and productivity at work.

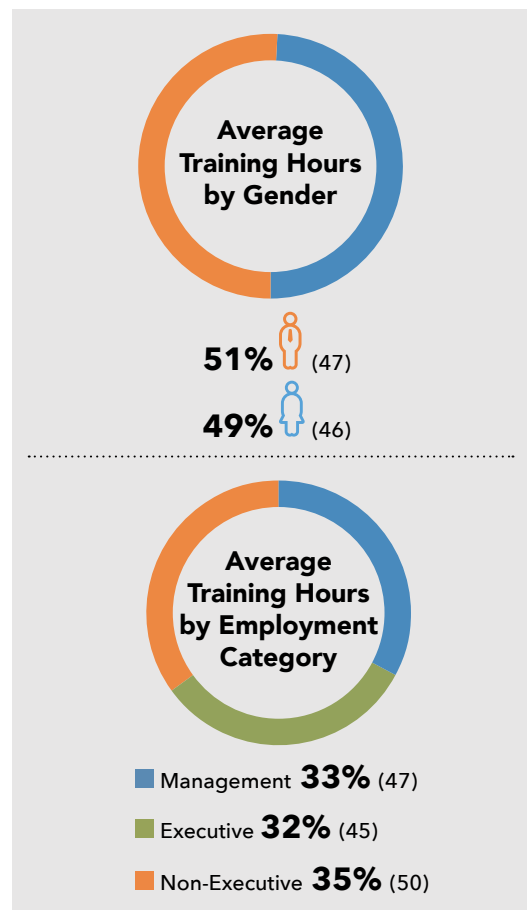
For FY2019, only one out of 302 (0.3%) employees who took parental leave in FY2019 did not return to work after their leave ended. Majority of them have returned to work. However, we note that 9% of female employees and 7% of male employees who took parental leave did not remain employed after 12 months of their return to work.

**TRAINING AND DEVELOPMENT**

The success of our growth depends on the quality of our workforce. Having the right people with the right skills is essential for our continued growth. We acknowledge that it is crucial for our employees to undergo training programmes to enhance knowledge and skills in order to better perform at work. As such, we continuously guide the developmental progress of our employees by providing relevant training, which subsequently benefits our business growth.

Our training framework is designed for all employment levels, from non-executives to junior management, middle management and senior management. The training programmes offered mainly encompass Sales and Marketing, Technical, Health, Safety and Environment, Green and Sustainability, Health and Wellness, Language, Finance and Information Technology. For FY2019, 99.3% of our staff attended training.

In ensuring that the career development of our employees is monitored and gaps are addressed, the Company conducts yearly performance appraisals. The work performance of all employees from all employment levels are reviewed by their respective superiors and Divisional General Manager or General Manager. Any identified gaps in employees' career development are addressed and training plans are created for our employees.





## EMPLOYEE ENGAGEMENT PROGRAMME

We believe in engaging our employees not only in terms of work but also in the arts, culture and sports. Since 2014, our own in-house choir known as the EcoWorld Choir has been active while an ensemble called the EcoWorld Symphony Drummers that plays a variety of percussion instruments from the Malay, Chinese and Indian cultures has impressed audiences with its repertoire. These two groups comprise EcoWorld employees from various departments and regions who have undergone Company-sponsored intensive training in the fundamentals of music by professionals from the local performing arts scene. The EcoWorld Choir and EcoWorld Symphony Drummers have performed at Company events and are a symbol of pride for EcoWorld.

The EcoWorld Annual Dinner is an iconic feature of the EcoWorld culture with an overarching theme decided upon every year by the main organising committee. Groups of employees compete in performance and dress competitions. Each group selects performers who are given rigorous training by professional choreographers and theatre professionals hired by the Company to

mould them into bona fide entertainers. Rehearsals (including that for the EcoWorld Choir & EcoWorld Symphony Drummers) are conducted during working hours so that employees do not feel overburdened. The judging criteria for our Annual Dinner costumes and props promotes innovation and sustainability with points being awarded to those who utilise recyclable materials creatively.

For those who enjoy sporting activities, the EcoWorld Sports Club offers an attractive range of activities for members across all three regions. The Club arranges football, basketball, badminton, hiking, table-tennis, Zumba and yoga sessions on a weekly basis. The Sports Club also organises social activities such as Movie Nights and fun tournaments for games like badminton, futsal, football, bowling, paintball and dodgeball.

We encourage our employees to participate in all these extracurricular activities as they build confidence and sometimes bring out latent skills in employees. Their involvement in these activities also helps break down communication barriers within the team and boost the collaborative spirit.



*The EcoWorld Choir in action*



## OCCUPATIONAL HEALTH AND SAFETY

The Department of Occupational Safety and Health Malaysia (“**DOSH**”) reported that in the year 2018, the number of occupational accidents (covering non-permanent disability, permanent disability and death) in the construction sector was the third highest in Malaysia<sup>1</sup>. Safety and health considerations are of key priority to the Company as we acknowledge that construction sites are prone to hazardous situations and dangerous activities. Providing safe working conditions for our employees and workers makes good business sense and results in less work-related illnesses and injuries which will lead to less lost hours and more productive hours.

We encourage responsibility towards safety and health at all levels of employees, especially workers at our construction sites, to prevent accidents and ill health in the workplace. To this end, we established the EcoWorld Health, Safety and Environment (“**HSE**”) Management Standard which aims to manage safety and health aspects at construction sites.

In conformity with this management standard, periodic health and safety inspections and audits are carried out at all of our project parcels in each development site. We have dedicated HSE teams at both development sites and at group levels to monitor safety and health aspects and to conduct relevant assessments, inspections and audits. In ensuring that the safety and health of our

employees and other stakeholders are secured, we measure our compliances and performance levels and derive a performance score on a monthly basis. This performance score is communicated to all project teams and contractors for information and planning of future improvements.

As part of our efforts in ensuring a safe workplace, we provide safety and health training to equip our employees and workers with relevant knowledge and skills. We constantly keep abreast of current local and global safety and health practices to ensure that our employees are aware of risks at construction sites and its preventive measures.

Among the HSE initiatives undertaken by the Company are training on fire drill and tower crane inspection at our Eco Botanic site and training on traffic management, biological hazard, site vehicle safety and PERKESO Benefit in Construction Sector at our Eco Grandeur site. Both sites also conduct regular site inductions and toolbox meetings to closely monitor safety and health issues and concerns.

In July 2019, we conducted EcoWorld Occupational Health and Safety (“**OSH**”) Week at all property business units with the theme of ‘Safety and Health - Our Future of Work’. This programme aims to inculcate a safe working culture at the workplace considering the high risk of accidents at construction sites.





## OHS Week at Eco Grandeur

- Eco Grandeur in collaboration with Eco Business Park V organised various activities such as Training on Duties and Requirement on Falsework/Formwork and Grand Tool Box
- Training on Duties and Requirement on Falsework/Formwork was organised to give the latest information on the safety requirement of Falsework/Formwork
- Grand Tool Box involved mass housekeeping of worksites and involved 14 contractors and a total of 157 workers

## OHS Week at Eco Botanic

- EcoWorld OHS Week and Workplace Accident Free were conducted at Eco Botanic
- Various programmes conducted such as Training on Forklift Safe Handling, Appreciation Day with DOSH of Johor including Best Worker Award and Safety Quizzes and Grand Tool Box
- Training on Forklift Safe Handling was conducted for 10 workers followed by scaffolding inspection

We strive to work towards zero accidents at our workplace, although we acknowledge that there may be instances where accidents may occur for any number of reasons. We ensure that all incidents and accidents are recorded and reported accordingly for corrective action to be taken. A Safety, Health and Environment Report is submitted by our contractors to the respective Business Units on a monthly basis, and subsequently submitted to the Group HSE. We are proud to declare that we recorded zero work-related injuries for both Eco Botanic and Eco Grandeur across 1,019,890 and 4,134,743 man-hours, respectively.



### ENGAGEMENT PROGRAMME ON HEALTH AND WELLNESS

EcoWorld is committed to be a socially responsible organisation and a caring employer. We understand the importance of health and wellness of our employees, and therefore we introduced the Pink Possible Campaign - a comprehensive framework of employee wellness initiatives and long-term practices that covers healthy bodies, minds and living. Under the Pink Possible umbrella, we conducted multiple programmes and activities encompassing overall wellness especially wellness of the mind.



### MENTAL HEALTH AWARENESS TALKS

The Mental Health Awareness Talks aimed to reduce and end stigma associated with mental issues through education, to assess the overall mental health status of our employees and to provide an avenue for employees to reach out for support to manage their mental health. Based on the results of preliminary psychometric assessment questionnaire key findings, more than 10% of EcoWorld employees were found to have some form of anxiety or depression, ranging from mild to extreme. From these findings, EcoWorld sought treatment from a team of professional mental health counsellors for employees diagnosed in extreme severe and severe conditions. Face-to-face counselling sessions and online meetings were conducted for the identified groups. The health talks have benefitted around 60% of EcoWorld's employees.





**PARA COUNSELLING**

Para counselling involved selected employees in leadership positions to undergo a 12-week series of workshops, counselling, coaching and mentoring topics in order to become “mental first-aiders” or the go-to person whenever any employee needs advice or guidance pertaining to mental health. 44 participants from technical and non-technical sections, ranging from top management to middle management team including Executive Director, Divisional General Managers, Business Heads and Senior Managers have been certified as counsellors and coaches.

Para counsellors were guided on how to use the ‘Languages of Appreciation’ to effectively communicate appreciation and encouragement to employees or colleagues, to build healthier relationships with the team, to create a more enjoyable working environment and to improve mental wellness of EcoWorld employees. This initiative also drives EcoWorld’s diversity and inclusion agenda by equipping para counsellors as mental first aiders to address different needs among the employees such as single parenthood, grief management and other personal trauma.

**INCREMENTALITY CAMPAIGN**

The Incrementality Campaign is a 12-month campaign aimed at encouraging employees to strengthen relationships with their loved ones and to cultivate self-care habits by making small, consistent and incremental efforts to cultivate a mentality of self-love and togetherness. This campaign comprises three stages as below.



**Reflect**

- Self-reflection to live a positive life and discover a greater connection to oneself

**Reunite**

- Spending quality time with family to create lasting memories and bonding with loved ones

**Reconnect**

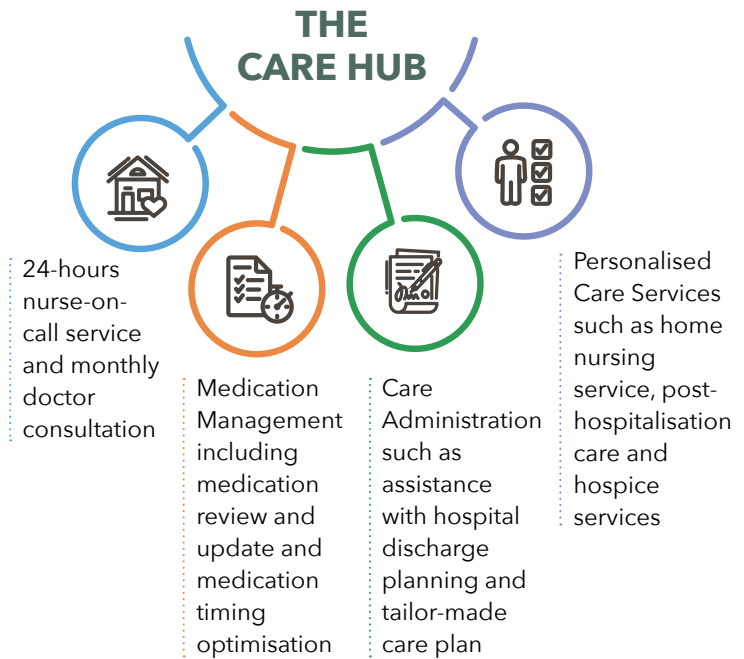
- Reaching out to old friends and rebuilding real connections and conversations



### CARING FOR THE SICK AND ELDERLY

EcoWorld is in collaboration with Aged Care Group (“ACG”) to create a holistic living environment with integrated health and wellness services at care hubs for residents. This is to address the challenges on ageing population such as deteriorating health, special care and lack of proper shelter. EcoWorld and ACG signed two memoranda of understanding with Kaohsiung Medical University Hospital of Taiwan to promote cross-border collaboration on health and wellness which includes teaching, research and talent cultivation and exchange.

As part of EcoWorld Malaysia’s commitment to provide unmatched products and services, the Group has introduced the multi-generational wellness services at Eco Terraces located in Penang and Eco Sanctuary in Kota Kemuning, Selangor. These residences serve to satisfy multi-generational needs of a modern family including Medical, Lifestyle, Care and Greenery. Services provided at the Care Hub are shown on the right:



### COMMUNITY DEVELOPMENT

#### YOUTH EDUCATION AND DEVELOPMENT



#### Students Aid Programme

Children represent the future, a fact we as a Group are well aware of. In this respect, the Eco World Foundation was established on 7<sup>th</sup> May 2014 as a platform for the Group to give back to the community via corporate social responsibility efforts for children of all ages. The fundamental focus of this foundation is youth education and knowledge as well as health and well-being. One of the programmes under the Eco World Foundation is the Students Aid Programme which provides financial assistance to underprivileged students from primary up to tertiary levels of education. The intention is to support them financially, assist in helping them achieve their full academic potential and improve their living standards. The Eco World Foundation currently funds approximately 2,600 students in selected primary schools, 300 students in selected high schools and 42 students in tertiary education, 24 of whom have graduated. This year, Eco World Foundation conducted home visits to the students under this programme which covers Klang Valley area with total visited homes of 1,148 and involving 318 volunteers.



### Education Awareness for Orang Asli

Education awareness among *Orang Asli* (indigenous people) in Malaysia is still below par due to inadequate learning tools, books and facilities at schools. Eco World Foundation is passionate and deeply committed to providing better access to education for those in need, especially the *Orang Asli* community, by executing collaborative programmes with Persatuan Kebajikan Suara Kanak-kanak Malaysia ("**SUKA**"). SUKA is a non-governmental organisation which aims to ensure proper protection and treatment of children in crisis situations such as human trafficking and children in detention.

As part of this initiative, Eco World Foundation developed teaching tools for preschool children from the *Orang Asli* community, with the aim of creating educational opportunities, especially in remote areas. The programme involved 10 *Orang Asli* preschools in the remote villages of Rompin, Pahang and Gua Musang, Kelantan. The teaching tools were prepared for the core subjects of Bahasa Malaysia, English and Mathematics, whereby five items were provided for each subject for 10 preschools.

A total of 42 staff were involved in preparing 150 handmade teaching tools. The programme also included a book donation campaign supported by EcoWorld staff, who donated their pre-loved books that were still in good condition. A total of five boxes were collected and delivered to the *Orang Asli* community by their partner SUKA, which continuously helps them to improve education awareness and encourages them to build their own preschools.

Eco World Foundation contributed RM125,700 in FY2019 for the Empower2Teach programme which was utilised for:

1. Monthly allowance for teachers and assistant teachers and school expenses for four *Orang Asli* pre-schoolers in Gua Musang, Kelantan, which amounted to RM67,200
2. Sponsorship for the printing of syllabus and school materials for 2020 for 10 preschools which amounted to RM16,000
3. Sponsorship for teachers' training for 2020 with 4 sessions of training for 10 school teachers which amounted to RM18,500, and;
4. Sponsorship for the monthly supervision cost for 10 preschools for 2020 which amounted to RM24,000





**School Furniture Donation**

Eco World Foundation continues to provide financial assistance to underprivileged students and has helped 3,000 primary and secondary school students from all over Malaysia in places like Kuala Lumpur, Selangor, Perlis, Kedah, Penang, Pahang, Johor and Sabah. Eco World Foundation recently donated RM36,000 to SMK Pulau Ketam in the form of school furniture and fittings for the special needs class. Apart from basic items for the school, the donations also included sewing machine, refrigerator, oven and other kitchen appliances for use as special students’ learning tools to improve their essential life skills.

“ .....  
 The new equipment donated by the Eco World Foundation will greatly benefit the school’s special needs students and boost the school spirit  
 ..... ”  
 Tan Sri Lee Lam Thye,  
 Chairman of Eco World Foundation

The Foundation continues to participate in youth development, especially involving students, with the aim of ensuring a conducive learning environment in school. A total of 560 sets of students’ desks and chairs worth approximately RM62,000 was donated to SMJK Yoke Kuan, in Sekinchan, SJK (C) Yak Chee and SJK (C) Han Ming in Puchong, SJK (C) Taman Rashna in Klang, SJK (C) Ying Wah in Kapar, and SJK (C) Yit Khwan in Tanjung Karang.

The Foundation also adheres to stringent quality checks to ensure durability of the desks and chairs to ensure the furniture can withstand wear and tear. Since its inception, the Foundation has spent RM752,000 on replacing school furniture which also includes canteen tables and benches besides providing other facilities.

**Caring for Children with Special Needs**

It is always the Eco World Foundation’s aim to reach out to as many needy Malaysians as possible. Besides the *Orang Asli*, Eco World Foundation has also contributed in helping special needs children with Eco World Foundation donating to a few Program Pendidikan Khas Integrasi classes (PPKI) that provide the children with essential tools to help them acquire living skills. The schools that have benefited from the Eco World Foundation are:

1. SMK Pulau Ketam - we donated a refrigerator, sewing machine, gas stove, baking oven, mixer, students’ desks and chairs and a computer and printer that cost a total of RM36,000
2. SK Taman Kepong - we donated students’ desks and chairs, book shelves, three units of computers and printers which cost a total of RM18,000
3. SMK Yaacob Latif - we donated two units of heavy duty steam irons, two units of big ironing boards, two units of foot bath chair, 100 units of mushroom planting blocks, racks for mushrooms blocks, steel cupboards, shoe racks and students’ desks and chairs which amounted to RM20,000
4. Kiwanis Down Syndrome Foundation - we donated teaching aids (motor skill sets) and walkers for students with learning difficulties, which amounted to RM8,100



## NATURE CONSERVATION

For this year, Eco World Foundation has worked closely with the Malaysian Nature Society (“MNS”) on nature conservation efforts. This effort will continue in year 2020 with various projects in the pipeline.



### *River Restoration*

The Eco World Foundation in collaboration with the Global Environment Centre conducted river restoration activities which includes widening of stream, clearing of debris and river water quality test, at the MNS site, Federal Hill, Kuala Lumpur. This programme was supported by 42 volunteers.



### *Gotong Royong*

44 volunteers (in three batches) helped out in cleaning, plant seedlings, and soil composting, among others at the MNS Urban Community Forest Nursery.



### *Mangrove Seedling Planting*

At Kuala Selangor Nature Park, 30 volunteers from our Group planted 120 seedlings with the aim to enhance awareness level on the importance of preserving mangroves for the ecosystem.



**HEALTH AND WELL-BEING**

***Befrienders KL Emotional Support Centre***

Mental health is important at every stage of life, from childhood and adolescence through adulthood. The Befrienders are known as the only organisation in Malaysia providing emotional support to prevent suicide. It operates around-the-clock to provide support for emotionally and mentally drained Malaysians regardless of age, race and religion. Eco World Foundation has embraced the opportunity to offer its support in conjunction with mental health education and outreach by Befrienders KL.

Donations of RM50,000 were made through make-over of the premises to create a more conducive environment for the staff, volunteers and visitors, especially during the counselling sessions.



.....

With the mounting stress in the workplace, compounded by financial difficulties and family pressures, depression and anxiety are increasingly prevalent in Malaysian society. The Befrienders work tirelessly round-the-clock to help Malaysians of all walks of life who are desperate and despairing. This is important work because every interaction could save lives. The Eco World Foundation is glad to be able to do its part in supporting the Malaysian mental health support system by providing a more conducive environment for mental health counselling and conversations to happen

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Tan Sri Lee 

***Eye Screening Programme***

Eco World Foundation collaborated with the Tun Hussein Onn National Eye Hospital (“**THONEH**”) and its foundation arm - THONEH Foundation - for 2 consecutive years to contribute and address the needs of underprivileged children, focusing on a programme to sponsor eye check-ups and spectacles for students in five schools in the Klang Valley. This programme aims to raise awareness and reduce avoidable vision problems amongst primary school children. The eye check-up sessions involved a total of 3,811 students from SK Bukit Kapar, SJK (C) Ying Wah, SJK (T) Methodist in Kapar, SJK (C) Chung Wah, and SJK (C) Ijok, back in March and identified 455 students who needed spectacles with 161 being underprivileged students. Our contribution of RM20,000 covers the cost of conducting the check-ups and free spectacles which were handed over at a ceremony held at SK Bukit Kapar on 21 June 2019.



.....

Eye health is often neglected due to financial difficulties and this may effect the lives of our young people in terms of education, daily tasks and even safety. With the help of THONEH, Eco World Foundation is glad to be able to do our part in providing basic optical care for underprivileged children

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Tan Sri Lee 

### #ANAKANAKMALAYSIA CAMPAIGN

EcoWorld in collaboration with Star Media Group Berhad has organised the #AnakAnakMalaysia Campaign for five consecutive years to celebrate Malaysia's diversity and promote unity in conjunction with National Day and Malaysia Day. This year, the fourth year of the #AnakAnakMalaysia Walk, saw the event being held at Eco Ardence in Shah Alam, Eco Terraces in Penang and Eco Spring in Johor.

The #AnakAnakMalaysia Walk in Eco Ardence, held for the first time as an evening walk on Merdeka Day,

was graced by His Majesty The Yang di-Pertuan Agong Al-Sultan Abdullah Ri'ayatuddin Al-Mustafa Billah Shah. Thousands of Malaysians including prominent local figures participated in the walk.

The #AnakAnakMalaysia Walk in Eco Spring took participants on a 4km route around Eco Spring, Eco Palladium, Spring Labs and the scenic 18-acre Urban Park @ Eco Spring. In Penang, participants carrying balloons and waving their Jalur Gemilang took a five-kilometre walk from Jalan Paya Terubong to Nan Shan Hill and back.

### ECOWORLD LEADERSHIP DEVELOPMENT PROGRAMME

The EcoWorld Leadership Development Programme (EWLDP) is a customised programme for identified potential successors. One of the assignments required to be completed by participants is the planning and execution of corporate social responsibility ("**CSR**") activities that can impact the local community to actively encourage EcoWorld's employees' commitment on volunteerism and emphasise the need to care for less privileged members of society.

The CSR activities executed by our employees for the local community are:







ACTIVITIES	OBJECTIVES	OUTCOMES
Supporting Rumah Victory (Home for underprivileged children, youths and the elderly)	<ol style="list-style-type: none"> <li>To promote awareness on healthy living</li> <li>To provide a platform for continuous learning besides cultivating an interest in cooking and baking</li> </ol>	<ol style="list-style-type: none"> <li>Planting an edible garden at an old folks' home</li> <li>Organising cooking and baking workshops for the underprivileged to equip them with a useful life skill</li> <li>Organising a Grand Bake Sale at Sanctuary Mall with proceeds of RM1,000 donated to Rumah Victory</li> </ol>
Bringing Light and Hope to the <i>Orang Asli</i> Community	<ol style="list-style-type: none"> <li>To install lights in seven homes of <i>Orang Asli</i> families via collaboration with a social enterprise</li> <li>To raise funds</li> </ol>	<ol style="list-style-type: none"> <li>Building a lighting system using solar panels, charger, battery, power inverter, switches and lights</li> <li>Organising fundraising and charity sales</li> <li>Donating Pre-loved clothes, toys and cooking utensils</li> </ol>
Library Revamping and Education Charity Carnival	<ol style="list-style-type: none"> <li>To cultivate a reading culture and provide better learning environment and experience among communities</li> </ol>	<ol style="list-style-type: none"> <li>Donating new or used books to children, and adding books variety</li> <li>Setting up game zone and sports equipment station for children</li> <li>Revamping Village Library through mural painting and re-layout of the library</li> <li>Installing and repairing lightings, air-conditioning units, fans and electrical supply</li> <li>Raising funds from Educational Charity Carnival</li> </ol>
Gift of Sight and Gift of Goods	<ol style="list-style-type: none"> <li>To support underprivileged with a pair of vision corrective glasses</li> <li>To reduce number of unwanted eyeglasses to be sent to landfill</li> <li>To donate daily supplies</li> </ol>	<ol style="list-style-type: none"> <li>Collecting 203 used spectacles from Team EcoWorld and the public</li> <li>Free eye checkup for 110 underprivileged</li> <li>Delivering 28 pairs of corrective vision glasses</li> <li>Collecting approximately RM1,000 worth of daily supplies and delivered to the underprivileged</li> </ol>



**BEACH CLEAN-UP**

EcoWorld Malaysia acknowledges the global concern on coastal pollution and strives to contribute towards minimising pollution. For FY2019, we participated in beach clean-up activities organised by a non-profit organisation to inculcate the habit of responsible waste management and to enhance knowledge on coastal and ocean ecosystems which are affected by irresponsible littering at coastal areas. We collected trash from the coastal areas and weighed them to keep track of the amount of trash collected.

 <b>Pantai Batu Laut</b> ..... Kuala Langat	 <b>Pantai Remis</b> ..... Kuala Selangor	 <b>37 staff</b> ..... volunteered for this programme
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 <b>Plastic bottles</b> <hr/> <b>216.3kg</b>	 <b>Glass bottles</b> <hr/> <b>57.6kg</b>	 <b>Metal tins</b> <hr/> <b>23.3kg</b>	 <b>Plastic straws</b> <hr/> <b>2.9kg</b>	 <b>Cigarette butts</b> <hr/> <b>2.0kg</b>	 <b>Non-recyclable waste</b> <hr/> <b>1,227.0kg</b>
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**CONCLUSION**

As a leading property developer in Malaysia, EcoWorld Malaysia aims to set a benchmark for sustainable business practices. Year-on-year, we endeavour to enhance and integrate sustainable initiatives into our daily business operations, leveraging the positive impacts of sustainability to achieve greater business growth.



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